

Category	Question	Answer
GENERAL OPERATIONS	Can you tell me the dates of the final part of fall term and the beginning of winter term	Fall term is currently scheduled to end on December 11, and Winter term is currently scheduled to begin January 4, 2021.
	What is the current date that Fall term is starting? Is it going to be later than what is posted on the website?	Fall term will start as posted, on Wednesday, September 23.
	Will students be allowed to return to campus after Thanksgiving? Will we be forced to leave campus at all on Thanksgiving? Please answer in text, thank you!	You will not be forced to leave. If you really need to return to campus after Thanksgiving, our housing team will work with you. We are open until the end of the term and through finals. For safety of you and the community we ask that you do not travel back and forth, <u>however, the halls do remain open.</u>
	Do you have any idea of the % of students who will come to campus?	It could be as high as 10%...but, may be lower
	Are people who don't NEED to live in housing being discouraged to live on campus?	No. We welcome everyone back to campus who wants to be here and are ready for the community environment.
	Can you go off campus with people who are not in your social pod?	Only with masks and with appropriate social distancing. Please stay safe and protect yourself and those around you.
	Will non-students be allowed in Campus buildings?	Remember to bring your Student ID or memorize your student ID number to access buildings like the Stevenson Union. There will be a few authorized outside events that involve people who are external to campus, but generally, we want to limit the number of external visitors on the campus.

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	This all applies to the Medford campus as well, correct?	Yes. The Medford campus (HEC) is closed to the public now. If a class or activity requires us to open it...we will (following all the CDC guidelines)
	Can family/friends come visit students on campus?	Not this fall. If you must have guests, meet outside in a public area, with masks on.
	The last slide showed the term “De-densification” ... could you elaborate?	De-densification is the art of spreading things out. Here are a few examples: if desks were two feet apart...they would be six feet apart now. And, the goal will be to have students in private rooms (unless they really want to be with a roommate.
	How does one file a care report?	You can file an SOU Cares Report at https://inside.sou.edu/eg/reporting.html .
	All of this information includes graduate students, right?	Yes.
	Will fully remote learning be available through the whole school year? If I were to move home, would I be required to potentially come back to campus in winter or spring terms	No determinations have been made beyond Fall term.
	Are students (who don't absolutely have to live on campus) still encouraged to live on campus?	We would love to have any and all SOU students live with us if they think that is the best option for them.

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PUBLIC HEALTH RELATED	My first question is about testing. Is there no way to test the returning student body?	SOU is not providing testing. There are several local medical facilities that do testing that we will refer students to.
	Where on campus should I go if I want to be tested?	The Student Health and Wellness Center can help connect you to our campus and community partners who offer testing.
	Are you doing temperature checks before we move in to the dorms?	No, but student are required to fill out the health questionnaire that day.
	What academic accommodations are set for students should they get sick?	After you consult with Student Health and Wellness, they will notify the Office of the Dean of Students. We will notify your faculty members so that you are not penalized for the absences.
	Is the daily health check in the form of email? If we're completely remote, do we still fill out the daily health survey?	It will pop up as the student logs in to Banner or Inside SOU as a reminder to complete the screening. We would like to keep in touch with everyone to ensure everyone is healthy and safe.
	With the cases in Jackson County being what they are, what do you think is the likelihood of SOU being shut down before Thanksgiving.	This is really hard to predict. Each of us has to do our best...to look out for your own safety, and the safety of fellow students and our campus community.
	What building will be the isolation building?	We will use Cox Hall for that if we can't "isolate" in a private residence hall room.

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	Do you recommend students getting tested before arriving to campus as a precautionary measure?	We are not requiring students to get tested prior to arriving on campus. That is a personal decision and up to you.
ACADEMIC RELATED	What is the link I need to click to see my classes specifically?	Go to the course schedule It is available at https://inside.sou.edu/schedule/schedule.html You will need to log in.
	How do I find out my required books and materials if the professor hasn't reached out?	Please see: https://sou.bncollege.com/shop/sou/page/find-textbooks
	Will professors reach out to students to give them zoom codes or what platform online learning will be on soon? Or is this something that students have to find out themselves?	Instructors will reach out to their classes directly. Check your SOU email or Navigate app. Classes typically have a Moodle Site. This is where many professors post recurring course Zoom links, homework, and other course materials.
	The class schedule is up, are individual professors going to let students know whether a remote/online class will have a scheduled meeting time? I know some teachers have reached out already, but I don't want to inbox anyone if they're planning to let students know all at one convenient time	Click on the footnote and it will answer some of this. In addition watch your SOU email with more details from your instructors. Also, feel free to email your instructor with your questions about class. Some may not be able to get back to you for a week or two.
	There are some classes that will be starting as in person lecture. Will there be 6 feet between seating and plexiglass between students? If not then it seems like there won't be enough space in the lecture room to fit all the students that are in that class with space?	We are spacing seating 6 feet apart in classrooms and public spaces. We have moved smaller classes into large rooms to allow distancing.
	Does anyone have any idea about teaching practicums? When everything is online it is very difficult to get in each setting.	Professors managing practicum classes are working together currently to come up with a list of teachers who will enjoy virtual practicum assistance.

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	When will the professors finish publishing the booklists for the classes?	Very soon. Many are already published, and we anticipate the remainder very soon.
	Will online courses be delivered through moodle?	Yes, Moodle will continue to be the Learning Management System for online courses.
	After the Thanksgiving break will labs not be in person either?	Correct. After Thanksgiving, no coursework, including labs, will occur on-campus.
	Will the resource centers be open, and will their computer labs and printing be available?	Labs will be open and set with the proper distancing. Cleaning supplies will be available and signage recommending that you wipe keyboards, etc. before using them. Print stations will be available as well.
HOUSING RELATED	How does postal services work on campus? Can I send my child items still?	If your child is living with us they will still have full mail delivery including packages.
	I will be on campus for fall term; when winter term comes, can I choose to not stay on campus then?	Your housing contract is for the entire academic year and it is expected that if you are an SOU student for winter term that you will remain on campus.
	If you are doing the Pacific Northwest Welcome, is your move-in date automatically moved up or do you need to manually apply to have it moved up?	If you need an earlier check in date please email us at housing@sou.edu

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	If winter or spring terms are in person, do we have to live on campus?	If you have done a housing contract and we are back to face to face environment it is expected that you will honor your contract and move back to campus. The defer process is to accomodate the remote only environment.
	If winter term is in person, is is possible to stay in the same dorm room? Or will there be a reshuffle?	If you defer for fall we may not be able to put you in the same room. If you are already here in fall we will do our absolute best to keep you in the same room assignment unless you choose to move to be with someone who was not here in fall.
	So if my student is coming to campus for fall and living on campus, is she expected to completely move out prior to Thanksgiving break?	We are open over Thanksgiving break and are encouraging students who need housing after the break to stay with us through the Thanksgiving holiday. We will have programs and holiday meals in the dining hall.
	Will parents be allowed to help students move in during the allotted time?	Each student is allowed two support people to help with move in during their allotted time. We will have volunteers available to support you. And, we'll be reminding folks of how to stay safe.
	Along with our two support people are we allowed to have younger siblings with us as well?	Unfortunately-- no. Each student is allowed two individuals to help with move in. The age of these folks is up to the student.
	Where can I go on the website to find out more information about appealing to get out of the housing requirement?	You will find the petition in the housing portal on insidesou.edu
	I'm in summer housing, will my mailbox change when I go into fall housing?	No. Your mailbox should stay with you through your entire time in University Housing.

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	My room number was not on the list to specify my move in time or day.	contact housing directly at housing@sou.edu
	How many students are estimated to live on campus?	We will not know until after the housing petition period. Best guess is between 600-700.
	When moving from summer housing to fall, what are the expectations of the state of the dorm? Do we have to vacuum and sanitize the place? If so, where would we get the materials required to do that?	Cleaning supplies will be available at the Greensprings front desk.
	Even though most classes are remote, is it still safe to move into the dorms on campus?	It is safe. We are focused on your health. Facilities are sanitized, and we have "De-densified" (spread things out) to support personal distancing
	Do we move all our stuff out of dorms and stay at home until winter term after Thanksgiving break?	You could leave things in your room over break
	Will students be required to quarantine once moved into dorms?	No, students will not be required to quarantine once they move in. The daily health screening is the most important thing to do.
	Will there be different options of food for students to choose?	Yes-- we are working in having as many stations as possible open every day.

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	<p>When we move into the dorms when do we get our keys and codes? Also if your parent is helping us move in do they also need a code?</p>	<p>You will be doing a car check in and will receive keys and all information you need via the QR code you receive prior to arrival. The QR code is specific to the student and support help do not need a code.</p>
	<p>How can we make sure to keep our roommate group for winter term if all roommates have deferred?</p>	<p>There is no way for us to guarantee that we will be able to keep you all together, but will do our best to honor as many requests as possible.</p>
	<p>I'm registered with 3 other student athletes and have our dorm assignments in Shasta. I've read that housing is going to be less dense and that we won't be able to have the 4 of us sharing a dorm. When will we receive our new dorm assignment? Does this mean there will only be one student to a dorm?</p>	<p>Once we know exactly how many folks are planning to defer their housing contract we will be in touch if we plan to move you or any of your roommates to have lower density. Continue to check your email.</p>
	<p>How will we know if there are changes to our room situation if we are currently registered as a group of four?</p>	<p>You will get an email from us after we know how many folks we have who plan to defer.</p>
	<p>If you defer living in the dorm for Fall, can you request a single room for winter term (especially since you may lose your roommate group due to deferrals)?</p>	<p>Unfortunately we cannot hold the space for them but we will do our best to honor as many requests as possible when we are able to return to a more face to face environment.</p>
	<p>Do athletes all live together in the same area or will my student be living with athletes who are interacting with each other?</p>	<p>It varies. Many of our athletes have chosen to live with each other and we are honoring as many requests as possible.</p>
<p>STUDENT LIFE RELATED</p>	<p>Are you envisioning any social opportunities over the weekends?</p>	<p>EPIC is a group on campus that plans events and will likely have some virtual extracurricular activities! RAs in Housing will also likely have activities at a variety of times. There will be many physically distanced and virtual student activities on the weekends.</p>

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	What will the work study program look like? As well as other on campus jobs?	You can find work-study and non-work-study employment at the Office of Career Connections. The link follows: https://inside.sou.edu/careers/index.html
	Will there be any kind of welcome week or orientation for Freshmen?	Planning for Welcome Week is ongoing! There will be virtual and some socially-distanced events beginning September 20 and continuing through Week One of fall term.
	Will Freshmen get training on how to use all the tools needed for online learning.	We will have a Week of Welcome program for students. https://inside.sou.edu/orientation/souwow.html
	Will more work study jobs open up closer to the start of the school year? And should we apply soon or later to jobs?	Yes, more will open up. Always a good idea to apply for them as early as possible.
	Will the fitness center still be open during the year? How do we become a member?	The Rec Center is open now and plans to remain open! If you are a student, you are already a member.
	Where can find information about clubs that we might be interested in?	SOU Presence, sometimes called SOU Connect, is a website you can find through InsideSOU. That is a club and organization database.
	For students on campus, should we expect all social events to be completely virtual now?	They will be physically distanced activities and virtual activities.

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	What happens if someone doesn't follow the guidelines?	SOU is a community and we hope all students follow the guidelines put into place for your safety and that of the larger community. Students who do not follow the guidelines are subject to the policies within the Student Code of Conduct.
STUDENT SERVICES	Will library hours be changed for fall term?	Please see https://hanlib.sou.edu/coronavirus.html for ongoing updates
	Will the health center still be providing mental health services during the school year?	Yes. The Student Health and Wellness Center will be open throughout the year and will be providing remote services.
	What documents do parents/guardians need to get health information about their child?	Make sure your student sets up a FERPA release and shares with you their FERPA password so that SOU professionals can disclose information about your student to you.
	If we need to print something for class where can we go	Print stations will still be available in the lobby of each residence halls and Greensprings. Green printing stations are available in classroom buildings as well for those taking any in-person classes.
TUITION AND FEES	When can my parent pre-pay on my account. There is no option for Fall 2020	Should be able to after we assess Fall term tuition towards the end of this week. If you run into any issues, please email studentservices@sou.edu and we'll gladly get you taken care of.
	Will all students have to pay for the rec center this fall? Even ones not living in Ashland?	Unless a student is taking entirely online classes, they will indeed be assessed mandatory fees, including rec center fee. But, we are planning for a reduction in fees that will be announced soon.

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	Will tuition be billed to my SOU onecard account?	Students will receive direct bills. They can be paid via credit card, cash, check, or ACH transfer.
	How do I find out how much I am supposed to pay for the first quarter/semester?	The first tuition & fees assessment for Fall term will occur towards the end of this week and students will receive their initial bill shortly thereafter. We are NOT charging interest or late payment fees during Fall term, so there will be plenty of time to pay.
	How and when do we pay our first chunk of tuition payments?	We will not be assessing any interest or late payment fees during Fall term, so folks will be able to pay tuition, etc. bills whenever is most convenient for them during Fall term without any penalty.
PARKING	How do I purchase a parking pass?	Yes, you can purchase a parking permit online. https://inside.sou.edu/parking/index.html
	Fall term parking doesn't start until a few days after the residence hall move-in date. Do I need to purchase a daily permit every day until then?	No. It will be fine without a daily permit during those couple of days.