ACADEMICS and CLASSES

Will students have the option of pursuing fully remote learning?
Some of our classes are offered fully online. Some are hybrid; others are face to face. We encourage you to look at your courses and find those that fit your needs if you are trying to find a component that would offer a fully remote opportunity. Speak to your adviser or chair to see if there are some options in classes that you need.

What is a hybrid class and when will I find out if I have one?
We have been updating the schedule to indicate if it will be taught through a hybrid format. Hybrid means some combination of face-to-face and online coursework. Students will find out from their faculty what it will look like and how it will be implemented.

Can you explain the different types of classes?
Face-to-face classes are meeting for the whole class time, at the same time, that the class is scheduled. For social distancing requirements, that room may be changed. Hybrid classes have some elements of online learning as well as face-to-face. You may not meet with the whole class at the same time, watching remotely using Zoom or some other online activities as assigned on days when you’re not in the classroom. Some class days may alternate with half meeting on Tuesdays; half meeting on Thursdays. Faculty will discuss how their classes will be held.

Will students be able register for classes offered completely remote even if there appears to be a conflict on the schedule? There appears to be several professors teaching different classes at the same time, not allowing the student to register for a different course because the system tracks it as a conflict.
Students who are experiencing difficulties enrolling in any classes they have targeted as ideal should contact either their adviser or their chair to clear up apparent glitches.

Will students have the option to pursue fully on-campus learning? My daughter hates online classes.
In some cases, yes. In other cases, this will not be possible. We are offering a large percentage of classes that involve some face-to-face component. Some classes are fully face-to-face; other are hybrid, meeting some days in-person and other days completing work/activities remotely. Some of the constraints will depend on the student’s current major and also how many credits are already completed towards the degree, and whether there are multiple sections being offered in different modalities available for choice. It is always recommended to reach out to the adviser or chair with further questions about obtaining the student's ideal schedule.

What if the remote classes we need are capped out. Will sections be added?
The chairperson of the coursework in question is responsible for making any decisions regarding adding additional sections.
Will there be face-to-face support between professors and students even when a class is web-based?
All faculty will still schedule and keep office hours -- even if teaching is web-based. Additionally, our academic support offices and staff are all prepared to provide their services online.

If someone in my class gets COVID, does the whole class move to online?
If a student tests positive, the contact tracers from the health department will interview the patient and evaluate the need for certain contacts to be quarantined. The entire class will not need to be quarantined provided proper social distancing and mask wearing takes place. If this is not the case, the health department will recommend designated students be quarantined.

What happens after November 20? What should I expect?
After Thanksgiving break, all SUNY Plattsburgh classes will be fully online. This will continue through the exam period.

For online classes, is a uniform platform being used by all departments?
Online classes will be launched through our Moodle learning management system. Moodle can also access Zoom (for online class sessions). Faculty may also link Moodle to additional teaching supports, like Textbook publisher websites.

What does it mean when I see "web" on my schedule? Does that mean the class is conducted remotely but still with direct instruction?
This link provides full information on how to read and understand how your classes will be taught: [https://www.plattsburgh.edu/covid-19/academic-affairs-covid-19.html](https://www.plattsburgh.edu/covid-19/academic-affairs-covid-19.html)

My classes are all labeled as online currently. Will there be any changes to those?
We encourage students to regularly check their schedules, as there is still the possibility of additional changes, based on changes in faculty planning.

Regarding online/remote instruction, I am concerned about reliable access to instructors. What is being done to assure that instructors respond timely and reliably to students' classroom-based needs and questions?
Timely response to student outreach to faculty is an expectation for all of our faculty. If a student is having difficulty obtaining information from a faculty member, the chair of the department where the course is offered can assist.

How are you doing hands-on classes, like anatomy and physiology, in an online format? How will labs be done?
There have been tremendous developments across higher education with new products that do allow for excellent instruction in classes like anatomy and physiology, which may have only been taught in person, "hands-on," in the past. This includes lab instruction. Questions about how our faculty will teach such classes are best answered by our faculty members and specific departments.
When will we find out which classes are online and which are in person?
Fully information on how to identify online classes versus in-person or hybrid is detailed at this link: [https://www.plattsburgh.edu/covid-19/index.html](https://www.plattsburgh.edu/covid-19/index.html)

My daughter is in the nursing program. What is the plan for junior year clinicals?
The nursing department and nursing faculty will provide current information directly to students on any questions of this type.

Will teacher education students be able to have internships?
The education department and education faculty will provide current information on all policies related to internships and field experiences.

What happens if I get sick and have to miss classes while quarantining? Will I have extra time to make up work and tests?
Faculty are always expected to work supportively with students who are ill (for any reason) and cannot attend class. The most important advice in this area is for students to stay in close contact with their faculty members. Problems develop, for the most part, when students become ill and don't stay in touch with their faculty members. Additional time to complete work that is due and tests that need to be made up is common.

Are in-person music lessons still an option?
The music department and music faculty can provide information directly to students on what they have concluded they can safely offer in terms of music lessons.

Are professors required to wear masks in class as well?
Yes. Faculty members and students must all wear face masks during class sessions — consistent with best practices for health and safety.

CAMPUS HOUSING and COMMUNITY LIVING | DINING SERVICES
What dining services will be available on campus?

How will students access dining halls? Will they be assigned a time to eat meals? Will they be able to sit at tables with their friends?
Students, staff, and faculty will have access to our dining halls during our regular service hours. Meals are available for take out or eat in service. Following New York State Department of Health recommendations, we have limited the seating capacity at our dining venues by 50 percent. Students are allowed to sit at the tables and dine with their peers.

Will dining facilities be open for athletes staying over break?
Yes. Limited venues in the Sundowner will be open during break. Breakfast, lunch, and dinner will be available.

**Will masks be required in dining halls? What will the rules be, since eating with a mask is not possible?**
Following New York State Department of Health recommendations, masks are required at all times at our dining venues, except while people are seated and eating or drinking.

**When will I be able to change the meal plan type or opt out of a meal plan?**
Students residing in the residence halls are required to have a meal plan and will be able to change their plan through the Meal Plan Portal. The portal will open for changes after bills are released. Students in their first or second semester are required to have the Anytime Dining + $125 plan and will not be able to modify their plan until they reach sophomore status.

Off-campus students can select any meal plan when they are processing their semester bill. If a meal plan change is desired after the bill is processed, the student can visit the Student Accounts or College Auxiliary Services office to make the change. The last day for students to change their meal plan will be Thursday, Sept. 3 at 4:30 p.m.

**CAMPUS HOUSING and COMMUNITY LIVING | MOVE-IN and RETURN**

**When will move-in begin?**
The earliest move-in depends on if you are returning from an area of quarantine. Our students will receive information on move-in soon. We will have a phased-in moving process beginning Aug. 18 with first-year students moving in Aug. 18-20; all other students will be phased in Aug. 21-23. Students will receive their move-in time and date with their room assignment.

**What exactly do I need to do before I return to campus as far as testing, screening and temperature taking? Do I need to take a COVID test first?**
We do not require a COVID-19 test prior to arriving on campus. We do require that you complete a health screening form daily for the 14 days before you arrive at your on campus residence or your off campus residence. The link to this form can be found on the homepage of our website. We recommend that you bring a thermometer to take your temperature if you are feeling sick and acetaminophen (generic name for Tylenol) if you develop symptoms of fever or achiness.

**How many people can come with me to move in?**
We will allow each student two move-in helpers to help them bring items into their room. The two helpers will need to wear masks and complete a Health Screening Questionnaire along with each student when they arrive at their residence hall for move-in.
I put some of my belongings in another building. Since I won't have access to all the buildings, how will I get my stuff from storage?
We’ll have a process in place to allow you to retrieve your items when you arrive back on campus.

**What is the bathroom using etiquette going to be?**
Bathrooms have all been designated so social distancing can be done; sinks are blocked off, stalls are marked. For residence halls, all have private bathroom pods. They will be cleaned, disinfected daily; there will be supplies available for students who want to wipe down surfaces as well.

**Will showers and toilets be cleaned daily?**
Bathrooms and shower areas will be sanitized and cleaned daily.

**My schedule shows all of my classes are online. If I choose to remote learn from home, will I be able to opt out of housing for the fall semester and opt back in for the spring semester? Is there a penalty for opting out?**
If you’ve already signed up for housing, we need to know ASAP if you made a decision to move to fully online for the fall semester. If you want to return to housing in the spring, we will welcome you back and will accommodate you at any point.

**Do we have to wear a mask in our own dorm building?**
If you are in your own private room or suite with the door closed, then no; but if you leave and walk in the hallway or anywhere else on campus, you must wear your face covering.

**I am an incoming first-year student. Can I live off campus? Have the rules changed?**
If all of your classes are completely online, you are not required to live on campus. If you are taking any class that has an on-campus component, then you are required to live on campus. The college’s requirement for students to live on-campus for four semesters remains in place unless you fall into this category or any of the other exemptions detailed here. If you fall into any of these categories, you will need you to complete the Housing Exemption Form found on your Housing Portal on your MyPlattsburgh page. Feel free to send us an email: housing@plattsburgh.edu or call us at 518-564-3824 with specific questions.

**If a student ends up taking a fully remote semester and has things in storage, can they remain there until next semester?**
Yes, we can accommodate this scenario. We will need you to send us an email, housing@plattsburgh.edu, informing us that this is your intention, however.

**How are you ensuring safety in poorly ventilated dorm rooms?**
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

Do I have to share a residence hall room if my roommate is coming from a high-risk state, like Florida? The virus can remain hidden for a time.
All students coming from states deemed to be high risk by New York state and any student coming from an international destination will be required to quarantine off campus, or in a separate building on-campus, for 14 days before moving into their assigned residence hall.

**Are single rooms available and how can I get one?**
We have a limited number of single rooms on-campus. Most are used by students who have a medical condition that necessitates a single room or as an ADA accommodation for some students. If you feel that your situation could require a single room, please follow this [link](#) for more information. Please send us an email: housing@plattsburgh.edu or give us a call at 518-564-3824 with any questions you might have.

**Can parents visit their students during the semester? Can we have other visitors in the residence halls?**
As an on-campus student you will only be able to host other on-campus students as guests. Parents are always welcome to visit you, but you would need to meet them outside of your residence hall as they would not be allowed to enter the residence hall.

**How will laundry services be different?**
All on-campus students will have access to the laundry facilities found in their residence halls 24 hours a day. There will be signs posted limiting the number of students who can be in a laundry room at one time. Other than following the posted signage concerning density and social distancing within that space, our laundry service will not change. Students are reminded that our laundry machines have online capabilities that include being able to see which machines are in use in a laundry room and receiving a text message from a machine when your laundry is done. We will give you more information on how to set this up when you get to campus.

**Can students go home at all during the semester? I know we don't have a fall break but wondering about other times. Will we have a parent weekend?**
We would advise students to limit travel as much as they can, and strongly recommend that students do not leave the Plattsburgh area once they have returned to campus. We understand though, that everyone has a unique situation, so there are no official travel restrictions in place for students. The campus will not have our Family Weekend this year. Mark your calendar next year for September 17-19, 2021.

**Will there be a mandated curfew for students living in residence halls? Do students have to be back in their residence halls by a certain time?**
No, there will be no mandatory curfew for students. Students' ID cards will be programmed allowing them access only to their assigned residence hall.

**My housing info is now blank. Has my suite choice changed?**
We are now in the process of making our Fall 2020 housing assignments. As such, your access to the system was altered to make this possible. You should see a message on
If someone has COVID and shares the bathrooms with other students, what will happen to the bathroom situation and all of those students? How many students share bathrooms?
If someone is COVID 19 positive, they will be removed from the residence hall and placed in an isolation room on campus where they will not have contact with other students until they have been cleared medically to return. The campus has specific cleaning protocols in place for the cleaning of bathrooms in this situation to keep everyone safe.

How often are the on-campus bathrooms and kitchens cleaned?
Bathrooms and kitchens, along with other high-touch areas/items will be cleaned and sanitized, at least daily, seven days a week. Students are welcome to augment that cleaning based on their own comfort level.

Should we stock our students’ dorm room with cleaning supplies?
This is a very personal question. We will be cleaning and sanitizing the areas within our residence halls, following state and health department protocols and procedures. We will be placing cleaning supplies in bathrooms for students to use if they would like to clean surfaces in bathrooms based on their comfort level. We are encouraging all students to bring cleaning supplies (disinfecting wipes, hand sanitizer, safe spray disinfectants, etc), based on their level of comfort.

Has it been researched by you that it is safe to have more then one student per dorm room?
We are following all state protocols and procedures for re-opening the campus, including the residence halls. Our plan, including the re-opening of residence halls at double occupancy, was reviewed, and approved, by the state and SUNY. The Health Department toured our residence halls and provided input on the plan we submitted and is in support of the planned usage of the residence halls at double occupancy, so long as students are following social distancing protocols and wearing masks outside of their rooms/suites.

How much freedom is there to leave campus to go shopping, hiking or home to visit, or are we essentially locked into the campus?
Students are strongly encouraged to limit their travel outside of the Plattsburgh area once they return. There are no restrictions in place related to students leaving campus to do these types of activities, but we would expect our students to continue to follow all guidelines in place related to social distancing, mask wearing, crowd sizes, etc., while in the greater community.

If we end up going remote due to high COVID cases, how many days will students be given to move out and travel home?
A decision related to moving to a complete remote learning could come from SUNY or the state and we would have to work within the parameters set at that time. We would work very hard to give as much time as possible if this were to happen, and do all we can to lessen the impact to our students.

**CAMPUS OPERATIONS**

How will the mail center work for delivery? How will we get our packages delivered?
All mail comes to the student mail center. All will have access to that facility through use of their ID card. Students will receive their PO box number with their housing assignments.

Will the library be open? What will be the hours and protocols?
We hope to open. 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.

When will the fitness center be open?
Currently, fitness centers have not been cleared to re-open in New York.

If a student is living off campus senior year, can they still have a PO box on campus?
Students living off campus, in the past, have been allowed to rent a PO box in the Student Mail Center. We cannot accommodate this practice this year as we limit access to on-campus facilities. We would suggest renting a PO box from another location if you require one.

Have you started plans for the spring semester and what might that look like?
Plans for the spring semester will be developed later.

When will campus tours begin again?
We will share information about college tours as that becomes available.

**CAMPUS SAFETY | EQUIPMENT, POLICIES and ENFORCEMENT**

What kind of disciplinary action will be taken to those who do not follow the guidelines?
We want to make sure our students are safe and it’s safe to return to campus. They have to wear masks and take the Cardinal Pledge and follow that pledge. Multiple violations of the guidelines will result in a referral to student conduct to consider dismissal. We expect students will be leaders and model good social distancing behavior.

You’ve currently pledged to extend student conduct policies to off-campus students and the restart plan also mentions an increased role for University Police. During a national outcry over excessive police involvement, is further policing really necessary and what do you pledge to do to make sure University Police is accountable and responsible?
We endeavor to have the type of police department your student will want to have a conversation with. Being approachable and friendly are not exclusive. Our tone is very positive. We interact with students as if they were our own children. We understand that for many, this is the first time they’ve been away from home and mistakes may be made. We recognize we are an educational institution. We have a very good relationship with Plattsburgh City Police. They will police like we will.

**What is the definition of multiple infractions?**
It is unfair to the whole if there is a group of individuals who refuse to mask up and participate in social distancing requirements to get a free pass. We will approach a zero-tolerance policy for students and faculty and staff. While we believe in an educational approach, if after a warning and attempt at educating those students who do not comply with requirements, they will be referred to student conduct.

**What if you have a roommate that is not complying with maintaining social distance and wearing a mask? What can someone do if they do not feel safe with their roommate?**
If you have a roommate who is not complying with social distancing or wearing a mask, we would suggest first talking to the roommate. But if that hasn't helped, that is why we are here. Community advocates and directors are here to help navigate that situation. Contact your community advocate or the director for concerns or help.

**How can you ensure social distancing and mask wearing in dorms and in large houses like fraternities and sororities?** The virtual remote component mentioned in your pdf can only do so much.
All members of our campus community are asked to take the Cardinal Pledge. Additionally, the college has adopted a social distancing and face covering policy. All members of the community are expected to abide by this policy and should anticipate the college actively enforcing it. The Student Code of Conduct may be utilized for those who violate campus policy, including off campus students and student organizations.

**Are you providing students masks and what type? Where would we get them?**
SUNY Plattsburgh will provide all students, faculty and staff with two cloth face coverings. Details on distribution are being developed and will be announced soon.

**If a person has a medical condition such as asthma, do they need to wear the mask constantly?**
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.

**Do you have to wear a mask if you are outside and social distancing?**
No. However, campus policy requires campus community members have a mask readily available while outdoors on campus for instances when a mask may be necessary.
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.

What is the official reference list to determine whether students from other states need to quarantine? Is Northern Virginia on the list?

For students coming to New York from states that require them to quarantine, is there a plan for a place for them to quarantine?
We have 116 rooms in Banks Hall at the moment for isolating or quarantining if needed.

What happens if I arrive at the beginning of the semester and need to quarantine? Will I be able to attend all my classes remotely for the two-week period?
Students will be supported and will have internet access, meals delivered, isolation and quarantine buddies to call upon and access via the internet. Faculty are here to support students throughout this challenging time if they have to quarantine. Students have to communicate with their faculty members; chairs, deans, vice president for academics are all available at the beginning or during any point of the semester.

What happens if there is a COVID outbreak on campus?
As we proceed, we are in constant contact with community partners, including CVPH and its ICU, and the local health department. We have received regular updates on community and county numbers. We will continue this and based on the level of COVID in the community and the numbers on campus and off-campus, we will make decisions based on those numbers in terms of our health and safety whether we fall back and go to all-remote learning. We have a multi-faceted approach to look at the factors and make those decisions.

Will off-campus students be able to use the quarantine rooms should they become sick?
Quarantine rooms will be for on-campus students and those off-campus students for whom the county health department determines can’t stay in the current off-campus living situation.

If SUNY Plattsburgh COVID numbers stay low but other SUNY schools are not, do you operate independently with closings or is it all or none?
We are guided by the governor, the SUNY system, local and regional public health officials and others. The situation on our campus may guide our decision, but so may statewide metrics or a regional shift away from Phase 4 that has nothing to do with campus.
Will students affected by COVID-19 be treated within the campus health care or sent outside for treatment? Will the costs of treatment be covered under the university insurance scheme?

The Student Health and Counseling Center will evaluate and treat all students who present to the center for treatment. This service is covered by the mandatory student health fee. It is mandatory that students have additional health insurance which will pay for services not covered under the mandatory health fee, such as hospitalizations and laboratory tests that our center does not perform. If you do not have health insurance, you will need to purchase the health insurance plan that is sponsored by the college. This plan is a comprehensive plan. When the center is closed, students can access urgent health care in the community such as Well Now and the local hospital's CVPH Fast Track clinic housed in the emergency room.

If my roommate is from one of the states that New York mandates quarantine, when will they move into their dorm room? Can they quarantine in the room or do they have to do that somewhere else?

The campus has designated quarantine rooms for students who are arriving from restricted states or from outside the U.S. At the completion of 14 days of quarantine, if students have not developed symptoms, they will be permitted to occupy their assigned room.

If a student is quarantined, what kind of medical care will be provided? Will a qualified person actually see them daily and not just call them? People with underlying conditions can deteriorate quickly.

Students that are quarantined, meaning we are monitoring them for the development of symptoms, will be asked to submit a daily form assessing their symptoms. They will also have access to emergency numbers such as University Police, 911 and local hospital if they develop symptoms of COVID 19 and require assistance. If a student is isolated, meaning they have symptoms, they will be contacted daily to assess their health status.

Could a student be released to home to do their quarantine if they are exposed to someone with COVID on campus rather than remain in their room for 14 days?

They would have that option if it is logistically feasible.

What happens if a student gets the flu and has similar symptoms to COVID? Will the student get isolated?

Health care providers will be evaluating students, as appropriate, for influenza. Providers have access to rapid flu tests to make that diagnosis . If a student has influenza only they will not require to be quarantined.

Will we be allowed to leave our rooms to exercise or get fresh air during quarantine?

According to NYS Health Department requirements, an individual under quarantine must not be in public or otherwise leave the quarters they have identified as suitable for their quarantine. In addition, individuals under quarantine will not be permitted to have visitors.
For those who need to quarantine, will there be additional residence/meal expenses? If so, what will the costs be?
Food service will be available to students isolating or quarantining in the residence hall at no additional cost. Students will be able to select from a limited menu and have their food delivered to them each day.

How will the bathroom situation work for people in isolated dorms? Will you share bathrooms with other people who are exposed?
Students will continue to share bathroom spaces and will be encouraged to clean prior to after using the facilities. Self-cleaning buckets containing disinfectant, paper towels and gloves will be available for this purpose. Janitorial has also increased the frequency of cleaning and disinfecting of high touch surfaces, common areas and bathrooms.

**CAMPUS SAFETY | SCREENING and TESTING**
If a student becomes COVID positive will they be given a chance to continue their classes?
Students will be supported in quarantine with daily calls and check-ins for their well-being and academic progress.

What happens if you are listed in a contact tracing? For example, roommate or classmate testing positive?
You would be contacted either by the local health department or by those of us in the student health center, and you and your roommate would be moved to different spaces and follow quarantine guidelines. We will follow up with you, especially if you’re isolated for having COVID. You will get a call every single day to make sure you’re still doing well, if you need anything, etc.

We don’t have to be tested before coming to campus, correct? We only need to monitor symptoms and do self-screening?
Students are not required to be tested prior to coming to campus. Students are required to complete a health-screening questionnaire daily for 14 days prior to arriving on campus.

Are you planning to do random testing of asymptomatic students?
The Student Health and Counseling Center will only administer tests to students who present themselves to the center with COVID-like symptoms.

If my classmate tests positive, will the health center then test each person in the class?
The Clinton County Health Department will be performing contact tracing procedures and the health center will test students, depending on their risk, as directed by the health department.

Why aren’t you testing all students before they return?
This type of testing just gives us the diagnosis for that particular day that the person is tested. The student could develop symptoms the next day. This may give our students a false sense that they are free of the disease, when in reality they could have symptoms the next day and need to be evaluated and tested again. Instead we are asking students, faculty and staff to
monitor their symptoms daily, stay in their residence and contact their designated health care provider (for faculty and staff) or the Health Center (if they are students).

**Where is testing done and what is the turnaround time?**
The rapid test that we can do in our center laboratory takes 15 minutes. The confirmatory test result, that we send to a reference laboratory, is dependent on the reference lab’s work load. We do monitor this turnaround time.

**Will the health center have COVID testing? Antibody testing?**
The center has a rapid antigen test analyzer. Currently we are awaiting the test kits to arrive to do rapid testing. We have over 1,000 test kits to perform the confirmatory test that we send out to a reference laboratory. We have all the required PPE for our staff to perform the specimen collection.

**What will the screening look like? What questions will we have to answer and will we have to do temperature checks?**
Students will be required to complete a quick on-line daily health screening prior to coming to campus or participating in campus activities, if residing on campus. Questions are in regard to: (1) COVID 19 symptoms in past 14 days, (2) positive COVID 19 test in past 14 days, (3) close or proximate contact with confirmed or suspected COVID 19 case in past 14 days, and (4) international travel or travel to a state on the NY State travel advisory list.

**CARDINAL ATHLETICS, CAMPUS EVENTS and COMMUNITY PROGRAMS**
Will there be any social activities provided for students?
Campus is working with the Student Association to make returning to campus fun and something to look forward to. All student community directors and assistants are getting ready to welcome students back to campus. Athletics and recreational staff will be available to offer e-sports and other activities while students are in their resident halls or learning remotely. Clubs and organizations are expected to return but through a virtual format. More information will be forthcoming on how to get involved. Events will be a mixture of virtual activities, outdoor activities, and some face-to-face events with social distancing restrictions in place. This extends to Student Association, fraternities and sororities as well.

**Is the gym going to be available and what safety measures are you taking if it is open?**
Currently, fitness centers have not been cleared to re-open in New York.

**What about sports? I understand that the official start is January 2021. Will athletes be able to practice and workout when they remain on campus?**
Despite the fact that we will not compete against outside teams this fall, teams will be able to practice and compete against each other during the semester. Coaches will use this time to develop skills, team tactics and small team competitions.
All student-athletes will continue to be provided with workout plans, academic and personal support, and leadership development opportunities by our coaching staff. All student-athletes on the active roster will be able to have athletic-related meetings online with coaches. Student-athletes not returning to campus for the fall semester will not be permitted to participate in individual or small group in-person workouts. All activities will be held in accordance with federal, state, local, and institutional safety guidelines. More is here: https://gocardinalsports.com/sports/2020/7/20/plattsburgh-state-athletics-covid-19-faqs.aspx.

What will Greek life be like?
Fraternities and sororities will be holding all meetings remotely for the fall semester. Many recruitment, leadership development, and other types of events will also be held remotely. We expect fraternal organizations to be actively recruiting new members, but the format will be quite different from a typical semester.

EMPLOYMENT INFORMATION
Will you be allowing student employment on campus?
Federal Work-Study will be continuing. We are encouraging and providing opportunities for employees on campus and also those students studying remotely for those jobs that can be done remotely. We are encouraging our departments to begin posting those positions for Work-Study and can be found online in Handshake through the Career Development Center. Federal Work-Study is a key component for employment and our students’ ability to reach their academic goals.

Will there be other jobs for students besides Work-Study, or part-time positions?
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.

Are there any restrictions to having off-campus jobs?
There are no specific restrictions.

FINANCES and COSTS
Will tuition be less because classes are online?
Tuition is set by the SUNY Board of Trustees and the state of New York. As such, SUNY Plattsburgh doesn’t have discretion over the amount of tuition.

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.
Will there be an adjustment in the athletic and recreation fees due to the changes in sports and gym restrictions?
Mandatory fees are charged to all students to support several college activities and services. These fees are assessed to all enrolled students and are essential for the college to operate. Mandatory fees are not user-based fees and students are encouraged to take advantage of the benefits these fees provide. In addition, services have been transitioned to remote service so that students can access recreation fitness programs, career services staff, student health and counseling, and Student Association programming. If you live outside of the North Country, and have a fully remote course load, you will receive a waiver for the Intercollegiate Athletics fee.

If the college switches to fully remote, will there be refunds for room and board?
If the college is required to send most students home as was directed by the state in the spring, there would be corresponding adjustments.

My family's income has been significantly impacted due to furloughs caused by COVID. Is there a way I might be able for additional financial aid and what would that process entail?
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.

INTERNATIONAL STUDENTS
ICE hasn't come out with clear cut guidance on how many classes we, international students, are required to take. Most gen-ed classes are online, and most of my classes are online. What can we do?
Because we are a campus offering hybrid instruction in fall 2020, the policy as we understand it today is that international students who are studying in residence at their college or university must take as many courses as possible with a face-to-face instructional component. The minimum number of courses with a face-to-face instructional component is one course, preferably a three-credit course. You can adapt your course schedule accordingly. If you need assistance identifying one course that meets this requirement and that fits into your degree requirements, please contact your academic advisor, the chair or your academic department, or a staff member in GEO for assistance.

Can I still keep my campus community grant (for international students) in the fall semester while staying off campus? I submitted my off campus housing application and I got an email regarding cancelling my campus community grant.
You must live on-campus if you have a Campus Community Award that requires on-campus residence. This award is provided to students by the college out of its dormitory fund. Accordingly, the general purpose is guided toward on-campus housing and meal costs.
RESOURCES, ACCESSIBILITY and SUPPORT
What if you don’t own a laptop?
We do loan equipment to students who have a need. We currently have 65 Chromebooks and 44 laptops available for loan. We will replenish those supplies as needed. We will make sure our students have what they need.

What can we expect the Learning Center to look like? Will there still be one-on-one tutoring?
One-on-one tutoring will still be available. We are making sure we have the ability to tutor from a distance as well. Peer tutors are training to work with students from a distance. We did some of this tutoring during the spring semester and will continue in the fall.

How do I get to know and Zoom-meet the counselor of my kid?
Counseling, both academic and health-related, would only be available for parents to discuss with their students’ permission.

How will first-year students be supported in this environment where everyone is encouraged to be distanced from each other? First-year students can be a little disoriented.
We understand first-year students need extra support. As such, we have placed Community Directors in our first-year residence halls who have extensive experience with first-year students and understand the special needs of these students. In addition we have placed additional Community Advocates in these residence halls to serve as another level of support. We have developed plans to meet and conduct programming within the residence halls in a remote fashion. The college, other students, parents/guardians, and other supporters need to encourage our first-year students to “lean into” these opportunities. We are committed to providing the best experience we can so they feel connected and a part of our campus as soon as possible. If restrictions related to social distancing and density ease, we have developed a plan to quickly move our mode of interaction to meet that change.

How can we access individual working group chairs for questions which were not addressed or questions that may be very specific to a certain working group chair?
The main COVID information page (plattsburgh.edu/COVID-19) has email contacts for specific areas.

Have you taken steps to ensure you have the bandwidth for campus WiFi?
We have adequate and redundant internet bandwidth, with the ability to burst above our regular cap if needed.

Will there be increased counseling services available to assist students?
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 telemedicine and use their own health insurance to pay for their services.

**What do students who commute need to know?**
Commuting students are a very important part of the Plattsburgh Community. We would expect all commuter students to take the Cardinal Pledge. All students, on-campus or commuting, will be required to submit a daily Health Screening Questionnaire.

**Will the campus shuttle be running to the mall area? What social distancing rules will apply with that?**
Details on the shuttle will be available closer to the start of the semester.

**Will campus parking be available and will permits be required?**
Yes campus parking is available for students and will require a parking registration. See [https://www.plattsburgh.edu/about/directions/parking/index.html](https://www.plattsburgh.edu/about/directions/parking/index.html) for details.

**What will happen with Student Support Services extended testing?**
All students requesting accommodations must register with Student Accessibility Services prior to receiving accommodations. Extended time, notetaking and all other accommodative services will continue in both the virtual and face to face formats. Please contact Jennifer Curry at [sas@plattsburgh.edu](mailto:sas@plattsburgh.edu) with any questions.