



## **FREQUENTLY ASKED QUESTIONS – CORONAVIRUS (COVID-19)**

### **Classes**

#### **Why are classes moved online for the remainder of the semester?**

The decision was made based on the current trajectory of COVID-19 spread in Iowa and the U.S. as a whole. It was important to give students time to move out and return to permanent residences ASAP.

#### **This global pandemic is stressful and it's hard to focus on learning. Will we be held to the same high standards?**

Clarke University will continue to offer quality educational experiences, and faculty are working diligently to move their on-campus face-to-face courses into a virtual format. We encourage you to practice respectful, effective communication with your instructors about their expectations and support for your ongoing learning.

#### **Are grades going to be curved?**

The University is not changing grading policies, and students should contact their instructors if they have questions about the grading of their courses.

#### **Will fall classes be online?**

Although we will continue to keep our Clarke Community's health and safety as our number one priority, current plans are for on-campus, face-to-face classes to meet as scheduled in the fall semester.

### **Support**

#### **Is Writing Support available?**

Writing Support is going fully online. Starting Monday, March 23, send your papers to [aimee.taylor@clarke.edu](mailto:aimee.taylor@clarke.edu). Feedback may take up to 72 hours, so please be patient. Find writing resources on [marc.clarke.edu](http://marc.clarke.edu) by clicking on Writing Support.

#### **I am a current student, what should I do if I do not have reliable internet?**

We encourage you to be in communication with your instructors about your internet availability or challenges. Additionally, Clarke's Information Technology department has posted information about free or reduced rate internet services for students online in the my.clarke.edu portal. Click [here](#) for more information.

### **Advising/Registration for Current Students**

#### **Are advising and registration still happening as scheduled?**

Advising and registration will continue as scheduled. Students should watch their email and reach out to their advisor(s) with any questions they may have.



## FREQUENTLY ASKED QUESTIONS – CORONAVIRUS (COVID-19)

### **Campus Facilities**

#### **Will campus facilities be open?**

Recreational facilities will remain closed through the Spring Semester. Essential services (including the library) will operate on limited hours. We recommend you only come to campus to pick up materials if absolutely necessary.

Limited In-Person Hours:

Monday, Wednesday, Friday 8-11 a.m.  
Tuesday, Thursday 1-4 p.m.

#### **What are the library hours?**

Hours with library staff:

Monday, Wednesday, Friday 8-11 a.m.  
Tuesday, Thursday 1-4 p.m.

Library virtual hours of operation:

Monday-Friday: 8 a.m.-4 p.m. and 5-7 p.m.  
Saturday: 1-3 p.m.  
Sunday: 4-7 p.m.

*During virtual hours, librarians will be managing the virtual chat service and can assist you there. You can find the library chat by going to the library homepage. Go to [www.clarke.edu/library](http://www.clarke.edu/library), then click on "Library Guides." The chat box will be over on the right side under the title, "Ask a Librarian."*

You can also use this link to go directly to the Libguides: <http://libguides.clarke.edu/?b=s>.

### **Campus Events**

#### **Are all on-campus events cancelled through May?**

Given all forms of instruction will be virtual for the remainder of the semester, all events on campus will also be cancelled, postponed, or offered in a virtual format. Future email communications will provide more information on these decisions.

#### **Is Commencement cancelled?**

We are currently exploring multiple options for how to honor our graduates and celebrate their achievements at a rescheduled Commencement date. We know how much Commencement means to our Clarke family and will make every effort to ensure our graduates are honored.



## **FREQUENTLY ASKED QUESTIONS – CORONAVIRUS (COVID-19)**

### **Refunds**

#### **Will there be a tuition or room/board refund?**

We're still working out a number of details related to the situation. There is much to consider for each student — individual student aid packages, government financial aid, government stimulus, semester length continuation in part or in full, etc. Clarke is committed to being fair to students and their families based on where the overall situation lands. We will share more information in an email update when it becomes available.

#### **Is there a refund for graduation fees?**

We're still working out a number of details related to the situation. Clarke is committed to being fair to students and their families based on where the overall situation lands. We will share more information in an email update when it becomes available.

### **Summer**

#### **Will we be able to stay on campus this summer?**

This remains under review and when decided will be included in a future update.

### **Prospective Students/Campus Visits**

#### **Is CU Registration still happening?**

While the April and May dates will not take place on Clarke's campus, we are creating an alternative solution and additional options for students. We will communicate the details and options in the near future by email and posting information on the [CU Registration](#) page.

#### **Will personal visits be postponed? If so, how do I reschedule?**

In order to slow the spread of the COVID-19 virus and protect our visitors and campus community from potential infection, daily on-campus visits have been suspended until further notice.

In place of in-person visits, sign up for a virtual visit including video chat with your admissions counselor and a current Clarke student, along with information about your major of interest.

You may request a virtual visit [here](#).

Please check our [COVID-19 webpage](#) for updates and return of on-campus visits.



## **FREQUENTLY ASKED QUESTIONS – CORONAVIRUS (COVID-19)**

### **Campus Store/Mail Center/Books**

#### **What are the mail center hours?**

The mail center will be open on campus on a limited basis using the revised in-person operation hours:

- Monday, Wednesday, Friday: 8-11 a.m.
- Tuesday, Thursday: 1-4 p.m.

Students may access their mailboxes from the back entrance of the Student Activity Center, adjacent to the Wahlert parking lot. The front doors of the Kehl Center will remain locked until further notice.

#### **How do we return rented books at the end of the semester?**

We are extending the rental period to what makes sense for students to be able to return their books. If you are able to drop books off, you may do so during the open times of the mail room. You may also call the campus store at 563-588-6307 or email [sarah.haas@clarke.edu](mailto:sarah.haas@clarke.edu) and they will send you a prepaid envelope to send it back to Clarke.

#### **How can I forward my mail and packages?**

If students have questions regarding mail service or need to provide a forwarding address, please email [sarah.haas@clarke.edu](mailto:sarah.haas@clarke.edu).

### **Student-Athletes**

#### **Are student-athletes eligible for another year?**

In an effort to provide relief, no spring sport student-athlete will be charged a season of competition. Any spring sport student-athlete who was enrolled full-time in 2020 will be awarded two additional semester terms of attendance or the equivalent. The NAIA is continuing to address outstanding questions related to these unprecedented changes and will share new information as it becomes available. <https://www.naia.org/covid19/index>