



Coronavirus (COVID-19) Employee Guide
Frequently Asked Questions

Utah Valley University

Online Transition Q&A – Students

Student Health and Campus Services

What campus services will be open?

Until further notice, all campus services remain open except the Testing Center. Academic tutoring is available online only. Students should use the following links to access online tutoring:

- [Academic Tutoring & the Math Lab](#)
- [Writing Center](#)

Will the Wee Care Center be open so I can drop off my child?

Please check with the [Wee Care Center](#) for up-to-date information.

Will the Student Life and Wellness Center be open?

Yes, until further notice.

How can I access Student Health Services (SHS)?

Please see <https://www.uvu.edu/studenthealth/> for information on how to access SHS. SHS is not a test site for COVID-19. If you are presenting COVID-19 symptoms, please call SHS at 801-863-8876 rather than coming to campus. SHS will answer questions and give referrals to COVID-19 testing. You may also call 1-800-465-7707 if you are worried about whether you may have COVID-19. That line is monitored by the Utah Health Department.

What resources are available at Student Health Services?

The following resources are available:

- [Medical services](#)
- [Mental health services](#)
- [Psychiatric services](#)
- [Crisis services](#)

Do you have tips to help me manage my stress and/or anxiety related to COVID-19?

Yes. SHS has resources available to help students that are dealing with stress and/or anxiety related to COVID-19. Here are additional resources:

- [Tips for coping with COVID-19 anxiety](#)

- [Managing stress and worries](#)
- [Mental health and coping during COVID-19 \(CDC\)](#)

Is the UVU Food Pantry open?

Yes, as long as campus remains open you will be able to access the Food Pantry. The pantry is located in SC 105. Hours are Monday to Friday, 8 a.m. to 5 p.m. Please bring your UVU ID. (Please note, campus is closed Friday, March 20.)

Are on-campus food vouchers available?

Yes. If you need immediate access to prepared food, you may request food vouchers to use at select on-campus food court locations. To request a voucher, please visit SC 105. Hours are Monday to Friday, 8 a.m. to 5 p.m. Please bring your UVU ID. (Please note, campus is closed Friday, March 20.)

If you are experiencing food or housing insecurity due to COVID-19, please email deanofstudents@uvu.edu for additional options and support.

Are there community resources available to students who are facing food or housing insecurity?

Yes. Please visit <http://www.uvu.edu/studentcare> to access community resources or dial 211 to help support food or housing insecurity.

What if I can't pay a bill or have an urgent, unexpected expense?

If you have a specific expense that threatens your housing, health, or safety, you can apply for the expense to be covered by the UVU emergency fund. These funds are usually given in amounts ranging from \$50-\$500. You are only eligible for this funding if you have already accepted all grants and/or scholarships available to you. Fill out the [emergency fund application](#) to submit your request.

What if I travel during the COVID-19 outbreak?

If you plan to travel for personal reasons or recently traveled out of the state (domestic or international), you MUST fill out UVU's self-reporting travel questionnaire.

Online Classes

How do I know if my classes are going to be online?

Please go to the Canvas site for your course. Your instructor will communicate via Canvas.

Will I keep my same teacher?

Yes, unless there are extenuating circumstances.

What if my teacher cancels my class for the rest of the semester? Am I stuck with the grade that I have right now?

Your teacher should not be cancelling your class. Please contact the department chair or email academiccontinuity@uvu.edu.

My class is a lab and/or applied hands-on class. Will my class be placed online?

Please check Canvas to determine the updated status of your class.

I'm in a group project in my class. How will this work online?

Your teacher will communicate how group projects will function going forward.

Will I need to use Canvas or another program to access my online class?

All courses will be delivered via Canvas.

Who should I contact on campus if I'm having problems accessing my online class?

Please contact Canvas Tier One support at support@instructure.com. You may also call 385-204-4930.

What if I do not have access to a computer to participate in an online class?

The student computer labs are currently open. You can visit [the Student Computing website](#) to find a location.

How will I prove my attendance and participation?

You should plan to log in frequently to your Canvas courses (at least three times a week) and engage with your instructor. It would be best to [turn on Canvas notifications](#) for alerts related to activity in your class.

Will the lectures be live?

This will depend on individual instructors.

Can I access archived lectures?

This will depend on individual instructors.

What if I don't understand what I'm doing?

Please contact your instructor. If you need basic information on how to use Canvas, a [Canvas Tour for Students](#) is online.

What if my professor is not responding or I have concerns about how my class is going?

Please first contact your department chair or dean. If you are not able to resolve your concern after talking to the department please contact deanofstudents@uvu.edu for assistance.

What if I need an accommodation for a class?

Please contact the Office of Accessibility Services. If you have concerns about a current accommodation please work with your Office of Accessibility Services Counselor.

Do I need a different login?

No. You will log in to [myUVU](#) with your UV ID and password, then click on the Canvas link.

Do I need specialized equipment to access my classes?

Please see [basic computer requirements for Canvas](#). We also recommend that you download the Canvas app from the [UVU Canvas website](#).

How will testing work? Will the tests be proctored somehow?

Your instructor will notify you about testing procedures.

When will my final exams be held?

Your instructor will provide information on final exams.

If my class started as face-to-face, how will my earlier grades appear in Canvas?

Please discuss grades with your instructor, including how they will be integrated into your final grade.