ACADEMICS and CLASSES

I’ve heard from students who are seeing that most or even all their classes are not in person. As a result, they are considering not returning to campus. Have you seen this trend and how are you addressing it?

We have a significant number of courses being taught fully face-to-face or with some face-to-face components. We are receiving calls from some students who want to be fully remote. We will know more in August.

You said that the schedule has been redone, but the changes aren't apparent in the master schedule. I am teaching in-person classes in the fall. My courses are still assigned for rooms that are too small for the social distancing rules.
The classroom assignments are being finalized.

The schedule does not have hybrid listings yet. Mine indicates F2F when it is hybrid. When will this be done? And can you please tell the students that the listing is not completed?

Communication has been sent out to students emphasizing that they have to be proactive and look at the schedule. Faculty, advisers, deans have been working hard to make sure students have 15 credits and to do our best to assist students who want to make changes to their schedules.

Where will students study while on campus and logging on to remote classes?

Students can study in any space where they are able to appropriately socially distance.

Students can always study and log on to online courses from their rooms if they live on campus.

What do face-to-face faculty do if they have students who at some point feel they can no longer attend face-to-face in order to protect/preserve their physical/mental health? Are faculty expected to provide online instruction as well as face-to-face at the same time? Or do students drop the course? Needing some guidelines for faculty.

Faculty should attempt, as much as possible, to assist such a student in completing the course. Some of this will need to be determined on a case-by-case basis. There is no single answer that can be provided that will work in every situation. If it is not possible for the student to complete the course remotely, a withdrawal might be necessary. In some cases, perhaps an "incomplete" with completion of the required learning/work at a later point might be a better choice. If a faculty member prepares slides for each class and can share instruction in this way, it might be adequate along with completion of required reading and course activities. It may also be possible, in some cases, to allow a student in an extreme situation to Zoom into the physical classroom space to hear the faculty member's in-person instruction along with classmate questions/comments.
What is the plan to provide access to face-to-face instruction content for students who have to miss classes due to illness/quarantine?
This is no different than a non-COVID semester when students become ill. They work with their faculty members (and/or classmates) to access notes and get caught up on the class’s progress.

What type of accommodation will be provided for students who want to move to fully online? I have already received an email from one advisee asking me if they can take all of their courses online, but the current options for their course sections are only face-to-face or hybrid.
Students who wish to go fully online, but whose schedules currently include some face-to-face instruction, have been directed to contact their adviser, chair, and/or dean to talk through alternative options.

If a class is listed with the location as "web" but there are course meetings listed as well, does that mean that the class will meet via Zoom or on another real-time, virtual platform?
Courses that will meet on Zoom are now indicated as such and have a listed course meeting time. Any course with a physical location listed and Web means that it is being planned as a hybrid class: sometimes meeting in person, sometimes completing activities and assignments outside of a physical class meeting to make up for the direct student/faculty contact time.

When will students, who are finding jobs and making fall plans, be informed their course schedule will be changed?
The course schedule is being finalized, but it is possible some additional changes may occur as we finalize classroom location planning as well as faculty availability. Students should check the online course schedule postings regularly to make sure they are aware of any new revisions.

**BRANCH CAMPUS**
I am concerned about the branch campus population getting lost in the shuffle. Are they receiving the same attention, resources, and support?
Our students reach out to us and faculty. We have a good relationship with SUNY Adirondack and have support in place here in the building. We’re in a good place, staying on top of everything, mankind sure students have what they need in conjunction with SUNY Adirondack and the main campus.

**CAMPUS HOUSING and COMMUNITY LIVING**
Is the cost of housing going to be pro-rated since students will not be able to be on campus for the remaining weeks of the semester due to the remote experience after November 20?
There will be no pro-rated or reduction in costs. The amount of services and food days are nearly equivalent to what has been charged in the past as a result of starting Aug. 24 and going up to Thanksgiving.

**CAMPUS OPERATIONS**

Will the library be open? What will be the hours and protocols?

We have submitted a plan that is under review now. We have reduced seating and spaced out seating. We are covering reserved texts with plastic. We hope to maintain all our hours in order to give available space for students, faculty and staff.

There hasn't been anything mentioned about the financial impact on the university. Could you speak to that, please?

The financial impact to the College is unknown at this time. There has been approximately $200,000 to $350,000 spent on expenses directly related to COVID-19.

What's the status of fees that support programs and the need for student staffing?

The impact on fees that support programs is unknown at this time. The revenue associated with mandatory fees are based upon student enrollment and other fees are based on students’ option for fee for services such as parking.

Will the Art Museum be open to the general public in the fall?

At this time, the college does not have a target date for public access to our buildings including the Art Museum. Access to the college buildings is restricted to faculty, staff, students, and invite visitors with appointments only.

We are an open campus where the public has an expectation to have access to public buildings, the library, the theater and the museum. Over the summer, public buildings have had limited access. Will this continue? Has our policy changed with regard to being an open campus for the short term?

The campus has made efforts to reduce capacity on campus through several means. Removal of furniture to discourage large gatherings, posting occupancy signage and working with departments who hold events and activities.

One of the ways the campus is doing this is in the library. The library will be monitoring capacity by counting the number of people entering and exiting the library.

What spaces are available for events that could accommodate 40-50 people? Are the ballrooms going to be available? Are those rooms being converted to classrooms?

Until such time as all fall face-to-face and hybrid courses have been assigned a space, it is unknown what spaces will be available for events. Guidelines regarding events and gatherings are posted here: [https://www.plattsburgh.edu/about/offices-divisions/administration-finance/about-us/covid-19-info.html](https://www.plattsburgh.edu/about/offices-divisions/administration-finance/about-us/covid-19-info.html)
What decisions have been made about food service on campus?
Food service will be available for take out and dine in service. Social distancing and face coverings are required unless in the act of eating or drinking.

Will we have student employees, whether Work-Study or temporary service? Will there be further check-ins or processes needed for student employees?
We will have Work-Study students in the fall and a few temporary service student workers. They will be required to comply with the Social Distancing and Face Covering Policy and complete the mandatory daily screenings.

Will offices like admissions be able to travel after August 1?
It is expected that travel will remain restricted to New York state through the semester.

**CAMPUS SAFETY | EQUIPMENT, POLICIES and ENFORCEMENT**
Are there enforcement procedures to address violations of COVID-related policies? Will they be distributed to all faculty and staff?
We are elevating student education to make sure they have taken to and maintain the Cardinal Pledge. Education would be used for the first and second offense. We will also remind students that without a mask, they have no access to buildings and classes. A third offense would go to student conduct, which can lead to dismissal.

What if a student does not complete the form on a daily basis and what if a student is not complying with wearing a face mask. What will be the repercussions?
We have several ideas to assure compliance but nothing has been finalized. We’re in the development phase of student daily health screenings once school starts for all students returning to campus Aug. 24. If a student refuses to wear a mask, they will be violating campus safety protocol and be brought up for disciplinary action leading up to dismissal.

How will the Cardinal Pledge be monitored and enforced? Specifically, large off-campus gatherings, parties, etc.
We have collaborated with city police. In Phase 4, you can have gatherings of up to 50. We intend to continue collaborating with city police and address parties as we are made aware of or see them. The student conduct manual and our policy allows University Police to make referrals for violations of the policies. And we ask people to contact UP if they witness any parties or gatherings that are contrary to social distancing requirements.

If a student refuses to wear a mask in my class what should I do? Call the police? Ask the student to leave? Who will be enforcing the mask-wearing rules? I am speaking about in the moment, in class. And how about in buildings, in hallways?
Managing classroom order is the responsibility of the professor. Achieving compliance with wearing a mask could include a conversation to determine why the student isn’t wearing a mask (medical reason, just forgot), education about the benefits of wearing a mask, and if compliance
cannot be achieved, a referral can be made to student conduct. In the most egregious cases a report can be made to University Police.

It is the responsibility of the entire campus community to support social distancing and face covering measures. University Police, like all other campus officials, have authority to make referrals to the student conduct office for violations of the student conduct manual.

In addition to enforcement by campus officials, leaders of student groups and organizations are being called upon to assist with peer to peer support of proper social distancing and mask wearing.

**When increasing policing of student behavior this fall, what steps will be taken to mitigate unconscious racial bias?**

University Police undergo annual training to include steps to mitigate implicit bias. As implicit bias is unconscious, supervisors and University Police command staff will be reviewing reports of interactions with the campus community for trends in enforcement. University Police also intend to utilize Student Safety Ambassadors to assist in our reinforcement and enforcement efforts of proper social distancing and mask wearing behaviors.

**Are face shields an acceptable alternative as PPE?**

No. Face shields are added protection for eyes used especially by health care providers who come in close contact to patients exhibiting symptoms of COVID-19. Health care providers must also wear a mask. Wearing just a face shield is not a substitute for wearing a face mask.

The Center for Disease Control and Prevention does not recommend the use of face shields as a substitute for cloth face coverings. It is not known if face shields provide any benefit as source control to protect others from the spray of respiratory particles. If a face covering cannot be worn due to a health condition, you should consult with your healthcare provider for advice on an acceptable alternative.

**What precautions or changes have you made to ensure indoor air is safe?**

Maintenance and Operations has consistently adhered to required preventative maintenance measures and routine inspections. However, during this heightened concern for our health it is understandable that many have questions regarding the air quality within our facilities.

We have reviewed building maintenance guidance from experts in the field to ensure we are taking every advantage to make our buildings as safe as possible. As standard practice, all campus units are checked daily to ensure they are functioning properly. These checks are performed visually on location by our Central Heating Plant operators. Along with these checks, the CHP watch engineer monitors our building management system 24/7. This system provides us with the ability to see and make changes to room set points, modulate damper positions, increase or decrease air flows, manipulate space temperatures, activate/deactivate air handlers and equipment, etc.. The system also alerts us of issues through alarms.
Minimum Efficiency Reporting Value, commonly known as MERV, is a measurement scale designed by the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) to report the effectiveness of air filters. The only filters that can make claim that they can capture >99.9% of particles in the 0.3 to 1 Micron range are HEPA filters. These are classified as MERV 17 or higher. Most code-compliant commercial buildings (gym, malls, etc.) use MERV-8 filters. Roughly half of our academic and residence halls buildings have air filters that are MERV 13 rated. We are in the process of upgrading all air filters to MERV 13.

Summary of enhanced measures for building services operation:

1. Replace central outdoor air and extract air filters monthly. Air pre-filters are routinely replaced quarterly but proactively, we have moved up the frequency to a monthly change.

2. Increase building ventilation using outdoor air by adjusting our mechanical system.

3. Switch air handling units with recirculation to 100 percent outdoor air when possible and reduce indoor air circulation as much as possible.

4. Increase ventilation speed at least two hours before the building usage time and switch to lower speed two hours after the building usage time.

5. At nights and weekends, maintain constant ventilation.

6. Employees can open windows when available when they are in their offices. Make sure to close your window when you leave your office.

7. Keep restroom exhaust in operation 24/7

8. Operate fans continuously

9. Maintain heating, cooling and humidification systems to support occupants as well as assets in the buildings

Can the completion of the health questionnaire be clarified? For the students on campus, will they have to complete it before they go to the dining hall or classroom? Off campus, before they go to class? How will anyone know if the questionnaire has been completed before they enter a building? If they are questioned how do they "prove" they completed the form?

SUNY Plattsburgh will require students to complete a daily health screening prior to coming to campus or participating in campus activities if already residing on campus. Completing the health screening form is based on the honor system. For this reason, the campus will have to trust that our students are filling out the form accurately and truthfully.

How will social distancing be enforced in public areas? I work in the student mail center which has a small lobby area where the students get their mail and packages at a service
window. Typically we have 30-40 students in line during busy times. A Social Distancing Assessment Checklist and Modification Request has been received for the Student Mail Center. The proper signage will be posted and any necessary modifications made prior to the fall semester.

**CAMPUS SAFETY | ISOLATION, QUARANTINE and METRICS**

What is the threshold that our campus will have to reach of positive COVID-19 cases to move fully remote again?

We are in Phase 4 of New York’s reopening. If the criteria for Phase 4, which includes higher education, begins to erode, the governor has the ability to move us back to Phase 3, which doesn’t include higher education. We will be monitoring the number of students who test positive and how we as a campus can take care of them, including 116 isolation and quarantine in rooms set aside in Banks Hall.

Will off-campus student cases be counted into a threshold for a campus response?

Those off-campus cases generally come to the Student Health and Counseling Center for testing and will be in the matrix of our total cases. If the living conditions meet with local health department requirements, they can quarantine in their residence. Otherwise, they’ll quarantine on campus.

Will off-campus students be able to quarantine on-campus if they show symptoms or have contact with a symptomatic roommate?

We will monitor the number of students who test positive and how we as a campus can take care of them on campus. If we hit a threshold, we will go to the county to discuss what we need to do. We will monitor our cases and quarantine on campus.

Are the 116 isolation and quarantine rooms for cases that don’t require advanced healthcare like ventilators? What is the local hospital’s capacity should we have a breakout?

The campus has identified 116 rooms to be used for isolation and quarantine. Any severe cases will be treated at CVPH.

Clinton County Office of Emergency Management, Clinton County Health Department, and CVPH Medical Center have plans to deal with an increase in COVID cases in our area. If needed, they will activate their surge plan to increase bed capacity.

The isolation rooms are for students that have symptoms of COVID-19 but do not require hospitalization. These students are monitored daily.

Quarantine rooms are for students that have been exposed to a person who has tested positive for COVID-19 and are monitored for a 14 day period to see if they develop symptoms and therefore do not spread the disease in an asymptomatic state. This is a public health practice to decrease the spread of communicable diseases.
The hospital has plans that have been utilized during this current pandemic to monitor their resources. They are in close communication with the local Clinton County Health Department. Dr. Kathleen Camelo, director of the Student Health and Counseling Center is the vice president for the Clinton County Board of Health and is in close communication with this agency.

The plan mentions “contingency plans” should the return to fully remote should be necessary. What are the metrics that will be used to determine if we are to go fully remote? Specifically, beyond what New York State may direct what numbers will be used here? Will these criteria be conveyed to students, faculty and staff prior to the start of the semester? This would be useful. In other words, what exactly would trigger a return to remote learning and will that metric be communicated to our community prior to starting in the fall?

This is a very complex issue and we do not have one statistic or one factor that will be utilized since this is a multifaceted issue that is determined by a number of issues including the utilization of community resources. We are diligently monitoring cases in our community. Dr. Camelo receives these daily updates. Our partners in the community meet regularly and we have representation, including our president, from the campus on these vital committees and groups. Ultimately, the decision to return to remote learning will be made utilizing information from multiple resources as it was done in the spring.

If and when we have students in quarantine on campus, will we be using the buddy system that was created in the spring?

SUNY Plattsburgh’s Isolation and Quarantine (I&Q) Task Force had developed an I&Q Buddy program (Quarantine Buddies) to help provide direct support to those students in isolation/quarantine. Quarantine buddies will be activated for the fall semester.

Please explain the quarantine and contract tracing protocols and how they will work. For example, a student that lives off campus tests positive, lives with four roommates, and attends two face-to-face class periods, including a lab and a lecture in an enclosed space. Who gets quarantined and for how long? Who gets contact traced?

All students who test positive are reported to the Health Department. This is a mandated requirement by the state Department of Health. The Health Department performs the contact tracing for students exposed to COVID-19 and determines if they meet criteria for quarantine. If the student lives off campus, the Health Department staff member will evaluate and recommend a qualified quarantine space which may actually be their off campus residence. The Health Department will notify the campus if an on campus resident requires quarantine. The campus will then assign a qualified quarantine space on campus. Currently the Health Department is located in an expanded off site location to perform this function.

**CAMPUS SAFETY | SCREENING and TESTING**

How and who will monitor 6,000+ screening forms/day?
Any positive answers (to the screening forms) will be sent to the Student Health and Counseling Center. We will be working with the center staff and qualified members of our division to monitor and respond.

Why no baseline testing? Or mitigation testing? We have seen many times that this virus is passed without symptoms, and therefore symptoms monitoring only will not stop spread.
We have tests available for confirmatory testing. We will have rapid testing in September.

How does the reporting and testing protocol do an adequate job of identifying asymptomatic cases?
In order to decrease the spread of asymptomatic cases the key is prevention. The campus has instituted social distancing policies, including the wearing of face masks in public, health screenings and hand hygiene recommendations. These practices, as well as testing symptomatic students and subsequently quarantining patients, all work together to decrease the spread of COVID-19.

Other colleges are requiring students to bring a negative COVID test result with them that's been done within three days of arrival. Could we require this? Testing is free for anyone in NYS. Students could have it done before they arrive and it wouldn't cost campus anything. It's not perfect because students could get sick within those three days, but at least it's better than nothing.
Testing at one point in time does not necessarily ensure that one will be free of disease the following day when a student moves into campus or arrives in our campus community. We still need to practice social distancing, wear face masks appropriately, practice good hand hygiene, and seek advice from your medical provider if you develop symptoms.

CARDINAL ATHLETICS, CAMPUS EVENTS and COMMUNITY PROGRAMS
There has been little to no information on live events except for the recent athletics cancellation. Many students want the on-campus experience of socialness and what they are able to create outside of the classroom. What are the plans for allowing live events?
Will clubs be able to meet?
We will be evaluating along with student leaders how to allow for opportunities to participate in clubs and other experiences while supporting social distancing requirements and masking protocols.

What is the administration’s expectation for events and programming?
Clubs and organizations will be holding their meetings online so that both residential students and those who are learning from home will have opportunities to participate. Many events will also be held virtually, but there is a protocol in place for groups who wish to have face-to-face events. There are stringent guidelines for these activities to ensure the safety of participants.
If you don’t feel well, can you work remotely from home and not take a sick day to keep your office safe but continue your daily work?
If you are feeling well enough to work from home, you would not have to charge accruals. If you are unable to work, you have to charge accruals. However, if you are quarantined by the health department, there is a 14-day paid benefit for quarantine, but it has to be an official health department quarantine.

In regards to vacations for the rest of the year and into 2021. If we vacation out of the state and do not travel to restricted states, are we still required to quarantine for 14 days on return?
If you are coming in from one of the states on the quarantine list, you will have to quarantine. That does not include driving through a state on the list. If you fly in through the airport, you have to sign a form attesting to your activity and attest to the fact that you will self-quarantine for 14 days.

Faculty have been given the choice to teach remotely or face-to-face depending on their comfort. Why haven’t professionals been given that same choice if the job permits?
We have students who are returning to campus for face-to-face services who need the ability to interface with our support staff, faculty, deans, advising, HR, payroll, etc., in order to provide their broad range of services that they need to meet their academic goals. That is why there was a phased return back to campus program in alignment with New York Restart. Some remote work is going on; some are slowly returning once protocols have been put into place, including Plexiglas, removal of chairs, putting up signage. Some have returned for one, two days a week.

What about employees who have no direct contact with students? Why can they not work remotely? The CDC indicates that closed spaces are the most hazardous — many corporations have decided not to bring workers back to offices if they can work from home just as effectively. Why have we not done that in our plans?
Even employees who have no direct contact with students are still important to the overall success and support of our student population. Those employees who are in a category that is deemed as “high-risk” per the CDC will be allowed to continue to work remotely with the proper documentation, as long as the operational needs of their department are met.

If public schools go remote in the fall, will professionals have the opportunity to work remotely from home to care for their children? And if public schools do open, but parents choose not to send their kids to school because of safety/health concerns, will professionals/staff have the opportunity to work remotely from home to care for their children?
As local K-12 schools are developing plans for the upcoming school year, we realize some children will be learning remotely. We are currently evaluating options, within SUNY and NYS guidelines, that we can offer to classified and professional employees impacted by childcare this fall.
INTERNATIONAL STUDENTS
Can you update us on how international students are impacted, and whether they will be returning to campus or taking our classes remotely from their country?
The Global Education Office is working with international students to make sure students have a path to continue their education here.

If we go back to Phase 3 or need to shut down, will international students be able to stay and/or will they be able to return to their country?
If that were to happen students would be able to seek permission from the college to remain in housing. At this point, we do not know what restrictions might be placed on the college should that happen. Taking into account any restrictions, we would most certainly welcome our international students to remain on campus. Whether or not international students would have restrictions on returning to their country is not something we know at this time. Our GEO office would work closely with individual international students should any changes occur.

RESOURCES, ACCESSIBILITY and SUPPORT

A trend among young people during the pandemic is increased rates of depression. Has such an increase in mental health crises been anticipated and are there any COVID-unique options for helping these students in the fall?
Our Student Health and Counseling Center is providing mental health services via telemental health and, in certain circumstances, services that require face-to-face counseling. We do have a part-time psychiatrist that will evaluate and treat students experiencing complicated mental health issues. There is a $60 visit fee for that service. Our medical staff can also evaluate and treat mental health issues that are appropriate for licensed medical providers. This service is covered under the mandatory health fee. A local mental health agency comes to our Health and Counseling Center to provide additional mental health services that can be billed to a student's insurance if the insurance participates with the agency. The campus does have another sponsored program called Better Mynds that students can use to make appointments to providers via telemmedicine and use their own health insurance to pay for their services.

Are there any funds available for students who don’t have access, or have inferior resources, to the technology necessary for online learning?
The Plattsburgh College Foundation has created a COVID-19 Emergency Response Fund to support SUNY Plattsburgh students. Resources will mitigate the negative impacts COVID-19 and the delivery of college services to students. Students interested in accessing emergency funds, please contact Dr. Michele Carpentier at carpenmm@plattsburgh.edu.

Do we have any idea of the number of students whose financial situation has deteriorated because of the pandemic?
We strive to work with every student to assist with their financial needs.