



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?

As part of UVU's modified operations, the following facilities and service changes are effective immediately:

1. During the remainder of Spring Break (March 17-19), the Orem campus will open at 6:00 a.m. and close at 6:00 p.m. As scheduled, all campus locations are closed. Friday, March 20 as part of Spring Break.
2. UVU's [Wee Care Center](#) (child care) is closed until further notice.
3. The fitness center, bowling alley, and game section in the Student Life and Wellness Center ([SLWC](#)) are closed through May 1; all other SLWC services remain open.
4. The [Testing Center](#) will remain closed until further notice.
5. The computer lab in the Fulton Library and the SC 215 lab in the Sorensen Student Center will remain open; all other open labs will be closed until further notice.
6. Academic advising services will be conducted predominantly online. Academic tutoring is available online only. Students should use the following links to access online tutoring:
  - o [Academic Tutoring & the Math Lab](#)
  - o [Writing Center](#)
7. Effective immediately, please use the grab-and-go options in dining services and practice social distancing while eating.

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

The [Wee Care Center](#) is closed until further notice.

### **Will the [Student Life and Wellness Center](#) be open?**

The fitness center, bowling alley, and game section in the Student Life and Wellness Center ([SLWC](#)) are closed through May 1; all other SLWC services remain open.

### **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 \(CDC\)](#)

### **How can I access food resources?**

Check the status of the UVU Food Pantry by visiting the [pantry website](#). If the pantry is open, please bring your UVU ID to access non-perishable food, hygiene items, and/or on-campus food vouchers. The pantry is located in SC 105. If the pantry is closed, please visit <http://bit.ly/UVUFOOD> to access community food resources.

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

### **What if I lost my job due to COVID-19?**

Please contact the Department of Workforce Services at <https://jobs.utah.gov/covid19/index.html> to determine additional resources. You can also dial 211 to access the United Way of Utah County or visit <https://unitedwayuc.org/COVID-19>.

### **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 access the United Way of Utah County or visit <https://unitedwayuc.org/COVID-19> 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.

### **How do I access Financial Aid?**

- Schedule a phone appointment: <https://www.uvu.edu/financialaid/>
- Email: [faresponse@uvu.edu](mailto:faresponse@uvu.edu)
- Live chat: <https://www.uvu.edu/financialaid/>

### **Can I get out of my housing contract?**

In consultation with federal, state, and local officials, UVU made the determination that following Spring Break, the remainder of the semester will be delivered in an online format as much as reasonably possible. This was not an easy or light decision, as UVU is aware there are many affected by this decision, including students returning home while still under active rental agreements. The UVU community understands what a difficult situation this creates, but the safety and security of UVU students, faculty, and staff are of the highest importance. The global pandemic COVID-19 virus has created is unprecedented. It has disrupted almost every aspect of

daily life. Since UVU is not a party to the rental agreements, UVU unfortunately cannot provide legal advice or representation for students to cancel their housing contracts. We have reached out to several apartment complexes encouraging them and are hopeful the apartment managers will be willing to work with students as their living arrangements have changed. UVU apologizes for the inconvenience this unparalleled change has presented, but this is a developing situation that UVU is trying its best to navigate. Please read through the student FAQ for additional resources that may help you during this time.

### **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](mailto: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](mailto:support@instructure.com). You may also call 385-204-4930.

**What if I do not have a computer or internet to participate in online classes?**

UVU is currently open during normal business hours, and you can access Wi-Fi on campus. The computer lab in the Fulton Library and the SC 215 lab in the Sorensen Student Center will remain open; all other open labs will be closed until further notice. If you are not able to come to campus and need a device, please contact Dean of Students Alexis Palmer ([palmeral@uvu.edu](mailto:palmeral@uvu.edu)), who is working on finding devices for students as well as tracking computer needs.

Comcast is offering additional internet support nationwide during COVID 19; visit <https://corporate.comcast.com/covid-19>.

**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](mailto: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.