



NEW STUDENT PARENT SESSION

QUESTION AND ANSWER RECAP

ADMISSIONS COUNSELORS CONTACT INFORMATION

Admissions counselors are typically the best to contact initially for questions prior to move-in/CONNECT Orientation. However, you may reach out to our speakers directly if you wish. Counselors are listed below. Speakers and noted staff contact information are located at the end of the Q & A section.

FRESHMEN COUNSELOR

Alicia Schmitt, Associate Director of Admissions
alicia.schmitt@clarke.edu
Call or text: 563-581-2568

TRANSFER COUNSELOR

Julie Cirks, Director of Transfer Admissions
julie.cirks@clarke.edu
Call or text: 563-451-2171

LINKS SHARED

[MARC \(Margaret Mann Academic Resource Center\)](#)
[Academic Calendar](#)
[Health & Wellness Info](#)
[Campus Ministry Info](#)
[Room details](#)
[Packing list](#)
[CONNECT Orientation](#)
[Financial aid & Billing video](#)
[Financial aid resources](#)
[Payment plan options](#)
[FERPA Details](#)
[FERPA Form](#)

PARENT QUESTIONS & ANSWERS

ACADEMICS

For online days/courses, are students required to have a laptop with a camera?

While we strongly encourage it, it is not mandatory. Your student can check out a laptop with a camera from the library should they need one for any specific reason.

Will you notify students if they are missing transcripts or AP scores?

Admissions counselors are notifying students if they are missing a final high school transcript. We do not always know if a student took AP exams or college credit/dual credit. Students can check with their Registration Assistant or the Registrar's Office to see if transcripts/AP credit have been received.

What platform do you use for online learning?

We use Moodle as our Learning Management System and Microsoft Teams as a supplement and for virtual meetings.

CAMPUS LIFE & GENERAL QUESTIONS

What COVID-19 changes have been put in place?

For up-to-date details on COVID-19 policies, frequently visit our [Return to Campus Webpage](#).

Where should we send health questions?

healthservies@clarke.edu or tammy.moore@clarke.edu

How are the meals going to be spaced out to maintain social distancing, CDC guidelines?

[The dining hall staff are currently finalizing their plans for food service](#). They have reset the dining hall and addressed spacing in both the dining hall and Café 1843. Meals will be provided in the dining hall over extended meal periods and will be available to-go.

Will the posted times/days for the two dining options change?

Times for each dining option can be found [here](#).

Will commuter students be allowed to come and go to campus activities?

Yes, events will be open to commuter students. They will need to follow the posted precautions, and they will not be allowed in the residence halls.

Is orientation just for students?

Orientation is just for students. There will be a virtual welcome to the campus community for parents and students.

Will there be time for families to still see students after Aug. 20 move in – Aug. 21 for instance?

CONNECT orientation does have some breaks on Aug. 21 where students have free time. Please note families are NOT allowed to return to the residence halls at that point. We encourage families to enjoy all Dubuque has to offer.

What specifically are you doing for cultural responsive teaching?

During orientation and throughout the year, Clarke has trainings, activities, speakers, and open forums to address cultural responsive teaching. Global awareness and social responsibility is an outcome of the Clarke Compass, so students engage this topic in the classroom and through educational experiences as well.

What type of COVID-19 testing is available or required, and under what circumstances?

1. Testing will be required of persons with symptoms as recommended by the health care provider or Clarke Health Services. Below is a listing of current testing sites.
 - a. Test Iowa. Epic Health: 563-583-6595. M-TH 8 a.m.–5 p.m. Friday 8 a.m.–1 p.m. 1075 Cedar Cross Road, Suite 1, Dubuque, IA. *Testing is free but must go online to be screened for use. Students can use their Clarke University address if they live on campus: 1550 Clarke Drive MS XX. Persons are given a QR Code to present for testing. This site is subject to change.*
 - b. GrandRiver Medical Group: 563-557-9111. Daily 8 a.m.–5 p.m. 1515 Delhi, Dubuque, IA
 - c. UnityPoint Urgent Care: 563-589-4960. Daily 8 a.m.–8 p.m. 1550 University Ave., Dubuque, IA
 - d. UnityPoint Finley Hospital Emergency Room: 563-582-1881. Open 24/7. 1350 N. Grandview, Dubuque, IA
 - e. Mercy One Hospital Emergency Room: 563-589-8000. Open 24/7. 250 Mercy Dr., Dubuque, IA
2. The NAIA is requiring all student-athletes to be tested within seven days of their first competition. We are developing a plan to be in compliance with this requirement.

Is homecoming still happening for students? Will games interfere with the Spring 2020 graduation ceremony?

Homecoming for students is still being planned. Games are schedule to work around the graduation ceremony, so there should not be a conflict. In-person Alumni events have been cancelled.

HOUSING

When will we be able to pick move-in times?

We anticipate being ready for the selection of move-in times the week of July 20.

How late do the check-in times go into the day?

Check-in time will go through 4 p.m.

Can a parent help with the move in?

Each student is allowed two guests to assist with move-in.

Are there carts to carry items in? Are there elevators?

Yes, there will be carts available at the entrance of the buildings for move-in. Mary Josita Hall does not have an elevator. The other three do have an elevator.

Where can we send supplies ahead of move-in if we are traveling from a distance/flying?

If a student has supplies being shipped to Clarke, they can find their mail station (MS) number in their MyInfo account. *Clarke University, Student Name, MS ####, 1550 Clarke Dr., Dubuque, IA 52001*. Packages will be available for pick up in the Campus Store.

After we move all boxes into the room and move our car, are we able to go back to their room with additional supplies after a run to the store?

Yes, the two cleared guests will be able to come and go from the residence hall as they assist in the set-up of the room. We only ask that this process be completed efficiently so we can continue to stagger the number of people in the buildings throughout the day.

What will you be doing to for safe spacing in a shared bathroom or shower area?

With ½ capacity in each wing, the shower/bathroom areas will already have decreased usage. There will be cleaning supplies available for students to clean up as they go, along with regular deep cleaning by staff.

Many schools are stating once they move-in they cannot leave until Thanksgiving or have to quarantine...what is Clarke doing?

Students will be allowed to come and go from campus, but we do ask for that travel to be limited, and for students to continue using campus precautionary measures on and off campus.

Similarly, can parents visit on campus before Thanksgiving?

Yes, but they will not be allowed in the residence halls. Families will be required to follow Clarke's health guidelines while on campus. We encourage families to take advantage of exploring Dubuque with your student during any visits.

For double rooms, will one bed be removed since all rooms will be singles for the year?

All furniture assigned to each room will remain in that room. Since this is an abnormal situation, we do not have the storage required to store extra beds.

What size are the beds?

The beds are size Twin XL.

What about laundry, cleaning of the rooms, etc.? Is the flooring hard or carpet? Are there cleaning supplies available for students to clean their rooms?

Laundry rooms are still available for residents to use with a limit of how many can be present in the room at a time. There will be cleaning supplies in the laundry rooms for students to clean machines before and after. As for personal rooms, students are responsible for keeping their rooms clean. There is not carpet in the residence hall rooms.

Are vacuums available to use?

No, we do not have vacuums available to use. There are brooms available on each floor for student use.

Is there a nightstand or dresser in the rooms?

Most of the "double" rooms will have two beds in them in Mary Josita Hall and Mary Benedict Hall; Rooms on the 1st and 2nd floor of Mary Josita Hall will have one. If a student is wondering about the specific furniture in their assigned room, they can email brenda.white@clarke.edu

Can students rent a refrigerator?

We do not rent out refrigerators.

How big can a refrigerator be?

4 cubic feet

Can students bring microwaves? A toaster-oven?

Yes, students can bring a microwave. No, they cannot bring a toaster or toaster-oven. We cannot allow anything with an open heating element.

Can you bring an AC unit? How do you know if your room has one?

No, you cannot bring an AC unit do to installation needs. Some rooms are fitted with an AC for medical reasons. If your student needs an AC unit for medical reasons, please email Brenda White in Residence Life (brenda.white@clarke.edu).

BILLING & FINANCIAL AID**When will we be speaking with a counselor for other alternatives to pay the balance on the tuition?**

An email was sent July 14 with some billing and payment plan information. Please reach out to your student's admissions counselor if you need additional details or assistance.

Are billing statements, etc. sent to our students only?

Yes. All official student billing release information will be sent to the student's Clarke email address and will be accessible through the student's MyInfo account. However, students can add an 'Authorized User' within MyInfo; which allows for separate access and notification emails to also go to someone else.

How do I make sure my student has account info?

Each student is set up with Clarke email and accounts upon class registration. Please ask your student if they have had trouble accessing their accounts. They can contact their admissions counselor for assistance.

My son has applied for other scholarships and we may not hear until mid-August, do we make arrangements for the current balance or wait until those scholarships come through?

You can establish a payment plan or a loan as a backup plan (steps outlined in the Financial Aid Checklist received with the financial aid award letter). If the scholarships do come in mid-August, you can contact Student Accounts to cancel your payment arrangement or Financial Aid for steps on how to adjust/repay any loan.

Are there any funds available for incoming freshman from the COVID-19 Relief Fund?

Higher Educational Emergency Relief Funding has been allocated for current students. However, if your family has been impacted by COVID-19 you can contact the Financial Aid Office for possible Special Circumstance consideration. There it can be determined if this process is applicable and if it may result in increased Financial Aid eligibility.

ATHLETICS

Will coaching staff for each individual sport have zoom meetings with players?

This is a team-by-team decision, but lots of coaches are utilizing virtual options to connect with their team and individual players.

Will the home soccer games be livestreamed? Will all the volleyball games be livestreamed?

Clarke does offer livestreaming for many games, but not all. You can check the Athletics website to see if there is a livestream option for individual competitions.

What if we haven't heard back from the NAIA clearing house? How long does that process take?

Typically, the NAIA clearinghouse process is quick. If you have been waiting for over a week, please notify your coach.

I am guessing parents attending away games will be on a school-by-school basis?

Parents will have to follow the guidelines set by each school. We do not currently have a collection of school policies. We will keep students informed as we gain details for each competition/school.

Will parents be able to attend home games?

Yes. There will be protocols listed for each event. Masks will be required as you enter a venue and should be able to be removed once social distancing is practiced on the bleachers.

Can parents watch the soccer camp if it is still happening?

Yes, with the same protocol as competition.

Who will be doing the athletics COVID-19 testing? Who will pay for the testing?

We are currently reviewing all the options for testing policies and procedures since the athlete testing policy recently released.

Will athletes be staying on campus after Thanksgiving?

Yes, some. For now, basketball and indoor track will be on campus after Thanksgiving break. We encourage students NOT to travel home/away if they intend to be on campus after the Thanksgiving holiday.

Do athletes work out as a team year-round?

Each team has various workout plans provided by the individual coach. We cannot say for sure how COVID-19 procedures will affect team workouts in the off-season.

How will athletic training facilities be cleaned/monitored for distancing during workouts?

Only 15 people will be allowed in the training room at once. Safety and cleaning procedures are being increased according to health and safety guidelines for workouts, practices, and games. Details are individualized for each sport.

How will busing work with COVID-19?

All will be screened prior to getting on the buses and travel over 6 hours will also include a screening by the home team once the visiting team arrives.

Will athletes return from Christmas break earlier than general students?

At this point, the plan is to keep a normal schedule for Spring. Some sports do return to campus prior to the spring semester start. Please reach out to the individual coaches for details.

Will students-athletes have dinner/dining options when campus is open but classes have not started or are virtual?

Student athletes are fed with their team if they are required to be on-campus at times when there is no active meal plan. For example, if a student needs to stay for team practice or competition after the fall semester ends or before the spring semester begins.

SPEAKER & NOTED STAFF CONTACTS

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