

UNIVERSITY'S STUDENT-FOCUSED FORUM 3.31.2020
Q/A SUMMARY

Questions	Answers
1. Will the Bookstore provide an extension for book returns?	There is an extension. Further information will be forthcoming from the Bookstore.
2. Is the library closed? If so, can I access library resources online or contact the staff for questions?	The Library is Closed. Library resources are online at the DESU Website. Online live Librarian chat is available to assist students with using online resources and research.
3. Who do I contact if I do not have a device (desktop, laptop or iPad) to complete my assignments?	IT does not have any computing devices available for students. Please direct inquiries to Steve Newton at snewton@desu.edu or acadaffairs@desu.edu
4. When will the move out plan be announced?	As we continue to monitor the State of Emergency order, we will inform you as soon as possible the Move-Out plan. Please note that the State of Emergency is in effect until May 15, 2020.
5. If I am leaving the country, can I pick up my belongings?	Please contact housing at housing@desu.edu or call 302-857-6326 for any inquiries regarding any housing requests.
6. When are housing deposits due?	New Students: You will receive the housing application in your DSU email 48 business hours after you pay your deposit. Remember the sooner the better. Returners: Although you can pay your deposit at any time, if you want to have your best chance, deposits should be paid at least three days earlier than the application dates of April 7th and April 15th. If you miss these dates, you will receive your housing application 48 business hours after you pay your deposit.
7. Will seniors receive a housing refund?	All students have received a cost of credit to their account. If a refund is warranted, it will be issued in May.
8. Can students residing in Delaware get tested if they have no severe symptoms?	You should contact Bayhealth and arrange for a test. Please note they will only test if you are experiencing symptoms. People experiencing symptoms such as fever, cough or shortness of breath may call Bayhealth's coronavirus triage team at 302-310-8477 or email them at Coronavirus@Bayhealth.org . The phone line is open Monday – Friday from 8:15 a.m. to 6 p.m. and Saturday – Sunday from 10 a.m. to 2 p.m. The coronavirus triage team is staffed by physicians, nurses and advanced practice providers. Those who meet screening criteria for COVID-19 testing will be referred to one of our off-site drive-thru testing sites.

9. Are there opportunities for student workers to work from home? If you are already a student worker on campus, you should contact your supervisor for approval to work remotely. At this time, we are not offering any new job assignments on campus due to the State of Emergency order.
10. Is there a way to support students on campus either financially or socially such as sending card or notes? Please visit the Student Affairs website to learn more information about virtual co-curricular opportunities.
Financial support is available to students on campus through the COVID-19 Emergency Relief Fund. Email www.dsufoundation.edu or padams@desu.edu for assistance.
11. How and when will seniors receive their pre-ordered regalia? The University is in contact with the vendor who supplies our commencement regalia. We will update all candidates for 2020 spring graduation once we receive definitive answers from the vendor.
12. Will Spring 2020 in-person graduation be merged with the Fall 2020 graduation? Will tickets be limited? The University Commencement committee is discussing the feasibility of merging 2020 spring and fall graduation. We will provide more information at our April 21, 2020 Student Forum.
13. Will the graduation fee be refunded since it will be held virtually? We will also provide information pertaining to this question at the April 21, 2020 Student Forum.
14. Is it possible for Mass Comm students to get access to the Creative Cloud program during this time? Please contact Dr. Francine Edwards, Dean, CHES; fedwards@desu.edu or Dr. Charlisa Edelin, Chair Mass Communications, Visual and Performing Arts cedelin@desu.edu; for questions regarding Mass Communications.
15. Will there be any summer programs (Project Success or Jump Start)? If so, will these programs be offered online? Project Success and Jumpstart became the Summer Academy in Summer 2019. The Summer Academy along with Summer School will be delivered in an online format for Summer 2020.
16. How has Covid-19 and the transition to online classes impacted the academic calendar? The Academic Calendar has not changed due to COVID-19. If you are experiencing difficulty, please forward your concerns to acadaffairs@desu.edu.
17. Are we still able to drop courses and is there a fee? Yes, the deadline to drop classes is April 8, 2020. The drop process is managed through DocuSign. Please contact your advisor to initiate this process. The Office of Student Success is available to provide assistance if you cannot reach your advisor. Please contact Ms. Jarso Saybe at jsaybe@desu.edu
18. Are we still expected to take finals in the 1st week of May? What format will exams be given? Yes, final exams will go on as scheduled. Colleges will provide updates to the Student FAQ page by April 20, 2020.

19. Can you clarify the pass/fail option and eligibility requirements? Please review the policy in its entirety at <https://www.desu.edu/student-life/student-health-services/coronavirus/passfail-policy-spring-2020>
20. Is the pass/fail option for specific courses? No, the P/F policy applies to any course that the student selects. Please review the policy in its entirety at <https://www.desu.edu/student-life/student-health-services/coronavirus/passfail-policy-spring-2020>
21. Where is the pass/fail policy located on the website? <https://www.desu.edu/student-life/student-health-services/coronavirus/passfail-policy-spring-2020>
22. How will the pass/fail option affect students intending to apply to graduate/professional schools or graduate students who are already completing coursework online? The P/F provides the option for students to select a course or course(s) as P or F no matter the mode of delivery; however, it is not a requirement. Students applying to graduate/professional school should consult with their admission officer(s) regarding eligibility of P/F grades. The policy may be found in its entirety at <https://www.desu.edu/student-life/student-health-services/coronavirus/passfail-policy-spring-2020>
23. How will being on academic probation affect your grade point average? Please consult the 2019-2020 Academic Probation, Suspension and Dismissal Policy in its entirety via https://www.desu.edu/sites/flagship/files/document/1/undergraduate_catalog_2019-20.pdf
A student whose grade point average is below 1.70 at the end of any semester shall be placed on academic probation for the succeeding semester unless the student's cumulative grade point average is 2.00 or greater. A student on probation who fails to earn a 2.00 average the following semester will be suspended academically. At the expiration of one semester, the student may apply for readmission or probation. The student must complete a minimum of nine (9) semester hours with a grade point average of 2.00, "C", or better during the semester of his/her reinstatement
24. What will happen to classes that do not transfer online such as lifetime fitness and wellness? All courses should have been transferred online. Please submit additional inquiries to acadaffairs@desu.edu.
25. What if online learning is too difficult for some students? Office of Distance Education and Learning Technologies hosts weekly forums to assist faculty with online course delivery. Each Dean is scheduling forums to address specific course concerns. The Office of Student Success is available to assist with students
Service needs. Contact the OSS (jsaybe@desu.edu) (acortese@desu.edu) with any service needs.
26. Who should students contact if faculty is unresponsive to emails? Please contact acadaffairs@desu.edu regarding issues with your courses, faculty, etc.

- What is the best way to reach faculty?
27. Are all professors expected to host online courses? All professors are expected to host online courses.
28. Who do I contact about scholarship opportunities? (include application website) <https://www.desu.edu/admissions/tuition-financial-aid/scholarships/returning-transfer-students>
<https://www.tmcf.org/>
29. Are there scholarship opportunities for non-traditional graduate students? Yes, students can apply for the Osher or Crankstart scholarship:
<https://www.desu.edu/giving/impact/oshercrankstart-reentry-scholarships>
-or-
<https://www.desu.edu/admissions/tuition-financial-aid/scholarships/returning-transfer-students>
<https://www.tmcf.org/>
30. Who do I contact if I am having problems logging into the scholarship portal? <https://desu.awardspring.com/>
31. Will my unused state private scholarship funds be applied to my account for next semester? All scholarships will be applied to your student account in compliance with the scholarship guidelines of the funding agency(s)
32. How do I contact financial aid? faid@desu.edu or (302) 857-6250
33. Will students receive a credit for parking passes? Any additional Cost of Attendance Credits once approved by President Allen will be added to the impacted student(s) accounts where applicable.
34. How do students get their pay checks? Pay checks will be mailed directly to the student.
35. Can you explain the cost of attendance credit? Will the COAC be a refund check or applied to the student's current balance? How is COAC calculated? Cost of Attendance Credits were issued to students on March 25, 2020. Any additional COAC once approved by President Allen will be applied to all student accounts where applicable.
36. When will Spring 2020 refunds be released? Spring 2020 refunds are being processed on a daily basis.
37. Do students receive a school insurance credit? Any additional Cost of Attendance Credits once approved by President Allen will be added to the impacted student(s) accounts where applicable.

38. What will happen to incoming freshman who need to retake SAT's since testing has been cancelled?
- Tentative answer until approved by President Allen: Delaware State University will go to a Test-Optional Admission process to the University for the fall 2020 and spring 2021 semesters in response to the COVID-19 cancellations of the National Examination nationwide.
39. Will the University provide job opportunities for international students since they are not permitted to work off-campus?
- Yes, the University will provide employment opportunities where available. Please contact Fr. Fengshan Liu for additional assistance at fliu@desu.edu
40. If online courses cost LESS than traditional classes, will an adjustment be made to my account?
- Any additional Cost of Attendance Credits once approved by President Allen will be added to the impacted student(s) accounts where applicable.
41. When will New Student Orientation be rescheduled?
- The Office of Admissions will be sending out the Virtual New Student Orientation Sessions Schedule (On our website and emails directly to ALL new students).