

# Frequently Asked Questions (FAQs)

---

## *Skip to FAQ sections:*

---

- [Academic Courses and Calendars](#)
- [Face Coverings](#)
- [Cleaning](#)
- [Human Resources](#)
- [Student Life](#)
- [Health Related Questions](#)
- [Updated COVID-19 vaccination may be found here](#)

### **ACADEMIC COURSES AND CALENDAR**

1. **Are all classes online? (Updated 12.7.20)**
  - a. No
  - b. Changes to class formats may be found in GoldLink under “Concise Student Schedule.” Log into GoldLink to review your current course schedule. You may choose to make changes to your schedule to enroll in course sections in the formats you prefer. Use the “Add or Drop Classes” tool in GoldLink to make those changes. If you have questions about your changes or would like to register for different courses than what you are currently enrolled in, contact your academic advisor for help. There are several different formats available for courses:
    - On-ground required - The student must attend on campus, or at another designated location, for at least part of the semester. At least some course competencies cannot be taught without some on-ground experience.
    - On-ground with remote options - Students will have the option to complete the course on-ground or remotely according to the schedule determined by the course faculty and communicated on the syllabus. This should only be used for courses that have some on-ground requirements.
    - Remote Delivery Online Synchronous - Students meet online as a class at the specific day and time noted on the class schedule.

- Remote Delivery Online Asynchronous - Students complete the course online working within course deadlines. The day and time will NOT appear on the schedule for asynchronous online courses.
- Note: This does not apply to courses organized by the professional schools.

**2. How do I change my schedule? (Updated 12.7.20)**

- a. Students can view and update their class schedule in GoldLink (using the Drop/Add classes tool). Students may choose to enroll in course sections in the formats they prefer.
  - Incoming students: if you wish to change your schedule, we encourage you to consult with your academic advisor first.
  - Some new students may not have registered yet. Check out the ETSU Virtual Orientation [website](#).
  - Current ETSU students: if you wish to make changes to your schedule, please use your Degree Works audit in GoldLink to determine your options. Confer with your academic advisor if you have any questions about course changes.

**3. Who is my advisor?**

- a. Undeclared students are advised by the University Advisement Center. The University Advisement Center also advises students who are in the Learning Support Program (Reading or Composition). 423-439-5244, UAC@etsu.edu or Via Zoom Room (Monday – Friday 8:00 am – 4:30 pm (ET))
- b. For students who have declared a major, please use the [Advisor Contact Search Engine](#) to find contact information for your academic advisor. Directions: Enter/type your major, advisor’s name or program name in the search box and ENTER. Scroll down to see advisor contact information.

**4. I need help finding or contacting my academic advisor.**

- a. 423-439-8557, 423-439-6940 or [Advisement@etsu.edu](mailto:Advisement@etsu.edu)

**5. I have a hold that is preventing me from changing my schedule.**

- a. Use the [Holds Resolution Website](#) or contact the [Office of the Registrar](#).

**6. I’m having problems with my GoldLink login.**

- a. Reset password: etsu.edu/activate
- b. Technology Help: etsu.edu/helpdesk/ Call 423-439-4648 Email [itshelp@etsu.edu](mailto:itshelp@etsu.edu)

**7. Are classes on campus ending early this spring? (Updated 12.7.20)**

- a. No, but Spring Break dates have changed. To learn more, visit the [revised academic calendar website](#).
- 8. How do we achieve six foot spacing in our classrooms?**
- a. The recommended spacing is determined by creating circles which are 6 feet in diameter around each workstation/seat, and aligning those circles so that they don't overlap with adjacent stations.
  - b. This will be achieved by moving furniture and/or restricting access to certain workstations that are permanent fixtures (i.e. auditorium seating)
- 9. Can I take classes online if I'm not comfortable with returning to campus?**
- a. Yes, in most cases. Please note that experiential learning, clinicals, labs, etc. may require you to participate in an on-ground course.
  - b. Please speak with your advisor.
- 10. How will the unexpected academic changes affect my evaluation for promotion and tenure?**
- a. The tenure/promotion process for the 2020-21 academic year has begun within existing university policies. Tenure and promotion application and application review processes will continue unaltered for the 2020-21 academic year.
  - b. Existing tenure policy allows faculty to “stop the clock” during the probationary employment period. Faculty who are considering taking a “stop the clock” action should make this decision in consultation with their department chair and/or faculty mentor. A faculty member requesting a “stop the clock” modification should follow procedures outlined in the [university's tenure policy](#).
  - c. The budget reductions planned in response to anticipated enrollment declines will not affect the centralized costs allocated for faculty promotion. Faculty who are promoted in the 2020-2021 year will receive earned salary increases as prescribed in policy.
- 11. If faculty are working behind plexiglass, are they required to wear face coverings?**
- a. Yes
- 12. What are the expectations for classroom attendance for students who are isolated due to a positive diagnosis of COVID-19? What guidelines should faculty use for accommodations and leniency?**
- a. Faculty should adopt attendance policies that encourage students to stay home when they are sick or if they have been exposed to someone who has tested positive for COVID-19. Adopting policies that penalize students who miss class during this public health crisis puts our students, faculty, and

staff at risk. Fatal attendance policies (e.g. 9 absences = failure) should be abandoned while teaching during COVID-19.

- b. Faculty should consider asking students to submit assignments over a range of days rather than on a specific date or soften penalties for late assignments. Students may have more limited access to technology, may become ill, or may be caring for others in ways they did not expect for the term. Students will need more grace during this crisis.
- c. Faculty should plan to provide students with opportunities to make up or complete alternate assignments when student circumstances require them to avoid [face-to-face classes](#).

**13. What are the guidelines and expectations for meeting one-on-one with students in academic advising or career counseling sessions?**

- a. Academic advisors across campus are committed to providing safe and efficient advising opportunities for students. Currently, academic advisors are advising via phone, email and Zoom. Please use the [Advisor Contact List](#) (search query) to contact your academic advisor.
- b. Career Services team members are committed to offering our services to students in an environment that supports appropriate CDC and ETSU guidelines. Team members are available for phone and Zoom appointments. Appointments can be made through [etsu.joinhandshake.com/login](https://etsu.joinhandshake.com/login).

**14. What are the guidelines/protocols for experiential learning (Clinicals, Labs, Student Teaching, etc.). (Updated 8.17.20)**

- a. Faculty teaching in labs will develop safety protocols in line with the recommendations from the future operations report. Please visit [Bucs are Back Website](#) to view Modified Stage 2 of the future operations report.
- b. Students who are completing course requirements in organizations external to ETSU (schools, hospitals, clinics, organizations) should follow the safety guidelines and protocols in place at those organizations except in cases where those protocols are less restrictive than recommendations listed in ETSU's future operations report. If the safety protocols are less restrictive than those protocols recommended in ETSU's future operations report, students should follow those guidelines. Please visit [Bucs are Back Website](#) to view Modified Stage 2 of the future operations report.
- c. Faculty should inform students of the safety requirements and protocols for experiential learning requirements at the beginning of the course. Students who require accommodations to these safety protocols should register through disability services.
- d. Students who wish to volunteer for experiential learning opportunities, such as laboratory work, should work with their supervisor and complete an [official volunteer form](#).

**15. Will ETSU host in-person events? (Updated 12.7.20)**

- a. To learn more, visit: [etsu.edu/coronavirus/events-community/](https://etsu.edu/coronavirus/events-community/)

## FACE COVERINGS

**16. Are face coverings required to be worn outdoors as well as indoors on campus?**

- a. As a general rule, face coverings are required on campus in classrooms and other indoor areas, as well as outdoor areas where a physical distance of 6 feet cannot be maintained between persons. You can read the full text of the University's policy on face coverings [here](#).

**17. CDC recommends face coverings when physical distancing is not possible. If students are in classrooms sitting 6 feet apart why is there a need for face coverings?**

- a. The CDC recommends combining physical distancing with face coverings and other preventative measures such as frequent hand washing to minimize the spread of COVID-19.
- b. Face coverings shall be worn on campus while:
  - Inside all campus buildings and facilities
  - Outside when physical distancing between persons cannot be maintained
  - On the BucShot (free shuttle service)

**18. What if I don't or can't wear a face covering?**

- a. Faculty, staff and students who are unable to wear a face covering due to a medical or other condition should contact Disability Services by telephone at 423-439-8346 or by email at [littleme@etsu.edu](mailto:littleme@etsu.edu) to request an accommodation.

**19. What consequences do students and employees face if they refuse to wear a face covering on campus?**

- a. If a faculty or staff member is not wearing a face covering on campus in an area where one is required and the employee is not otherwise exempt from the requirement, the employee may be subject to the Progressive Discipline policy.
- b. If a student is not wearing a face covering on campus in an area where one is required, and the student is not otherwise exempt from the requirement, the student may be found in violation of the Student Code of Conduct.
- c. You can read the full text of the University's policy on face coverings [here](#).

**20. Do faculty and staff need to wear face coverings in private offices or areas with reduced capacity?**

- a. If you are alone in your private office (not a cubicle), you do not need to wear a face covering. However, face coverings must be worn by all faculty and staff working on campus when in the presence of others and in public

settings where physical distancing measures may be difficult to maintain (e.g., common workspaces and classrooms).

- b. You can read the full text of the University's policy on face coverings [here](#).

**21. Do I really have to wear a face covering in class?**

- a. Yes, the CDC recommends people wear face coverings in public and in other settings where they are around others who do not live in their households, especially when physical distancing may be difficult to maintain. COVID-19 has been shown to spread person to person primarily through respiratory droplets created when an infected person coughs, sneezes, or talks. Employees, students and other persons who are present face-to-face on campus may be exposed to one another for prolonged periods of time, sometimes in environments where physical distancing may be a challenge such as in the classroom. ETSU takes the health of our employees and students seriously, and we appreciate your cooperation in taking measures to help prevent the spread of COVID-19 including wearing a face covering while in the classroom. You can read the full text of the University's policy on face coverings [here](#).

**22. Can I ask a student to leave my class or an event if the student refuses to wear a face covering? What if the student refuses?**

- a. Yes. However, the faculty member should adhere to the policy on face coverings first.
  - If a student is not wearing a face covering on campus in an area where one is required, and the student is not otherwise exempt from the requirement, a disposable face covering will be provided for the student to wear.
  - If a student refuses to wear a face covering in a classroom setting, the student will be referred to complete their coursework in an alternative learning environment.
  - Members of the campus community who have concerns related to a student who does not comply with the University requirement to wear a face covering on campus may file an online report to the Dean of Students Office. Additionally, the Dean of Students Office may be reached at 423-439-4311 or via email to Dr. Michelle Byrd at [byrdt@etsu.edu](mailto:byrdt@etsu.edu).

**23. What if my professor refuses to wear a face covering?**

- a. Members of the campus community who have concerns related to a faculty or staff member who does not comply with the University requirement to wear a face covering on campus should respectfully address the concern with the supervisor of the faculty or staff member not wearing a mask. If

resolution cannot be achieved, contact the Office of Human Resources at 423-439-4457.

**24. If I am approved to not wear a face covering for ADA reasons, how will others know?**

- a. Faculty, staff and students who are unable to wear a face covering due to a medical or other condition should contact Disability Services by telephone at 423-439-8346 or by email at [littleme@etsu.edu](mailto:littleme@etsu.edu) to request an accommodation and determine how the faculty, staff, or student may disclose this information if appropriate.

**25. Can I wear a face shield in place of a face covering?**

No. Please see the face coverings graphic below.

# FACE COVERINGS

## ACCEPTABLE



## UNACCEPTABLE





## CLEANING

### **26. How will cleaning be handled? Bathrooms? Lab equipment?**

#### **Classrooms? Etc? (Updated 12.14.20)**

- a. Classrooms will be disinfected and treated with a antimicrobial agent that kills viruses, bacteria, and other microbes on contact. The agent is FDA and EPA certified and is eco-friendly.
- b. Facilities Management staff will deep clean classrooms, computer labs, restrooms, conference rooms, etc.
- c. Classrooms and computer labs will be deep cleaned every evening, which will include electrostatic disinfecting of all high touch surfaces.
- d. Cleaning will focus on high touch surfaces (doorknobs, handrails, furniture in common areas, elevator buttons, etc.)
- e. Restrooms will be deep cleaned every evening, which will include electrostatic disinfecting of all high touch surfaces. In addition to the deep cleaning every evening, high-traffic restrooms will be closed periodically each day for additional electrostatic disinfecting.

## HUMAN RESOURCES

**27. What framework should supervisors use to best determine who works remotely and who does not? (Updated 8.3.20)**

- a. Supervisors should consider a number of factors when determining whether or not an employee can work remotely. Those factors should include, but are not limited to, the nature of the position, the level of interaction the employee needs to have with students and/or other employees, the technology available to the employee, and the employee's desire to work remotely based on risk factors for COVID-19.
- b. To learn more, visit [COVID-19 Personnel Operating Protocol](#).

**28. If I am quarantined but feel fine, may I continue to work remotely?**

- a. Yes, if you are under quarantine, but are able to work remotely, you are encouraged to do so, in collaboration with your supervisor. If your position does not allow for remote work and you are eligible, please complete a request for Emergency Paid Sick Leave. Please contact Human Resources.

**29. I'm at high risk for COVID-19. Can I request a modification of my teaching assignments?**

- a. If an employee would like to teach remotely based upon their COVID-19 risk factors, they would need to work directly with their Chair/Dean to determine if that is an appropriate request that will still allow the college to meet its on-ground teaching requirements. If this is not possible, employees can apply for Family Medical Leave if they are unable to work due to a serious health condition.

**30. I've just been hired by ETSU, but haven't been able to report to campus because of COVID-19. How can I get an ID card?**

- a. Contact the Office of ID Services at 423-439-8316 to schedule a time to pick up an ID card.

**31. Were faculty, staff, and students be required to complete a COVID-19 Health and Safety Training Program before the start of fall classes? What about Spring? (Updated 12.14.20)**

- a. Yes. All faculty, staff, and students (even those working or taking classes remotely) were required to complete a short online module before the start of the fall semester.
- b. Faculty, staff and students are encouraged to review the [Safety Pledge](#) prior to the start of the Spring semester.

**32. What if a student brings their child/children to class? (Updated 8.3.20)**

- a. To learn more, visit [COVID-19 Personnel Operating Protocol](#).

### **33. What Travel restrictions are in place?**

- a. International travel: All outgoing university-related international travel is suspended.
- b. Study abroad: All study abroad programs for ETSU students are suspended.
- c. Domestic travel: Travel is suspended until further notice. College deans will continue to approve travel requests within their respective colleges, but any travel approved must have justification that it supports accreditation, tenure activities, or essential program delivery. Dean or Vice President approval is required.
- d. Local/regional travel: Local travel associated with everyday operations of the university, including blanket travel, will continue. Vehicular travel outside a 50-mile radius, with the exception of other ETSU campuses, requires supervisor approval and should be limited to activities that are absolutely necessary and cannot be rescheduled or conducted remotely.
- e. Personal travel: Recommendations for personal travel and international students traveling to ETSU are to follow the most current guidelines from the Centers for Disease Control and Prevention and other appropriate state and federal agencies. Additional guidance may be provided at a later date.

## STUDENT LIFE

### **34. Has ETSU been in touch with other transportation providers about a common protocol?**

- a. Yes. We are working closely with Johnson City Transit, which operates the BucShot. The following actions are being implemented:
  - Face covering is required to board the bus and must be worn throughout the duration of your trip.
  - Reduce capacity by 40% to 50% depending on bus type.
  - Maintain physical distance from your fellow passengers by avoiding sitting or standing directly next to someone.
  - At campus bus stops, signs will be present to remind everyone of the physical spacing of 6 feet.
  - When waiting to board a bus at a bus shelter, please form a single-file line and remain 6 feet apart from each other.
  - The inside of the buses will be marked for easy identification of spacing.
  - BucShot buses will be cleaned thoroughly throughout the day.

### **35. How can I get my student ID?**

- a. Photos for new student/employee IDs need to be uploaded via [GET](#), or email your photo to [idbucs@etsu.edu](mailto:idbucs@etsu.edu) via your ETSU email. Payment for replacements can be made by depositing money to your ID BUC\$ via [GET](#).
- b. ID Services will continue to accept walk-ins. However, booking an appointment and uploading photos and funds prior to your appointment pick-up time will help minimize in-person contact. Should you have any questions or need assistance, please call 423-439-8316 or email [idbucs@etsu.edu](mailto:idbucs@etsu.edu)

### **36. How can I meet with my advisor?**

- a. Academic advisors are readily available to assist students with their schedule for fall 2020. Meetings are available via phone or Zoom. Find your advisor: [etsu.edu/advisement](https://etsu.edu/advisement)
- b. Contact: [advisement@etsu.edu](mailto:advisement@etsu.edu) or 423-439-8557

### **37. How do I arrange for a campus tour?**

- a. Campus tours have resumed. Register for a tour at [etsu.edu/visit](https://etsu.edu/visit).

**38. What should I do if my family's financial circumstances change after I apply for financial aid? How do I make changes to my FAFSA?**

- a. If you or your family have experienced a recent financial hardship that is not reflected on your FAFSA, such as loss of employment, you may qualify for a Special Circumstances Appeal to have your financial aid package re-evaluated by the Office of Financial Aid and Scholarships.
- b. Please contact your Financial Aid Counselor to discuss your options. Contact information can be found online at [etsu.edu/finaid/counselors.php](http://etsu.edu/finaid/counselors.php)
- c. The Special Circumstances Appeal form can be found online at [etsu.edu/finaid/documents/appeal/special-circumstances-appeal-form.pdf](http://etsu.edu/finaid/documents/appeal/special-circumstances-appeal-form.pdf)

**39. How will move-in work for residence halls? (Updated 12.7.20)**

- a. All that stands between you and your move-in day is the completion of the forms and other requirements. To make the process for move-in go more smoothly and quickly, make sure to complete required documents electronically prior to your arrival. Please read each section. Please note that future communication regarding move-in will be sent from [liveandlearn@etsu.edu](mailto:liveandlearn@etsu.edu)
- b. Learn more about Housing and Residence Life [here](#).

**40. Will the CPA be open? What about other campus recreation activities? (Updated 12.14.20)**

- a. The Basler Center for Physical Activity/CPA will be open to a limited number of users.
- b. The CPA pool and climbing wall are open to a limited number of users.
- c. Campus Recreation will provide virtual programming in Outdoor Adventure/Team Building, Intramural Sports, and Group Fitness classes.
- d. Sport Club travel/competition, Casual Care, Outdoor Adventure trips, and in-person Challenge Course programming are currently suspended.
- e. More information will be shared [here](#).

**41. What will the student experience be like?**

- a. The student experience in the will be engaging in a different way than normal. The Division of Student Life and Enrollment is very intentional in trying to balance safety and fun for our students. There will be opportunities for students to participate in non-academic activities virtually each week as well as some safe in-person opportunities as university and state guidelines allow. We are planning in such a way to turn any in-person events into virtual events if the need arises, including organization fairs, weekly trivia contests, talent shows, movies, etc. There should be something for everyone at some point in the semester. Students

will have at least a couple of opportunities per week to step away from studying and classes to do something fun!

**42. I am traveling from an international country to ETSU. Am I required to quarantine?**

- a. The CDC has lifted its mandatory 14- day quarantine for in-bound international travelers. For more information, international students should contact the [Office of International Programs and Services](#) for additional information and support. **(Updated 9.1.20)**

**43. How will student organizations be responsible for ensuring that their members follow all necessary safety protocols at events/meetings?**

- a. All registered student organizations must attend one session of the Student Organization Annual Renewal Orientation with the Office of Student Activities and Organizations (SAO). In this training session, organizations learn about COVID-19 health and safety guidelines. University policy states that all organizations are required to register each year with the SAO and attend an orientation in order to maintain or reclaim their status.

**44. How will use of large common areas be monitored and/or limited?**

- a. Staff are making every effort to make students and guests feel comfortable as well as safe by reducing the density of furniture and limiting capacity in many spaces. Signage will indicate safe distancing at reception areas and in areas where lines form, as well as providing information about limits to seating, self-screening, physical distancing and other ways individuals can help reduce the spread. Reminders and “how-to” signs for handwashing will be posted, and additional hand sanitizing stations will also be placed throughout the building. Finally, face coverings will be required for entry to events/activities, meeting rooms and dining areas. Anyone not wearing a face covering will be offered a complimentary face covering while supplies last.

**45. I did not choose to come to ETSU to take courses in my room. Will there be a reduction in tuition for those classes?**

- a. As a commitment to affordability, the ETSU Board of Trustees voted not to raise tuition or fees for the 2020-21 academic year.

**46. How will dining on campus be different?**

- a. Students will notice several precautions being taken with campus dining. In all food service areas (retail and the dining hall) capacity has been significantly reduced with limits to the number of people permitted at each table. Additionally, plexiglass barriers at serving stations, elimination of all self-service food, drink and condiment options, as well as touchless

payment using phone or ID will be employed. Dining services staff are taking extra precautions with personal protective equipment including face coverings and gloves, and implementing health screening and temperature checks upon entry into the dining facilities. All patrons are expected to wear face coverings unless they are seated at a table and eating.

- b. Students (and Faculty/Staff with Block Plans) will also have the option to use their meal plans to grab a hot meal option at Tri-Hall Field, the Steak 'n Shake Trailer, and the Treehouse, or cold meal option at the Simply-To-Go Cart and Roger's Buc Mart during peak hours of the day. Students will be able to check the occupancy levels of the dining hall online and decide when might be the best time to avoid large numbers of people. Finally, all retail dining locations will offer an "order-ahead-for-pick-up" option through Grub Hub Campus—and ID Bucs can be used to purchase food using the app as well.

**47. If I know my fellow students are acting in ways that I think are unsafe and putting me at risk for getting ill, what can I do?**

- a. Approach the situation with sensitivity and remember to be kind.
- b. Your goal is to make others aware of the University guidelines.
- c. If fellow students react negatively to your assistance, then please involve a faculty/staff person to assist in speaking with this student.
- d. The matter can also be referred to the [Dean of Students' Office](#).

**48. How will you ensure that students are following CDC guidelines when they are off-campus or outside the classroom environment?**

- a. ETSU cannot ensure that students will comply with these requirements at all times. This is why we believe that knowledge about COVID-19 is so critical and are requiring the whole ETSU community to complete the COVID-19 education course. Public health research shows that individuals have a higher likelihood of complying with safety guidelines when they understand why they are in place and the benefits of compliance as well as the risks of noncompliance.

**49. My program requires community service hours but no schools, nursing homes, pre-schools, etc. are allowing visitors to their facilities. What am I supposed to do?**

- a. This will vary. You should work with your academic advisor and professors.

**50. What are the visitation guidelines for students living in residence halls or University apartments?**

- a. For the safety of themselves and the greater community, ETSU Housing and Residence Life has established amended guest policies.

- b. Guests are limited to students who are assigned to live in the same residence hall or apartment complex.
  - c. No more than one (1) guest is permitted per residence hall/apartment room at a time.
  - d. Guests are permitted in a residence hall/apartment space only if agreed to by both residents in the roommate agreement.
  - e. Events and functions in or outside the residence halls are prohibited unless coordinated or approved by ETSU Housing and Residence Life or a designated campus partner.
- 51. What if I live in the residence hall and test positive and self-isolation isn't possible because I have a roommate?**
- a. ETSU has established vacant residence hall space for residence hall students to self-isolate. In the event that moving to another location is not possible, arrangements may be made for your roommate(s) to move temporarily or support will be provided for you to self-isolate in your own space as safely as possible.
- 52. Where do we get a face covering if we forget one or don't have one?**
- a. Every building on campus will be equipped with a supply of disposable face coverings.
- 53. Will commencement be in-person? (Updated 12.14.20)**
- a. We are planning on holding Spring commencement in-person. More details will be provided at a later date.
- 54. Will on-campus mail delivery be delayed because of COVID-19?**
- a. At this time, we do not anticipate delays beyond those we have experienced during the summer.
- 55. Will parents be allowed to visit campus?**
- a. Parents and family members play an integral role in the success of their students and we understand they may wish to visit their student. During their visit, guests are expected to adhere to University guidelines surrounding facial coverings and physical distancing measures. Note that while on campus certain buildings and/or residence halls may have more specific guidelines. For more information contact [family@etsu.edu](mailto:family@etsu.edu).
- 56. Will there be football this spring? (Revised question/Updated 12.14.20)**
- a. Yes, there will be football in the spring. Learn more [here](#).
  - b. Continue to check [etsubucs.com](http://etsubucs.com) for updates.
- 57. Will my scholarships be honored if sports are canceled? The marching band does not perform? Music groups do not perform? I**



**cannot complete my APS work requirements because all of my courses are online? Other?**

- a. Yes. However, students must meet other requirements that may be part of scholarship criteria (i.e. minimum GPA, enrolled in appropriate amount of courses, completes appropriate amount of courses)

**58. What are the expectations for APS, Federal Work Study (FWS), Regular Work Study (RWS), Graduate Assistants, and Graduate Tuition Scholarship recipients? (New question posted on 8.18.20)**

- a. APS, Federal Work Study (FWS), Regular Work Study (RWS), Graduate Assistants, and Graduate Tuition Scholarship recipients should expect to work on campus to meet the needs of their unit; appropriate university safety guidelines should be in place in each workspace. However, with department approval, students may be able to work remotely and must follow HR institutional protocols for teleworking, and all federal, state, and local employment conditions. Graduate assistants, tuition scholarship, and Federal Work Study student positions must be supervised, and supervisors must certify the hours worked and submit verified timesheets twice per month (or as required by university timekeeping). Students who have a medical condition that would necessitate work accommodations need to contact Disability Services.
- b. APS students who are unable to complete service hour requirements on campus or virtually may appeal service hour requirements for spring 2020 by completing this appeal form [here](#).

## HEALTH RELATED QUESTIONS

### **60. What is COVID-19?**

- a. COVID-19 refers to the illness caused by SARS-CoV2, which is a type of coronavirus. The virus was discovered in the fall of 2019.

### **61. What are the symptoms?**

- a. The most common symptoms are fever, chills, or cough.
- b. Other symptoms may include loss of taste or smell, fatigue, muscle aches, headaches, congestion, runny nose, sore throat, nausea, vomiting, or diarrhea.
- c. Symptoms may appear 2-14 days after exposure to the virus. Some people may not experience any symptoms, and some may have only mild symptoms.
- d. Others will experience more severe symptoms which may result in hospitalization, being placed on a ventilator, or death.
- e. In people who get very sick from COVID-19, many organs can be affected, including the heart, kidneys, and brain.

### **62. How long does it last?**

- a. Mild cases of COVID-19 may last a few days to a few weeks. For more severe cases, some people may be in the hospital for weeks or even months.
- b. There is emerging evidence that people may have long term complications from this illness, although not enough time has passed yet to have specific information about those complications.

### **63. How is it transmitted?**

- a. COVID-19 is transmitted through droplets that come out of our noses and mouths when we talk, cough, sneeze, or even just breathe. Face coverings are very helpful at preventing this type of transmission.
- b. It may also be transmitted by touching a surface that has virus particles on it, and then touching your nose, mouth, or eyes.
- c. It is important to note that it is very possible to transmit COVID-19 without knowing that you are infected.

### **64. How is it treated? (Updated 1.12.21)**

- a. Mild illness resolves with time, and is treated like any other mild respiratory illness: with medicines to keep fevers down, rest, hydration, and staying away from other people.
- b. In more severe illness that requires hospitalizations, doctors are using several different medications, most of which are still being studied in the treatment of COVID-19.
- c. You can learn more information about the COVID-19 Vaccine [here](#).

**65. How can I protect myself and people around me? (Updated 1.12.21)**

- a. Stay home as much as possible and avoid close contact with others.
- b. Wear a cloth face covering that covers your nose and mouth anytime you are around people other than your immediate household contacts. ETSU's Face Covering policy is [here](#).
- c. Clean and disinfect frequently touched surfaces.
- d. Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- e. You can learn more information about the COVID-19 Vaccine [here](#).

**66. What are the testing requirements? Options?**

- a. At this time, testing is mandatory for student athletes only.
- b. Testing will be available to any students, staff, and faculty who elect to be tested.
- c. If faculty, staff, or students have health questions, they may call the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299.
- d. Testing protocols may change based upon Federal, State, and ETSU Health Recommendations.

**67. Who should get tested?**

- a. If you have symptoms of COVID-19, you should get tested. All ETSU faculty, staff, and employees may contact the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299 to arrange testing.
- b. If you do not have symptoms but wish to get tested, you may do so through the Tennessee Department of Health. You can find more information [here](#).

**68. As a member of the ETSU community, what should I do if I get sick?**

- a. If you are experiencing COVID 19 symptoms, you should contact the [University Health Center](#) or your physician to arrange testing.
- b. Stay home or in your campus residence hall room or apartment and follow the guidelines in the [COVID-19 Wellness Addendum to the 2020-2021 Housing Contract](#).
- c. If you are a student, contact your instructors to let them know you are ill and will be missing class.
- d. If you a faculty or staff member, contact your department chair, dean, or supervisor and discuss modifications that may need to be made to your work patterns. You may request to use sick leave or annual leave for your initial absence, or may be eligible for Emergency Paid Sick Leave while awaiting a diagnosis. Contact [Human Resources](#) for more information.
- e. If you test positive for COVID 19, please See [Appendix A: Reporting Protocol](#)

**69. Are faculty and staff members required to report students with suspected or confirmed cases of COVID-19 to the Office Environmental Health and Safety? (New Question 12.14.2020)**

- a. A faculty or staff member who becomes aware of a suspected or confirmed case of COVID-19 involving a student should provide information to the student on ETSU's Reporting Protocol so that the student can make a self-report. A faculty or staff member who becomes aware of a suspected or confirmed case of COVID-19 involving a student may report the student to the Office of Environmental Health Safety directly; however, the preference is that the faculty or staff member encourage the student to self-report.

**70. What will be done with my testing results/information?**

- a. The results are shared with the Health Department.

**71. How is ETSU contact tracing?**

- a. When possible, ETSU works with the Health Department on contact tracing and follows the Health Department guidelines on contact tracing.

**72. I think I was exposed; can I request a test?**

- a. COVID-19 testing is available to any student, staff, or faculty member who wishes to be tested. For more information about how to get tested, call the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299.
- b. If you are a Quillen Medical student, please call ETSU Health Access at 423-952-6490. Please note that this resource is for Quillen students ONLY at this time.
- c. If you experience COVID-19 symptoms (fever, cough, difficulty breathing) and/or have come into contact with someone who has tested positive for COVID-19, contact your health care provider or the University Health Center. Do not go to a health care facility before you have called your provider.

**73. If a faculty member, staff member or student gets tested for COVID-19, what are the protocols they follow while waiting for their test results? After receiving results?**

- a. After testing, you should quarantine at home while you await results.
- b. See [Appendix A: Reporting Protocol](#)
- c. See [Appendix B: Return to Work or Class Protocol](#)

**74. What counts as a “close contact” of someone who has been diagnosed with COVID-19? (Updated 11.10.20)**

- a. Being within 6 feet for more than 15 total minutes within the last 24 hours of a person who has had a confirmed positive test COVID-19. This includes exposure with the infected person going back 48 hours prior to the time the positive test was collected, OR 48 hours prior to the time the positive contact showed symptoms, whichever is earlier.

**75. I was a “close contact” of someone who has tested positive for COVID-19. What do I do? (Updated 12.14.20)**

- a. You should stay home for 10 days after your last contact with the person with COVID-19.
- b. If your contact is a household member, you may need to stay home for longer.
- c. Do not go to work or school, and avoid public places for 14 days.
- d. If possible, get others such as friends or family to drop off food or other necessities.
- e. Watch for fever, cough and shortness of breath during the 14 days after the last day you were in close contact with the person with COVID-19.
- f. If you develop these symptoms within 14 days of last contact with a person with COVID-19, you may have COVID-19. If your symptoms are mild, stay home and monitor your health.
- g. If you need a medical assessment, call the health clinic or hospital before you arrive and tell the provider that you are a close contact to a person who was diagnosed with COVID-19.
- h. More information [here](#)
- i. See [Appendix B: Return to Work or Class Protocol](#)

**76. I was exposed to someone who has symptoms of COVID-19, and they’re awaiting test results. What do I do?**

- a. You should stay home until the person with symptoms of COVID-19 notifies you of their test results.
- b. Do not go to work or school, and avoid public places until the test results are available.
- c. If the results are negative, and you do not have symptoms of COVID-19, you may return to work or school while wearing a face covering at all times.
- d. If their test is positive, please see question above.

**77. I was not a “close contact” of someone with COVID-19, but I was near them. Do I need to get tested or quarantine?**

- a. No. If you do not fit into the criteria above for a “close contact,” then you do not need to quarantine or get tested, unless you develop symptoms.
- b. Continue to wear a face covering when outside of your home, wash your hands frequently, and stay at least six feet apart from other people.

**78. What do I do after I get tested?**

- a. Stay home and quarantine while you await test results. For more information, go [here](#).
- b. See [Appendix A: Reporting Protocol](#)
- c. See [Appendix B: Return to Work or Class Protocol](#)

**79. What do I do if I have tested positive for COVID-19 and get re-exposed within three months of positive test? (New question posted on 11.10.20)**

- a. Per CDC, people who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.
- b. See [Appendix B: Return to Work or Class Protocol](#)

**80. Will temperature checks be done at entrances to buildings, offices, classrooms, etc.?**

- a. All faculty, staff and students are asked to conduct symptom self-monitoring each day before reporting to campus. You must be free of any symptoms potentially related to COVID-19 to be eligible to report to campus.
- b. At this time, symptoms for COVID-19 include one or more of the following:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever
  - Chills
  - Repeated shaking with chills
  - Runny nose or new sinus congestion
  - Muscle pain
  - Headache
  - Sore throat
  - Fatigue
  - New gastrointestinal symptoms
  - New loss of taste or smell
  - This list does not include all possible symptoms. [CDC will continue to update this list](#) as more is learned about COVID-19.
- c. If you have any symptoms of COVID-19, do not report to campus for work or class. You should immediately notify your supervisor and/or professor and follow guidelines for seeking medical care and self-quarantining

**81. If I was sick, when can I go back to work or class?**

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

**82. I was diagnosed with COVID-19 but never had any symptoms. When can I go back to work or school?**

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

**83. I was exposed to someone with COVID-19 and stayed home for 10 days. When can I go back to work or school? (Updated 12.14.20)**

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

**84. Do I need a negative test before going back to work or school?**

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

**85. Is there specific guidance for supervisors from Human Resources related to COVID-19? (New question posted on 8.11.20)**

- a. Yes, Human Resources has prepared a FAQ document for supervisors.
- b. Learn more [here](#).

**86. Under what circumstances would ETSU move more courses online? Limit the number of individuals on campus?**

- a. The health and safety of all members of the ETSU community and our visitors to campus remain our highest priority. We recognize that the current state of the pandemic is concerning to many people. ETSU continues to monitor data and other information that is being released regarding COVID-19 from local, state, and federal health organizations. Our decisions regarding academic and business operations of the institution are also being informed by our health experts and leaders on this campus.

**87. I still have questions. Who should I contact?**

- a. Please direct questions to the appropriate office listed on our [Bucs are Back website](#).
- b. If you have a health emergency, please dial 911.



## **APPENDIX A**

**(Updated 12.14.20)**

### **Reporting Protocol**

1. All suspected or confirmed cases of COVID-19 (that were not diagnosed/treated by the [University Health Center](#)) should be reported to the Office of Environmental Health and Safety using telephone number 423-439-7785. If the [University Health Center](#) treated/diagnosed you, their staff will contact EH&S.
2. Staff in the Office of Environmental Health and Safety will utilize a COVID-19 Self-Report Questionnaire to gather all pertinent information, such as the building, office, classroom and other specific area the person may have visited on-campus during the 48-hour time period before the person began to experience COVID-19 symptoms. The COVID-19 Self-Report Questionnaire will be stored securely with access restricted. Names of faculty, staff and students and their medical information will be treated as confidential to the extent permitted by law.
3. Information necessary to perform remediation will be extracted from the COVID-19 Self-Report Questionnaire and recorded in the COVID-19 Response Log.
4. An assessment will be conducted to determine what remedial action will be undertaken, and may include one or more of the following:
  - i. Restricting access to the affected areas
  - ii. Use of disinfectant foggers to remove airborne respiratory droplets
  - iii. Use of EPA approved disinfectants with an electrostatic sprayer to decontaminate soft surfaces and Virex II-256 for hard surfaces
  - iv. Environmental testing of various surfaces to determine efficacy of remediation
5. The Office of Environmental Health and Safety will coordinate *the Facilities Management Coronavirus Response Team* to decontaminate the affected areas.
6. The Office of Environmental Health and Safety will serve as the point of contact for the TN Department of Health and university infectious disease physician.



## APPENDIX B

(Updated 12.7.20)

### ETSU Return to Work or Class Protocol

#### Return to Work or Class Protocol

##### 1. Confirmed COVID – 19 Illness with Symptoms:

###### **Must be excluded from all work or class activities until:**

- At least 10 days have passed *since symptoms first appeared*
- **AND** At least 24 hours have passed *since last* fever without the use of fever-reducing medications
- **AND** Symptoms (e.g., cough, shortness of breath) have improved

It is the responsibility of the student or employee to monitor temperature and symptoms at least twice daily.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

##### 2. Laboratory-Confirmed COVID-19 but have not had any Symptoms (Asymptomatic):

###### **Must be excluded from all work or class activities until:**

- At least 10 days have passed since date of first positive COVID-19 diagnostic test
- **AND** have not subsequently developed symptoms since the positive test
- **IF** symptoms develop, please follow the above protocol for **Confirmed COVID-19 Illness with Symptoms**

If an alternate diagnosis is determined for the symptoms, criteria for return to work or school should be based on that diagnosis.

Any questions regarding testing or symptoms should be directed to University Health, or to the student's or employee's personal medical provider.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms

again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

### **3. Potential Exposure to COVID-19:**

“Potential Exposure” (also known as “close contact”) is defined as being within 6 feet for more than 15 total minutes within the last 24 hours of a person who has had a confirmed positive test COVID-19. This includes exposure with the infected person going back 48 hours prior to the time the positive test was collected, OR 48 hours prior to the time the positive contact showed symptoms, whichever is earlier.

#### **Must be excluded from all work or class activities:**

- Quarantine at home for 10 days after last exposure and continue to monitor symptoms for 14 days after last exposure.
- Quarantine may end after 10 days ONLY if the exposed person is completely asymptomatic.
- If symptoms develop, self-isolate and consider getting a test for COVID.
- Maintain physical distancing of at least 6 feet from others at all times
- People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

### **4. Household Contacts**

A household contact is an individual who shares any living spaces with someone who has a confirmed positive case of COVID-10. This includes bedrooms, bathrooms, living rooms, kitchens, etc.

- Household contacts must be quarantined for 10 days after the case has completed their (minimum) 10-day isolation period (whether the case is symptomatic or not).
- If a household contact develops symptoms of COVID-19, they become a case. They should begin isolation as a case and consider getting tested.
- If a household contact is able to separate themselves from the confirmed positive case, they must quarantine for 10 days after their last exposure, and continue to monitor symptoms for 14 days after the last exposure.
- A household contact may be released from quarantine after 10 days only if he or she remains asymptomatic for the entire 10 days after the last exposure. Monitoring for symptoms must continue for 14 days after the last exposure.
- For more information, see [here](#).

Questions? Call one of the following:

- University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299
- Washington County Health Department at 423-975-2200
- Ballad Nurse Connect at 1-833-822-5523.

References:

1. <https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/critical-worker-exposed-guidance.pdf>
2. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
3. <https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/Isolation-QuarantineRelease.pdf>
4. <https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html#contact>
5. <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>