



ANSWERS TO COMMONLY ASKED QUESTIONS

Quincy University's Response to the COVID-19 Pandemic

The following are some frequently asked questions and answers on the COVID-19 pandemic with regard to the Quincy University campus. You can find the latest information at www.quincy.edu/coronavirus. This Q&A document is intended primarily for students and their families.

New information about the COVID-19 pandemic continues to be provided to Quincy University and the general public by federal, state, and local authorities. QU will revise this document every few days to update its contents. The most current information available from QU about the pandemic response may be available in email messages sent directly to students, faculty, staff, and family members.

Date Prepared: March 16, 2020

Date Updated: March 23, 2020

Date Updated: March 27, 2020 (updates denoted with *)

Q: Is Brenner Library open?

A: Brenner Library is operating on a VIRTUAL rather than in-person basis until further notice. Library staff are working from home and will be happy to help you through email via library@quincy.edu. While we cannot access our physical resources of print and media, our electronic collections are extensive, including e-books, e-journals, research databases, and streaming videos. These resources may be found on the library's website:

Library's home page: <https://www.quincy.edu/brenner-library/>

Library's e-resource page:

<https://www.quincy.edu/academics/brenner-library/e-resources/> Note that interlibrary

loan/I-Share services are temporarily closed. If you have books/media from the Brenner Library or other libraries in your offices, dorms or at home, hang on to them and don't worry about returning them until we are open once again. Don't worry about fines, we will clear those up later.

Q: What academic support will be available during this online period?

A: Success Coaches are available to assist you in person or electronically. Donna Holtmeyer can be reached at holtmdo@quincy.edu or 217-228-5432, ext 3363 and Brendan McCrudden can be reached at mccrubr@quincy.edu or 217-228-5432, ext 3364. Contact Donna or Brendan for tutoring assistance. Of course, you can also contact your professor.

Q: What measures are being taken to keep the campus clean?

A: Our partners at National Management are working hard to continue deep cleaning of campus buildings to maintain a safe environment. Our cleaning and sanitizers products are recommended by the CDC. The QU Facilities staff has placed sanitizing hand stations and wipes at the major entrances to campus buildings. Where it is possible to do so, some of you will see door stops used in key areas to reduce physical contact with heavily used doors.

Q: How will I be able to contact my professor?

A: You can contact your professor via email. You can find your professor's contact information in your course syllabus or at <https://www.quincy.edu/directory/>

Q: Will I still be able to work my on-campus job?

A: As the University continues to remain open, students who are in the region and wish to continue to work on-campus are encouraged to contact their supervisors about their work schedules during the extended break and our period of online instruction. Many offices will need student workers during this period. More information about the work study program will be announced as that information is available.

Q: What will I do if I need my books and they are in my residence hall room?

A: Please let your professor know if you don't have access to your materials. We also will work to make sure you have electronic copies of necessary materials. In order to facilitate the learning process and make the Q.U. eLearning experience more dynamic, the QU Bookstore store is offering three options to support you.

1. FREE Online Shipping Offer for new orders: Visit the campus store website www.quincyushop.com for Free Shipping on all items with no minimum purchase. This includes various formats of course materials, supplies, apparel, technology and more.

2. Access to eBooks (if available for your specific class) AT NO ADDITIONAL CHARGE: Visit the campus store website www.quincyushop.com to gain access to eBooks at no additional charge with your .edu email address. You can access up to 7 eBooks for the designated period free of charge.

3. Free Shipping on Rental Returns & Deadline Extensions for physical textbooks: The campus store is offering free shipping return labels and is also extending the non-return period without penalty to assist with increased returns by mail. Click the COVID-19 message on the home page of the campus store website www.quincyushop.com.

If you have questions about these three options please contact Ben Means at 217-228-5432, ext 3600.

If these options will not work for you and you need access to your physical textbooks please contact Brendan McCrudden at 217-228-5432, ext 3364 or mccrubr@quincy.edu

Q: Can I come back to campus if I left the area?

A: Yes, you are very welcome to come back to campus, although we do not encourage travel from outside the Quincy area during this time. If you do come back to live in a university residence hall and have traveled more than 50 miles away from Quincy, you will need to go through a short and very simple health screening process before you will be allowed back in your residence hall.

Please contact an athletic trainer or a member of the student development team if you decide to come back and have not already made contact. One of those individuals will arrange for your health screening.

Q: Should I leave my residence hall and move back home, now that my courses are being taught online for the rest of the 2020 Spring Semester?

A: If you are living in a residence hall right now, we strongly encourage you to avoid travel and to continue living in your residence hall while completing your coursework online. Of course, the final decision about moving back home is yours. Please talk to a member of the student development team before making any decision about temporarily or permanently moving home.

Q: Will there be prorated refunds or credits issued for room and board if I have not returned to campus?

***A:** At the moment, we don't have an answer for this question. Following a review of the several issues relevant to the question, the university has requested clarification from the U.S. Department of Education on the potential financial-aid impact on students of any potential plan for student refunds or credits. Like many universities, we are waiting for federal guidance before determining how to proceed. We will update this answer when we receive new information.

As background information, our situation is more complicated than that found at some other universities. Although QU courses are being taught online for the remainder of the 2020 Spring Semester, the QU residence halls, QU individual houses, and the cafeteria remain open. Many students continue to eat and live on campus at QU.

Q: Will the Student Success Center be open when class meetings resume?

A: Yes, the SCC will be open from 8:00 a.m. to 10:00 p.m. Monday to Friday and Noon to 10:00 p.m. on Saturday and Sunday.

Q: What if I have a payment plan and can't make the deadline?

A: Families who are experiencing financial difficulties with their student account balances are encouraged to reach out to Kristi Shelton as soon as possible. Kristi will work with you to explore resources that may be available to you and work out a payment plan that will work for you and your family. We encourage you to reach out as soon as possible, as some resources may be time-sensitive. Kristi can be reached by email at sheltkr@quincy.edu, or you are welcome to call her during regular business hours at 217-228-5432 ext. 3724.

Q: Can I use Quincy University's Health & Fitness Center when I am on-campus?

A: The HFC will be open for students and essential employees from Noon to 4 pm daily. Until further notice, all exercise classes in the HFC have been canceled and all public events have been canceled.

Q: What food service will be available on-campus?

A: At the present time, the cafeteria will be open for normal hours from 11:00 a.m. to 6:30 p.m., seven days a week. Dining services staff will be serving food to students instead of providing for self-service. Some foods will be prepackaged.

Q: What are the hours of the QU Mailroom?

A: Mailroom hours will be Monday through Friday from 9am to 2pm. Please have any mailings brought to the QU Mailroom between these hours. Any mail brought to the mailroom after 2pm will not go out until the next business day. Departments will need to pick up their mail during this time also. Email wingesh@quincy.edu. outside of those hours for assistance.

***Q:** What options are available for Health Care and Counseling?

*** A:** all students and employees can use telehealth through our Health and Well-Being Clinic.

To make an appointment to see our nurse practitioner:

Please call (217)222-6550 Ext. 3432 and inform the staff you are a student or faculty member of Quincy University.

Telehealth Provider Hours for Nurse Practitioner

Monday 1-5 PM

Tuesday 8:30-12:30 PM

Thursday 12:00-4:00 PM

To make an appointment to see one of our counselors:

Please call (217) 222-6550 Ext. 3418 and inform the scheduler that you are a student or faculty member of Quincy University.

Another option for healthcare is the Blessing helpline and QMG helpline.

Blessing Covid-19 Helpline

24/7 Public Hotline with any questions related to health and COVID-19. The number you can call is 217-277-3504.

QMG COVID-19 Hotline,

The number you can call is [217-277-4001](tel:217-277-4001). The hotline will be operational the same hours as the QMG Ambulatory Care Center (ACC): 7 a.m.-7 p.m. every Monday-Friday; 8 a.m.-4 p.m. Saturdays; and 9 a.m.-4 p.m. Sundays.

Q: What are the campus building hours?

A: The following campus hours are effective Friday, March 20th until further notice:

Student Success Center

Monday – Friday: 8 am to 10 pm

Saturday – Sunday: 12 pm to 10 pm

Brenner Library

The library is available virtually and resources can be accessed by appointment, under certain restrictions. Please email library@quincy.edu for assistance.

Health & Fitness Center

Monday – Sunday: 12:00 pm to 4 pm

Francis Hall

Closed to the public. Faculty/Staff card access available 24/7

Students meetings by appointment only.

Mailroom open from Mon - Fri from 9 am to 2 pm.

North Campus

Closed to the public. Faculty/Staff card access available 24/7

Students meetings by appointment only.

Student Union

Monday – Friday: 8:00 am to 6:30 pm

Saturday – Sunday: 11 am to 6:30 pm

** Cafeteria is open 7 days a week from 11 am to 6:30 pm

** Bookstore is open on Monday – Thursday from 8:30 am to 5 pm, Friday from 8:30 am to 4 pm, Saturday from 2 pm to 4 pm