

# Assisting Students in the Classroom During COVID-19

## General Tips and FAQs for Faculty

UNCG is dedicated to ensuring that all students have access to education and campus life, especially during COVID-19. The following FAQs and general tips are designed to assist faculty in addressing issues that may present in the classroom.

<b>FAQs and Response Tips for Faculty</b>		
<b>WHAT IF</b>	<b>THEN</b> (Recommended Solutions)	<b>WHO</b> (For Guidance/Referral)
What if a student refuses to attend the in-person class because they just learned that one of their classmates tested positive for COVID-19?	Students should be advised that if they need to quarantine, they will be advised to do so by health officials. However, faculty can enter into a discussion with the student about being able to participate in class through Zoom, Panopto, or something similar. The Dean of Students (DOS) and Dean of Undergraduate Studies (DUS) recommend faculty permit submission of work online when students cannot be in class.	Dean of Students Office (DOS) or Dean of Undergraduate Students (DUS)
What if a student is told by a health care provider or health official that they must be quarantined?	DOS and DUS recommend faculty support remote participation in class, as capacity permits, and accept assignments remotely. Faculty are urged to be flexible with attendance requirements in these situations. For students quarantined near the end of the term, faculty members should consider assigning an "I" (incomplete) grade.	Dean of Students Office (DOS)
What if a student, not registered with OARS, asks for accommodation?	Students should be directed to the syllabus and advised to contact <a href="#">OARS</a> . OARS will then start an interactive process with students to review their request, discuss what documentation may be needed, and discuss next steps.	OARS
What if a student is feeling sick?	The health and safety of our students are of utmost importance. Therefore, if a student feels ill or has been exposed to someone with COVID-19, they should complete a <a href="#">COVID-19 Self Reporting form</a> , contact Student Health Services, and notify the Dean of Students Office ( <a href="mailto:dossaf@uncg.edu">dossaf@uncg.edu</a> ) and their instructors immediately. The student should stay home and contact Student Health Services or their healthcare provider for medical advice. Faculty should also forward via email any information/email communications from the student to the Dean of Students Office ( <a href="mailto:dossaf@uncg.edu">dossaf@uncg.edu</a> ) who will then reach out to the student to discuss the reporting process and available support resources.	Student Health Services:

	Any student with a compromised immune system or underlying health conditions that places them in a high-risk category should work with their academic advisors and instructors to find alternative ways to make degree progress.	
What if a student requests disability-related accommodations?	<p>Treat the request like you would any other ADA accommodation request. Accommodations might include additional protections to limit contact with others. It is the University's goal to create a learning experience that is as accessible as possible. If a student anticipates any disability issues related to the format, materials, or requirements of their courses, they should contact <a href="#">OARS</a> to explore a range of options to remove barriers in the course, including receiving official accommodations. If a student has already been approved for accommodations through OARS, they should contact the instructor early on to develop an implementation plan together.</p> <p>Students may request accommodations at any point during their education. A student who encounters disability-related barriers in the context of online education (or for any other reason) are encouraged to reach out to <a href="#">OARS</a> to discuss accommodation possibilities and other ways they can be supported.</p>	OARS
What if a student asks, "Is it mandatory or recommended that I wear a face covering?"	All individuals are required to wear face coverings in classrooms, lecture halls, and any other instructional areas and campus locations, in a manner consistent with health and safety standards and any requirements instituted by state authorities. Since a person infected with COVID-19 may not exhibit symptoms for several days, he or she may unknowingly spread the virus when interacting with others. Wearing a covering is one way students can help keep our community healthy. For more information, please visit: <a href="#">PROTECTING OUR CAMPUS: UNCG FACE COVERING POLICY</a>	Dean of Students Office
What if a student refuses to wear a face covering in class?	<p>Students who are not properly wearing a face covering will be asked to leave the classroom; they may return when they follow this basic public health recommendation.</p> <p>For the safety of the community, the instructor has the right to end that in-person class session if a student who is not properly masked will not leave the room. See also helpful tips for <a href="#">managing disruptive behavior</a> when dealing with a student who refuses to wear a face covering.</p> <p><u>Classroom Enforcement Options and Reporting</u></p> <ul style="list-style-type: none"> <li>• <b>First occurrence</b> – Faculty should address the student privately prior to the start of class and hopefully provide a face covering then or suggest they go pick one up.</li> <li>• <b>Second occurrence</b> – Faculty completes the <a href="#">concerning behavior incident reporting form</a>, which prompts the Dean of Students Office</li> </ul>	Office of Student Rights and Responsibilities (OSRR)

	<p>to initiate outreach and have a conversation with the student (assumes faculty still addresses it in class).</p> <ul style="list-style-type: none"> <li>• <b>Third occurrence</b> – Faculty completes the concerning behavior incident reporting form, which prompts review for a formal conduct response by the <a href="#">Office of Student Rights and Responsibilities</a> (assumes faculty still addresses it in class).</li> </ul>	
Where should a student go to request an exception to wearing a face covering in class?	<p>All individuals on campus must wear a face covering. If a student cannot wear a protective covering due to a documented medical issue, like trouble breathing or because they are unable to remove the covering without assistance, an exception may be made. The instructor should direct the student to contact OARS who, in consultation with SHS, will review exception requests. Requests/needs will be considered on a case-by-case basis. More information for students about the services provided by OARS and the accommodation process may be found at <a href="https://ods.uncg.edu/">https://ods.uncg.edu/</a></p>	OARS
What if a student wants to wear a face shield instead of a face covering?	<p>For now, face shields do not meet CDC guidelines for providing adequate protection as a substitute for wearing a face covering. Therefore, face shields should not be worn in place of a face covering. Only students with documented accommodations will be granted an exception. Those who want to wear shields <i>in addition</i> to face coverings are welcome to. Faculty are also permitted to wear a face shield only during classroom instruction, and may consider doing this particularly when students need to be able to see the instructor's mouth.</p>	OARS
What if the instructor determines that reasonable accommodation of the high-risk student through alternative arrangements is not possible?	<p>If a physical modification to the space is not reasonable, explore whether online modes of delivery are an option; and/or alternative scheduling of laboratory time. The instructor can also suggest the student contact OARS to review exception requests. There is no obligation to affirmatively provide accommodations if the student has not initiated the process. It is perfectly fine to initiate the conversation about needing an accommodation with your high-risk student, to the extent that you know who they are. It is not recommended that you ask a student for information about underlying health conditions that might make them high-risk, but if they volunteer that information, or if you are already aware of the basis for the student being high-risk, you can have a follow-up conversation about extra precautions. The instructor can also contact OARS who, in consultation with SHS, will review exception requests.</p>	OARS
What if a student says they can't get an appointment with their doctor right now?	<p>Students may not be able to access their health care provider to have the provider fill out ADA paperwork, or may simply not be willing to put themselves at risk of exposure by visiting their health care provider. Explore alternatives such as directly asking the student for information about their needs; accepting information from a past medical visit or telemedicine consult</p>	OARS

What if a student qualifies for academic accommodations and has concerns about the impact that remote instruction may have on them?	Please contact <a href="#">OARS</a> for any questions or concerns related to requests for accommodation, approval of services, or equitable access to educational programs.	OARS
What if a student is displaying symptoms?	If you have someone in your class who is displaying symptoms of COVID 19 (fever, cough, or difficulty breathing), advise them to stay home/go home, complete the <a href="#">COVID-19 Self Reporting form</a> , contact Student Health Services or their health care provider, and attend class remotely if they feel well enough to do so. It is also important to understand that not everyone who sneezes or coughs is infected with the coronavirus. We should all practice good hygiene by covering our nose/mouth when sneezing or coughing with a tissue or inside of the elbow, washing hands frequently, and wiping down frequently touched surfaces (keyboards, doorknobs/handles, phones, etc.).	SHS
What if a student is sick and misses class, do they need a doctor's note?	See <a href="#">UNCG attendance policy</a> . Faculty should work in good faith with students to allow them to make up exams/assignments missed during an illness in the interest of public health.	DOS
Can an instructor still schedule exams with accommodations with OARS?	Due to health and safety concerns and social distancing, OARS will work with the instructor to administer exams on-site. Instructors likely are using other methods of assessment, such as Canvas. If a student is eligible for extended time on exams, Canvas can be adjusted to account for the appropriate amount of accommodated time. Students are encouraged to reach out to their professors in advance so this accommodation can be met.  <b>Testing Schedule:</b> OARS will have available testing hours Monday-Friday. The hours will be 8:30-11:30 a.m., Noon-2:00 p.m., and 2:30-4:30 p.m. The 30-minute time slot between each testing session is to allow for cleaning. There should be 10 slots available for each testing session. Due to social distancing, in-person testing space is limited. Please visit the <a href="#">OARS</a> website for contact and additional information.	OARS
Can a student or instructor make an appointment to meet with an OARS staff member?	Virtual consultations are available for students or faculty. Please contact OARS at 336.334.5440 to schedule an appointment.	OARS
What support can the University provide a student who is immunocompromised and worried about remaining on campus?	If you have reason to believe a student may be especially susceptible to the coronavirus, have them contact the <a href="#">Gove Student Health Center</a> at 336.334.5340 during regular business hours M-F. SHS will work closely with students to discuss how they can best protect themselves against the spread of disease.	SHS
How can I create a culture of care for high-risk students?	<b>Sample Syllabus Statements</b> 1. Health and well-being impact learning and academic success. Throughout your time at the University, you may experience a	DOS and or DUS

	<p>range of concerns that can cause barriers to your academic success. These might include illnesses, strained relationships, anxiety, high levels of stress, alcohol or drug problems, feeling down, or loss of motivation. Student Health Services and The Counseling Center can help with these or other issues you may experience. You can learn about the free, confidential mental health services available on campus by calling 336.334.5874, visiting the website at <a href="https://shs.uncg.edu/">https://shs.uncg.edu/</a> or visiting the Anna M. Gove Student Health Center at 107 Gray Drive.</p> <p>For undergraduate or graduate students in recovery from alcohol and other drug addiction, the Spartan Recovery Program (SRP) offers recovery support services. You can learn more about recovery and recovery support services by visiting <a href="https://shs.uncg.edu/srp">https://shs.uncg.edu/srp</a> or reaching out to <a href="mailto:recovery@uncg.edu">recovery@uncg.edu</a>.</p> <p>2. It is my goal to create a learning experience that is as accessible as possible. If you anticipate any issues related to the format, materials, or requirements of this course, please contact me so that we can explore potential options. Students with disabilities may also wish to work with the Office of Accessible Resources and Services to discuss a range of options to remove barriers in this course. Please visit the <a href="#">OARS</a> website for additional information. If a student has already been approved for accommodations through OARS, they should contact the instructors to develop an implementation plan together.</p>	
<p>What are the Final Exams Guidelines?</p>	<p>Faculty should have received accommodation letters for students with disabilities who are enrolled in their course(s). Be sure to review the accommodation letters if you are providing an online exam. The most commonly used accommodation is extra time on exams. Be flexible. The length of time a student sits and views a computer screen can be problematic and students may need to use the restroom or stretch during a long exam. Clearly communicate expectations in a timely manner to all students (e.g., who to contact for technical issues, how the exam will be proctored, technology requirements, and testing platform). If you have questions about considerations for students with disabilities, please contact <a href="#">OARS</a>.</p>	<p>OARS</p>
<p>What if a student in my class is impacted by an extenuating circumstance that prevents them from completing the final exam during the established time period. What should I do?</p>	<p>Similar to cases in which you might assign a grade of "Incomplete," you should use your discretion to determine the extent of the problem and if possible, require documentation of the issue. Understand that technical problems might also be an extenuating circumstance. Using your best judgment and interest in the student's academic success, you may arrange an alternative time period and date(s) that are suitable for the student and you.</p>	<p>DOS</p>

What if a student has different accommodation needs in the context of course delivery?	These students should be referred to the OARS. Any new or changed academic accommodations will be communicated to instructors via email in a new disability services agreement.	OARS
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### Be Proactive, Ask How You Can Help Before Taking Action

#### General Tips

- Be aware that facial gestures and lip-reading are primary components of communication for the deaf and hard-of-hearing.
- Sign language interpreters cannot wear coverings while actively interpreting. Ensure that the interpreter is six feet or more apart from others.
- Maintain eye contact with people who are deaf or hard-of-hearing.
- Be prepared to provide verbal instruction to help an individual who is blind or visually impaired with positioning themselves for safe distancing.
- When wearing a face covering, alternative communication forms may be required, which may include writing/texting to communicate effectively.
- Remember to incorporate wheelchair maneuvering clearances (a five-foot radius) and accessible routes when planning for social distancing in a physical space.
- Ask – in writing – if the information was understood; repeat critical information or somehow ask meaningful questions.
- Remember that some individuals might not be able to see the floor stickers and posters that instruct social distancing of six feet, so be prepared to provide instructions.
- Plexiglass shields should be at a height that provides a face-level barrier for wheelchair users. If this is not the case, work with the wheelchair user to provide service without compromising safety for either of you.
- Provide verbal cues of items in your space, including plexiglass shields and floor stickers for social distancing, if indicated.
- Be helpful and provide resources, but avoid providing medical advice.

\*This document was prepared by a Student Affairs Workgroup, with input from Student Success, then reviewed by members of the Faculty Senate and the Provost's Office.