RETURN TO CAMPUS

As of 07/20/2020
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A MESSAGE FROM OUR CHANCELLOR

Dear UNCG Students and Parents,

The rush of excitement associated with new students arriving for the first time at their new college home has always been a time of hope and optimism, where returning students happily reconnect with friends and a vibrant campus life. It is the beginning of something great, transformative, and meaningful in the lives of our students and their families – not to mention the thousands of UNCG faculty and staff who dedicate themselves to creating a caring environment and a powerful social and academic experience. It is our goal right now, as it always has been, to bring these feelings and this moment to life for all of you. That’s why we are here. That’s why you are here.

This school year will be unlike any other before it. While we return to campus with the same hopes and aspirations, there is a challenging reality – COVID-19. The virus will absolutely impact what we do and how we do it at UNCG and at every college campus in the country. But it changes nothing about why we are here; if anything, it strengthens our resolve to give our students a robust college experience. We intend to deliver this educational experience in a way that is as safe as possible.

In these pages you will find the current state of our plans, protocols, and approach to starting this semester together on campus, based on what we know today. COVID-19 has certainly taught us that things can change quickly, and I urge you to view this as an evolving set of guidelines. We may discover new opportunities to do more. We may encounter challenges that create new limitations. We must all be nimble, open-minded, and ready for change.

Above all, we have to work together – parents and students, faculty and staff, neighbors and friends, whether on our campus or in our extended Greensboro community, to keep each other safe, uphold our standards, and make decisions that not only serve our individual needs, but that contribute to the greater good. Adhere to these guidelines – wearing face coverings, social distancing, washing hands, modifying behavior on- and off-campus – so we can move forward and have a successful, safe, and productive semester.

College is an amazing chapter in our lives – students learn and grow, and parents watch with pride as our children flourish and break new ground. Our students deserve the best possible experience here at UNCG. We can make that happen, even in the face of this pandemic, by working together and caring for each other as members of the Spartan family.

Thank you.

FRANKLIN D. GILLIAM, JR.
Chancellor
GUIDING PRINCIPLES

As UNCG continues to learn more about COVID-19, we are steadily developing detailed action plans that balance your success as a student, instructional requirements, and the hallmarks of your college experience with the safety and wellbeing of our campus community.

Our planning for Fall 2020 is based on these guiding principles:

- **The health and safety of our community comes first in our decision-making.** We are following state and UNC System policies as well as our own compass as we work through the planning necessary to bring Spartans back and welcome new students to our campus.

- **It will take all of us together to keep our community safe and healthy.** The primary way COVID-19 spreads is through person-to-person contact, so our best hope of preventing its spread is by changing the way we behave.

- **Our commitment to academic excellence remains steadfast.** In order to maximize flexibility, practice social distancing, and ensure in-person access as much as possible, we will deliver classes using a variety of methods: in-person, hybrid, and online. We are addressing the safety of labs and other research spaces with great care.

- **A vibrant campus, full of unique opportunities and research, is vital to our Spartans’ academic experience.** Consistent with UNC System policy, residence halls will be occupied based on normal, expected capacity with some exceptions and modifications that will help us better serve students who may have special health circumstances. Dining halls will be operational. Learn more about campus life, including intensified cleaning and other safety measures, from our Housing and Residence Life website.
**FALL SEMESTER AT-A-GLANCE**

For the Fall 2020 semester, most classes will be held either in-person or in hybrid format. However, we are offering more online classes than ever. All in-person classes will be conducted following Shield Our Spartans standards, which include physical distancing, the use of face coverings, and intensified cleaning. Residence halls will also be cleaned intensely, and residents will be required to maintain social distancing and wear face coverings while in public spaces. The dining halls will open, but will operate in modified ways. Clubs and other student organizations will continue to meet, but will need to follow rules to do so safely. Tutoring, advising, and other academic support will be available both in-person and online.

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KEY DATES

JULY 25 – AUG. 5   Housing Move-In Stage 1: Stop, Drop, & Roll
AUG. 11–12   SOAR: The Campus Edition (commuter students) *Reservation required
AUG. 12–14   Housing Move-In Stage 2 (new freshmen and transfers)
AUG. 13–14   SOAR: The Campus Edition (residential students) *Reservation required
AUG. 15–17   Housing Move-In Stage 2 (returning students)
AUG. 18   Classes begin
SEPT. 7   Labor Day Holiday
OCT. 22–24   Homecoming (virtual)
NOV. 24   Last day of classes (Note: Calendar and course dates for some online programs may be different. Please review your course dates in Genie or check with your faculty if you are unsure of your course dates.)
NOV. 25 – 27   Thanksgiving Holiday
NOV. 30 – DEC. 5   Final exams

SOAR: THE CAMPUS EDITION - For Incoming Students
The final required orientation program for all new undergraduate students will be offered in a series of 8 short-sessions, made up of small groups guided by SOS. This program is intended to be the final orientation to campus, following the SOAR Canvas course and the June Virtual SOAR program.
SHARED COMMUNITY

You’ve likely heard many people say, “We’re all in this together.” What does that really mean? COVID-19 is a communicable disease. The primary way it spreads is from person-to-person contact. That means our best hope of preventing its spread is by changing the way we behave so that we make it that much harder for the virus to infect others. Keeping each other safe is a shared responsibility.

Some people in our community are at high-risk of both getting COVID-19 and experiencing complications from it. Part of being a member of the UNCG community is being respectful and supportive of others. Being part of the Spartan community means that we acknowledge our actions – if not thoughtful and considerate – can put other people at risk. So, we must have common community standards that help each of us, and our community, to stay healthy and safe.

OUR COMMUNITY STANDARDS

UNCG strives to create a living and learning environment that is safe and accessible to all. We expect our students, faculty, and staff to do their part in this by adhering to the Wear, Wait, Wash. social guidelines:

- **Wear face coverings** when you leave your residence hall room, suite, or apartment. While there will be limited circumstances where temporarily removing your face covering will be necessary (e.g., eating, brushing your teeth, bathing), you should still have a face covering with you at all times. It is equally important to **wear face coverings properly**. Disposable face coverings should be thrown away in appropriate trash receptacles.

- **Maintain good social distance** from others (6 feet) in hallways and when you visit community/common areas in your residence hall. These include community bathrooms, parlors, lounge spaces, community kitchens, game rooms, etc.

- **Wash your hands** often (for at least 20 seconds), especially when you first enter your residence hall or room, and before and after eating. If soap and water are not available, use hand sanitizer. Sanitizer stations have been placed at the entrances/exits of all campus buildings.

- **Also**, you should **self-monitor for symptoms** of COVID-19 before leaving home (or your residence hall room) daily.

- If you are ill, stay home and complete a **COVID-19 Self Reporting Form**, contact Student Health Services, and notify the Dean of Students Office dossaf@uncg.edu and your instructors immediately.

*More information about campus safety measures can be found in the Public Health Guidelines and Expectations section below.*
NEED FOR CONTINUED FLEXIBILITY

COVID-19 continues to keep us on our toes. If the situation changes, if our knowledge changes, or if the guidance changes, we will be ready to adapt and be flexible in making decisions that keep the health of our students and employees – especially those most at risk – and our community at the forefront of our decision making. With the continued patience and understanding of our Spartan family, we’ll navigate this unpredictable era together. We’ll continue to provide updates on operational decisions, new procedures and protocols, and other plans as they become available. Please continue to monitor your email, follow @UNCG on your preferred social media platform, download our mobile app (the one with our logo and the blue background) from the Google or iTunes app store, and visit our COVID-19 website frequently for the latest information.
ACADEMIC PLANNING

ACADEMIC CALENDAR
Students traveling back and forth to campus are likely to increase the chances of spreading the coronavirus. We’ve therefore adjusted our academic calendar to minimize mass student travel during the semester and reduce spread of the virus. Adjustments include:
• Classes will start on August 18th as previously scheduled.
• We have eliminated Fall Break and the formal Reading Day.
• The last day of class will be the Tuesday before Thanksgiving (November 24th). Most final exams will be held online.
• This adjusted calendar contains the same number of instructional days as the prior calendar.
• Calendar and course dates for some online only programs may be different. Please review your course dates in Genie or check with your faculty if you are unsure of your course dates.

COURSE DELIVERY
In order to make class scheduling as flexible as possible, practice social distancing in our learning spaces, and ensure in-person access as much as possible, we will deliver classes using a variety of methods: in-person, online, and a hybrid of both.

The wider use of online and hybrid courses this fall gives you significantly more control over your academic schedules while making physical distancing possible for in-person classes. We want you and your families to have choices based on your needs and preferences. More details, including a step-by-step guide to understanding hybrid courses, are available here.

FACE-TO-FACE  Many courses will remain face-to-face depending on topic, class size, and whether social distancing can be maintained.

ONLINE  We have improved our capabilities to provide more, and better, online learning experiences and support services. About 900 classes have been shifted to fully-online delivery.

HYBRID  1,250+ courses will follow a mixed model, where students will be assigned a day of the week to attend class in-person and will participate remotely via video and other online tools on other day(s). Virtually every learning space on campus has been equipped with a sophisticated new video platform, Panopto, that allows recording, webcasting, and video content management for distance learning.
A fully online course is a type of course in which all components of instruction and interaction take place through an online platform (e.g. Canvas, Zoom, Panopto). Within the fully online category, there are three types of courses:

- **Synchronous online course**: An online course that meets live on specific days and times. Instructors lecture and interact with students using an online classroom tool (e.g. Zoom or Panopto).
- **Asynchronous online course**: An online course in which students work at their own pace. Instructors provide recorded lectures and other instructional materials and activities through the learning management system (i.e. Canvas) that need to be completed by students on specific deadlines. Even though there is no live interaction, instructors can meet online with students for office hours or consultations.
- **Blended online course**: An online course in which students have synchronous (live) and asynchronous (self-paced) instruction throughout the whole semester. Based on the topic for a given week, instructors might ask students to join a live online session or to complete a self-paced module with instruction, beyond assessments and activities.

Hybrid courses are delivered both in person and online. Just as with fully online courses, the online portions of hybrid courses can be synchronous, asynchronous, or blended.

**COURSE SCHEDULE CHANGES**

Students who wish to make substantial changes to their schedules either to have more in-person or hybrid courses should contact their academic advisors. Students who currently have in-person courses but want to be enrolled in online courses only should visit this website and complete the request form. While we cannot guarantee every student their schedule of choice, the Office of the Dean of Undergraduate Studies will work with faculty, department heads, staff, and advisors to help students understand their options and get as close as possible to their preferred schedule.

**CLASSROOM PREPARATIONS**

We’ve made a range of physical adjustments to classroom settings, including:

- All in-person classes will be socially-distanced, with all participants required to wear face coverings.
- Classrooms and hallways will be cleaned intensively and frequently.
- Students will be able to maintain distancing in our shuttles on the way to and from classes.
- Managing traffic in hallways and staggering the way people enter and leave classrooms.
- Providing other physical protections and barriers where appropriate.
- Adding hand sanitizer stations to all buildings.
Instructors will have seating charts for your classes. You must sit in your assigned seat at every class meeting and must not move furniture. These rules might seem extreme, but they are important for maintaining appropriate social distance during class and facilitating contact tracing should there be a confirmed case of COVID-19. If someone becomes infected, we want to be able to accurately trace who they’ve been in close contact with. These seating arrangements will help in that process.

A limited number of disposable face coverings will be available in classrooms if you’ve forgotten yours. If you do not follow face covering and social distancing requirements, you’ll be asked to put on a face covering or leave the classroom to retrieve one and return only when you follow these basic requirements to uphold standards of safety and care for the UNCG community. Once you have a face covering, you are permitted to re-enter a class already in progress. Repeated issues may result in conduct action. The course policies regarding attendance and academics remain in effect for partial or full absence from class due to lack of adherence with face covering and social distancing requirements.

**ACCOMMODATIONS**

We are dedicated to ensuring that all students have access to education and campus life. Students who need ADA and disability-related accommodations should contact the Office of Accessibility Resources and Services (OARS) to explore a range of options to remove barriers in a course, including receiving official accommodations.

Students may request ADA-related accommodations at any point during their education. A student who encounters disability-related barriers in the context of online or hybrid classes (or for any other reason) are encouraged to reach out to OARS to discuss accommodation possibilities and other ways they can be supported.

For instances where OARS has granted accommodations regarding the wearing of face coverings, students should contact their instructors to develop appropriate alternatives to class participation and/or activities as needed. Instructors or the student may also contact OARS 336-334-5440 who, in consultation with Student Health Services, will review requests for accommodations.
ACADEMIC SUPPORT SERVICES
As a student, you’ll continue to have access to academic support services like academic advising, tutoring, supplemental instruction, the Speaking and Writing Centers, and the Students First Office, among many others. Generally speaking, you will be able to access these services both in-person and virtually, depending on social distancing, schedules, and student preferences. We are fully committed to supporting students’ academic success in the Fall semester and beyond.

University Libraries will continue offering services both virtually and in-person. We’re modifying some things for increased social distancing, like adding directional pathways, hand sanitizing stations, limiting capacity on elevators, and reducing some computer workstations and seating areas. For more information see University Libraries below.

CAMPUS EXPERIENCE
HOUSING
Housing & Residence Life (HRL) has implemented new precautions and policies in residence halls including changes to the move-in process, adjusting guest visitation policy, limiting capacity in common areas, and increased cleaning. Despite the different ways we will come together in the residence halls this fall, students living on campus will still learn and grow through residential programming, community engagement, and the mentoring relationship of your Resident Advisors and Coordinators for Residence Life.

Much more detail is available here, including guidance for students who may decide to change their housing or dining plans.

MOVE-IN PROCESS
HRL is adapting Move-In plans accordingly, in order to maximize the safety of students and their families as residents move into the residence halls. The move-in process for residential students will be different for Fall 2020 than it has been in the past.

MOVE-IN WILL OCCUR IN TWO STAGES
• STOP, DROP, AND ROLL The first stage is Stop, Drop, and Roll. At this stage, you will only be able to drop off items and set up your room for the fall semester during your assigned time period, but you will not occupy your room during this time. Stop, Drop, and Roll will take place Saturday, July 25 – Wednesday, August 5. You have received an email with more detailed instructions and a link to sign up for a specific date and time slot for this stage of Move-In.
• STAY, LIVE, AND LEARN Stage 2 is NOT another move-in period. All of your belongings should be in your room already. You may only bring small last-minute items that you forgot in Stage 1, or that can be easily carried in one trip, during Stage 2.

HRL has emailed detailed instructions to your iSpartan email account, along with a link to sign up for a specific date and time slot for Stage 1 (July 25 – August 5).
NEW FRESHMEN AND TRANSFER STUDENTS

From **Wednesday, August 12 – Friday, August 14**, new freshmen and transfer students will return to campus for Stage 2: Stay, Live, and Learn, head to their rooms, and prepare for classes as they get acclimated to their new campus home. There will be special on-campus SOAR events for residential students on Thursday, August 13 – Friday, August 14. SOAR events for commuting students will be held on Tuesday, August 11, and Wednesday, August 12. Students will receive a separate email from SOAR with information on these events.

RETURNING STUDENTS

Returning students can return to the residence halls for Stage 2 at any time from **Saturday, August 15 – Monday, August 17**.

COMMUNITY STANDARDS: YOUR PERSONAL COMMUNITY

Think of your residence hall assignment as your “campus home,” and any roommates, suitemates, or apartment-mates as your UNCG “family unit.” You are not required to wear a face covering in your student room. You and your roommate(s) need to work together to protect each other. You need to discuss what it means to be a family unit. As such, it is very important to have a good understanding of each other’s needs and expectations while in the room. Consider how these requirements are designed to protect your family unit and to be considerate of your neighbors and peers as you care for one another.

The University is taking the following additional safety measures in residential areas:

- **Informational signage** posted throughout the residence halls. You will see directional signs, occupancy limits for community spaces, guidelines for elevator use, physical distancing, face covering reminders, and more.
  1. Signage will be posted in all community bathrooms and other community spaces.
  2. All signs will remain in place as a reminder of safety expectations in your residence hall.

- **Increased cleaning** in common areas.
  1. High-touch surfaces will be wiped down multiple times each day.
  2. Community bathrooms will have new disinfectant wipe dispensers so that students may wipe down surfaces before and after use.

- **Resident Advisors** will be fully trained in all the new health, safety, cleaning, and physical distancing policies and procedures we have adopted, and are there to help make sure we keep these standards in place at all times.

GUEST POLICY

The guest/visitation policy has been adjusted to limit potential exposure. Once the move-in period has concluded, only fellow UNCG residential students will be permitted as guests in the residence halls. Each resident may have only one guest in the residence hall at a time. Overnight guests are not permitted. Guests must leave your room by 2 a.m. No guests are permitted from 2 a.m. – 6 a.m. Inside apartments and suites, guests may be in your room, but should limit their presence in shared spaces.

Additional information will be added to the [Housing-Only Coronavirus FAQs](#) on an ongoing basis. If you have any further residential hall questions, email [hrl@uncg.edu](mailto:hrl@uncg.edu).
DINING

Spartan Dining is preparing for how visitors will dine in the fall. We’re making all efforts to provide students and others with dining options for eat-in, pickup, and To-Go options. Our dining operations plan is being developed using the best guidance from the CDC and through consultation with the Guilford County Health Department, which certifies all food operations in the county. These include, but are not limited to, the following changes and new approaches to serving our students safely:

- All dining venues will have reduced capacity for seating. Right now capacity is being capped at 50%.
- Fountain View Dining will be available to individuals with meal plan swipes only.
- A new To-Go dining location will open in Moran Commons to provide hot meals.
- We’re opening a kiosk and mobile ordering service for meal pickup in retail locations.
- There’ll be a significant reduction in or elimination of cash handling where possible.
- Additional Safety and Protective Equipment for dining hall staff:
  1. Every member will receive a daily wellness check to include self-reported illnesses and a contactless temperature check.
  2. Face coverings will be provided and expected to be worn at all times.
  3. Gloves will be worn when working with food.
  4. Plexiglass shield barriers will be used at all registers and points of service.
  5. In addition, guests will be expected to wear face coverings at all times except when eating.
- Enhanced Cleaning:
  1. All dining team managers and food handlers will go through specific COVID-19 ServSafe training.
  2. Dining hall staff will wash hands and change gloves every 30 minutes or less.
  3. Dining hall staff are specifically designated to continuously clean tables, chairs, and all high-touch surfaces with sanitizer.
  4. Hand sanitizer stations are available for guests to use at the entrances and exits, and in the production areas for dining hall staff.
  5. Back-of-house cleaning procedures will take place every 30 minutes. The culinary team will frequently clean and sanitize surfaces and high-touch areas.
  6. Restrooms will be sanitized every 30 minutes.
  7. Upon closing each day, the team will disinfect each dining venue.
Social Distancing Protocols:

1. One-way traffic management is in place to help guests navigate serving and seating areas.
2. Social distancing is implemented in the kitchens and other back-of-house areas.
3. Floor decals and signs for guests are provided to follow proper distancing and flow of service, as well as a complete guest communications package to explain the new safety measures.
4. We’ll provide more specific changes to the dining program as we get closer to the start of the semester. Details are available in our Fall 2020 FAQ.
UNIVERSITY LIBRARIES

JACKSON LIBRARY
Jackson Library is open, but with modified traffic flow, access, and contact points in order to implement best practices for social distancing and the use of face coverings.

Public access hours as of August 15, 2020:
Monday - Thursday: 9 a.m. - 9 p.m.
Friday: 9 a.m. - 5 p.m.
Saturday: Noon - 5 p.m.
Sunday: Noon - 9 p.m.

Services available will include the following:
• Reference services are available currently and will continue to be available virtually.
• Library liaisons are available to assist with finding ebooks, articles, as well as reserve materials here.
• The Martha Blakeney Special Collections and University Archives will be available by appointment only. Please email scua@uncg.edu for more information.
• The College Avenue Welcome Desk and the Reference Desk will use chat stations for assistance and general information from this website.
• Chat stations will also be available for ASK US! CHAT to connect to a librarian.
• Self-checkout will be available at the main circulation area near the connector entrance.
• The code of conduct for patrons will be updated to follow COVID-19 policy.
• The number of computers and seating have been reduced to allow for social distancing.

Visiting and enjoying spaces in Jackson Library must include the following:
• All persons entering the building must wear face coverings as required by UNCG campus guidelines.
• Hand sanitizing stations will be available to patrons at the entrances.
• Students are expected to keep a social distance of 6 feet from others.
• No room reservations will be taken for individuals or groups.
• Water fountains will be used at your own risk; there are no plans to turn them off or disable them.
• Housekeeping will periodically sanitize common touchpoints and restrooms.
• Sanitary wipes will be placed in technology areas for use in cleaning keyboards, mice, or other equipment.
• No more than four (4) people are allowed in the Tower elevator at a time.
• No more than one (1) person is allowed in the Jackson Main elevator at a time.
• Sneeze guards will be deployed at modified service points.
• Stanchions will be used to direct lines of service points.
• Directional arrows will be used at the Connector and College Avenue entrances.
• Social distancing markers will be used to distance patrons throughout the building.
• Areas of the building may close periodically for cleaning purposes as needed.
• Please limit food brought onto the premises.

Returning/checking out materials and other services:
• Please use indoor and outdoor book drops to return all your materials including DVDs and Interlibrary Loans. There are also DVD return drops inside of Jackson Library. For information on returning materials can be found here.
• Please use self-checkout stations to checkout your materials.
• Please renew your items online.
• A SpartanCard is required for printing and photocopying at socially distanced stations that will be supplied with sanitary wipes.
• Money can be added to your SpartanCard for printing here.
• Express computers are available on the first floor of Jackson library with 15-minute limits.
• Interlibrary loan pick-up as well as holds will follow a shipping option or be available for locker pick-up per instructions.
• The Checkout Desk and the Digital Media Commons (DMC) will operate with reduced services and not provide technology for check out this semester.
• Microfilm and government document services are by appointment only.
• The SuperLab, managed by ITS, is located on the first floor of Jackson Library, visit the website for more details on services.

Harold Schiffman Music Library
• Please visit the Harold Schiffman Music Library website for details on hours and services.
BOOKSTORE

The UNCG Bookstore has been working to prepare for the return of students and customers in the fall. We’re committed to providing a safe shopping experience for all customers and our team members. We have taken additional safety measures to make our store protocols even more rigorous, including:

- Our store team is receiving ongoing training on how to operate safely.
- We’re proactive in keeping the store clean. We wipe down counters, door handles, and other frequently touched surfaces regularly using hospital-grade disinfectant.
- UNCG Bookstore employees have been provided face coverings and alcohol-based hand sanitizer. Gloves will be worn by employees in the Café when working with drinks or food.
- All food in the Café will be in To-Go containers only. No personal containers will be accepted for drinks.
- Soap dispensers are readily available for employees to wash their hands on a regular basis.
- Signage is being installed inside and outside the store that display new policies and guidelines.
- We’ve implemented social distancing measures including floor markings, reduced occupancy, directional aisles and stair markings, and spaced fixtures and checkout counters.
- We require face coverings for all customers entering the store and Café.
- We’ve incorporated other preventive measures including sneeze guards and delivery drop zones.

We continue to process online orders for textbooks and general merchandise. Customers should be prepared to experience longer than usual shipping times. To help avoid shipping delays, the bookstore recommends that you select available digital formats for your course materials when you can so that you can have immediate access to them. You can also download the My College Bookstore app on both the Apple Store and Google Play.

The UNCG Bookstore and Café’ hours will be updated on their website as the University sets the open dates. For more information, please check this website.
FALL EVENTS

CAMPUS EVENTS
To support the community safety standards we’ve put in place, events will be extremely limited and subject to statewide limitations around crowd size.
- All summer events have been postponed or cancelled.
- A number of traditional campus events will be redesigned to facilitate social distancing and take advantage of technology to connect people – including UNCG Homecoming.
- Conference and meeting facilities will have extremely limited access.

STUDENT ORGANIZATIONS
Student organizations will remain active during the 2020-2021 academic year, and students will be able to join organizations throughout the year. Student groups will be encouraged to hold meetings virtually and a limited number of in-person programs will be approved. Full details regarding the student organizations operations will be shared with student organization leaders before the start of the semester. To learn more about the active student groups at UNCG, individuals can log on to SpartanConnect. Students can also visit the CAP website to check for updates as it relates to student organization operations.
TRANSPORTATION

If you’ll be taking one of the Spartan Chariot campus shuttles, here’s how that will work. Parking Operations and Campus Access Management (POCAM) has instituted health and safety measures on all campus buses including:

- Enhanced cleaning of vehicles and outfitting each bus with hand sanitizer.
- Requiring all occupants of buses to wear face coverings.
- Reducing bus capacity by 50% (10-15 passengers).
- Reviewing routes for possible changes to allow for more efficient and effective travel times.

In addition, all HEAT and Greensboro Transit Agency (GTA) buses will take similar enhanced cleaning and safety precautions for their ridership. Therefore, students are encouraged to give themselves additional time due to possible delays due to reduced capacity when they are using either campus or city transit.

STUDENT HEALTH SERVICES

In the interest of health and safety, Student Health Medical and Counseling Services are not accepting walk-ins, but are instead asking students to call for services.

MEDICAL CLINIC: 336-334-5340

The Medical Clinic is offering visits by advance appointment, with some visits available via telemedicine. Students can call to discuss whether telemedicine is available for their appointment. A remote check-in process has also been implemented for all appointments. Due to the pandemic, some Student Health Services are being limited. Students are welcome to monitor the website or call to confirm available services.

Testing is available for COVID-19, however, students must call to have an evaluation by an SHS provider to determine if testing is appropriate. For more information on campus testing, see the Public Health Guidelines and Expectations section below.

In an effort to maintain social distancing, students are discouraged from having friends, partners, or others accompany them to their appointments.

Medical Clinic hours will be 8 a.m. - 6 p.m. Monday through Thursday, and 8 a.m. - 5 p.m. on Friday. An after-hours nurse answering service is available by calling 336-334-5340.

COUNSELING CENTER: 336-334-5874

For the health and safety of the UNCG community, the Counseling Center has shifted to providing remote telemental health for students, including appointments, groups, and workshops. A full list of services, groups, and workshops can be found here. Services can be accessed by calling 336.334.5874 or by visiting the online Patient Portal here to schedule a Phone Screen.

The Counseling Center hours are 8 a.m. - 5 p.m. Monday through Friday. Students that are in crisis or know someone who is experiencing a crisis can reach the Counseling Center’s 24-hour/7-days per week line at 336-334-5874.
RECREATION AND WELLNESS
We’re currently offering virtual fitness programming, as the reopening of the Leonard J. Kaplan Center for Wellness is dependent on the State of North Carolina guidance and approval to open indoor fitness facilities. The following are plans and information to date about how the Center will operate upon reopening. Virtual program offerings will continue throughout the fall.

- Plexiglass shields installed at all reception desks throughout the facility.
- Hand sanitizer will be available for use.
- All equipment and furniture will be arranged to allow for social distancing.
- Face coverings will be required in the facility.
- The facility will be cleaned intensively and frequently.
- Disposable wipes for cleaning the equipment will be available for patron use.
- Fitness zones will be created in the facility to allow for social distancing and cleaning rotations.
- Depending on guidelines, some spaces in the facility may not be available for certain activities. Programs, events, and activities that cannot be done with effective social distancing will be limited.
- We anticipate opening the pools, climbing wall, and Piney Lake in conjunction with the Kaplan Center.

STUDENT SERVICES
We’re here and available to support and assist you, but walk-in services are limited, so we ask that you contact areas in advance to schedule an appointment. Many appointments may be held virtually for the safety of students and staff and to maintain social distancing.

The Student Health Center is prepared to assist students. However, the health center is discouraging walk-ins and, instead, is seeing students by appointment only. This is so the health center can screen individuals to ensure they get the appropriate care, and prepare for a patient’s arrival. See Public Health Guidelines and Expectations and FAQ below.

FINANCIAL AID
The Financial Aid office is closed to walk-in visitors, but we are still processing financial aid, responding to calls and emails, and seeing students by appointment.

- Need to turn in documents?
  - Use the Document Upload in Genie (instructions here).
- Need to speak to a counselor?
  - Call 336-334-5702 Monday – Friday, 9 a.m. - 4 p.m.
  - Email general questions.
- Schedule virtual and in-person appointments via Starfish. (In-person option available starting 8/3.)

CASHIERS OFFICE
The Cashiers Office can assist with billing questions via email at cashiers@uncg.edu.
OFFICE OF ACCESSIBILITY & SERVICES

OARS provides appropriate academic accommodations for disabilities as defined and recognized under the ADA.

- FAQ about online accommodations for COVID-19 can be found here.
  - Information about registering with OARS can be found here.
- Walk-in appointments are closed, but appointments can be made via phone or email:
  - Call 336-334-5440
  - Email

CAREER & PROFESSIONAL DEVELOPMENT

Career & Professional Development provides professional guidance and resources to undergraduate and graduate students and alumni for their lifelong career development.

- Students can use Handshake to apply for jobs and internships, register for virtual career events, and to make an appointment with a career coach.
- Career & Professional Development will not hold drop-in hours. Questions regarding student employment can be sent to seo@uncg.edu. Other student questions can be sent to careers@uncg.edu, and employers can contact recruit@uncg.edu.

DEAN OF STUDENTS OFFICE

The Dean of Students Office fosters a Culture of Care at UNCG, ensuring students feel supported and empowered to succeed.

- Walk-in appointments are closed, but appointments can be made via phone or email:
  - Call 336.334.5514
  - Email
- Please include your name, Student ID number, the nature of your concern, and the best method and time to contact you.

MILITARY-AFFILIATED SERVICES

The Office of Military-Affiliated Services coordinates services for veterans, active-duty military personnel, and their dependents; serves as a liaison and advocate for military-affiliated students, improves military-affiliated student success, and develops a sense of community between our military and civilian populations.

- The office is currently closed for walk-in service, but staff can be reached for an appointment:
  - Call 336-334-5632
  - Email

SPARTAN OPEN PANTRY

The Spartan Open Pantry is UNCG’s food pantry for students and staff in need of assistance. The SOP is located in the fellowship hall of College Place UMC at 509 Tate St., on the corner of Tate and Spring Garden Street.

- All UNC Greensboro students, staff, faculty, and recent alumni (1 year) are served by the SOP.
- Distribution Hours:
  - Tuesdays and Wednesdays, 5 – 9 p.m.
  - Hot to-go meals are served Wednesdays at 6 p.m.
- Please do not come to the pantry if you have been in contact with an individual with COVID-19 or have any flu-like symptoms.
- If you have been exposed to or diagnosed with COVID-19, please request a food delivery and assistance from the Spartan Open Pantry and the Dean of Students Office by filling out this Google Form.
PUBLIC HEALTH GUIDELINES AND EXPECTATIONS

REQUIRED FACE COVERINGS
Face coverings are mandatory at UNCG for all students, faculty, and staff.
- Everyone must wear a face covering that covers their nose and mouth while indoors – including in classrooms, libraries, auditoriums, and meeting spaces.
- Face coverings are also required outdoors in situations where appropriate social distancing cannot be maintained.
- Face coverings will be provided to students and employees at the start of the semester. They are also available for purchase at the bookstore.
- More details are available here.

MONITORING FOR SYMPTOMS
Spartans should do a self-assessment for symptoms of COVID-19 before leaving home (or your residence hall room) daily. View our symptoms check flyer for details.

If you feel ill or have been exposed to someone with COVID-19, you should complete a COVID-19 Self Reporting Form, contact Student Health Services, and notify the Dean of Students Office (dossaf@uncg.edu) and your instructors immediately. You should stay home and contact Student Health Services or their health care provider for medical advice. Someone from the Dean of Students Office will reach out to you to discuss the reporting process and available support resources.

QUARANTINE AND ISOLATION FACILITIES
Students who get sick will be asked to return home under most circumstances. We have designated a limited number of living spaces for quarantine and isolation of students who are too ill to travel, who need to use commercial transportation to return home, or for whom returning to their home would significantly increase the risk of complications for themselves or a member of their family. Student Health Services staff will work with public health officials to coordinate this process.
ENHANCED CLEANING PROTOCOLS
UNCG is making extra effort across campus with a wide range of new cleaning protocols to help limit the spread of COVID-19. This will include more frequent cleaning of all spaces with a focus on common areas, frequently touched surfaces, and locations where the virus may be more likely to spread. More information is available in our Fall 2020 FAQ.

The following actions are part of UNCG’s Enhanced Cleaning Plan to help fight the spread of COVID-19:
• Disinfect high-touch surfaces multiple times per day in public areas including door knobs/handles, elevator call buttons, door push-plates, stairway railings, etc.
• Use electrostatic spray disinfectant periodically in common areas or upon request.
• Increase classroom surface cleaning and disinfection from daily to multiple times a day as allowed by class schedule.
• Restroom disinfection will occur multiple times per day by adding disinfecting to normal bathroom checks.
• Increase use of machine-aided cleaning systems in heavily used restrooms.
• Disinfecting wipes will also be available for faculty and staff to wipe down their office areas.
• Housekeeping will clean and disinfect offices on a weekly basis and could increase cleaning and disinfection of offices in cooperation with occupants and building contacts.

Additional information about cleaning measures is noted in Classroom Procedures, Housing, Dining, Bookstore, Transportation, and Recreation and Wellness sections.

OFF-CAMPUS EXPECTATIONS
Now more than ever, we all need to be conscious of the impact we have on those around us. We have a shared place and fate not only with our campus community, but the greater Greensboro community. While we, the University, can enforce certain policies on campus – like wearing face coverings – we have to rely on each of you to take these smart, caring behaviors with you wherever you go.

Please remember that what you do impacts everyone – especially those most vulnerable. We ask that whenever you are out in our community – from Tate Street to Elm Street – that you model the behaviors we expect on campus. Wear a face covering. Wash your hands frequently. Keep your distance. Avoid large gatherings. There are many instances across the country where significant numbers of COVID-19 infections have been traced back to parties in off-campus student apartments or events at fraternity and sorority houses. We know you are students, and we recognize you need to have fun. Just stay vigilant, and show that you care about those around you by adhering to our community standards while on campus or off.

Please help us manage the public health challenges of COVID-19 so that we not only keep ourselves as safe as possible on campus, but that we keep our friends and neighbors healthy too.
TESTING

You’re probably wondering how and when the University will check temperatures and test individuals for the virus. As it turns out, both the Centers for Disease Control (CDC) and the American College Health Association are recommending no mass testing or temperature screening. Some of the key reasons are:

- Availability of testing materials continues to fluctuate.
- Capacity for labs to do the testing is inconsistent.
- Test results provide only a snapshot in time. In some cases, by the time you get your test result back, your status could have already changed. For example, a swab is taken on a Monday and sent to a lab; result comes back on Wednesday (assuming quick turn-around); then you are exposed on the Saturday prior to testing but the virus isn’t sufficiently present to be picked by a test on Monday, now you retested on the next Wednesday you’d be positive. This can create a false sense of security.
- Rapid testing could, in theory, help with this. But supplies for the two kinds of rapid testing are much less plentiful, and access to them is being prioritized for healthcare settings. Additionally, some of the rapid testing is less accurate than the regular tests.
- If we engaged in a mass testing process, we would consume a significant amount of materials and lab time, which could present challenges for our larger Spartan community.
- The logistics of testing large groups are challenging, costly, and ineffective, therefore the University will not carry out systematic testing of individuals who enter campus.

Together, we can focus on following these University and CDC guidelines to help stop the spread of the virus:

- Follow all University guidelines on social distancing and wearing a face covering.
- Consistent with the CDC’s recommendations, individuals with COVID-19 signs or symptoms should be referred to a healthcare provider for evaluation on whether testing is needed. In some locations, individuals can also visit their state or local health department’s website to look for the latest local information on testing.
- Individuals with suspected or confirmed COVID-19 should go to their place of residence, a designated isolation housing location (if living on-campus), or a healthcare facility depending on how severe their symptoms are, and follow CDC guidance for caring for oneself. Individuals should watch for emergency symptoms and seek emergency medical care if these symptoms occur. Students who are being cared for by our Student Health Center will be contacted regularly to monitor symptoms and refer students for further care if needed.
- Testing is recommended for all close contacts of persons diagnosed with COVID-19.
- Because of the potential for asymptomatic and/or pre-symptomatic transmission, it is important that contacts of individuals diagnosed with COVID-19 be quickly identified and tested.
- UNCG staff are working closely with the Guilford County Health Department to conduct contact tracing in an effective and efficient manner.
- If you are contacted by a UNCG or health department employee, please respond to them immediately, and answer their questions thoroughly and honestly.
FAQS AND CONTACT INFORMATION

We know you have questions. And as the COVID-19 situation evolves, so do the questions and our answers. Some of the common questions are listed below. A full list of FAQs can be found on UNCG’s COVID-19 updates webpage for Fall 2020. We’ll keep that page updated so check it often. Please also continue to monitor your email, follow @UNCG on your preferred social media platform, and download our mobile app (the one with our logo and the blue background) from the Google or iTunes app store for the latest information.

What are the signs and symptoms of COVID-19?

COVID-19 is a respiratory illness. The most common symptoms are fever, chills, cough, and shortness of breath. There are also some individuals with COVID-19 who experience a sore throat, fatigue, muscle aches, loss of taste and/or smell, nausea, and diarrhea. Recently, the CDC has listed runny nose and congestion as symptoms of coronavirus.

Note that even if you aren’t exhibiting any of these symptoms, you could be presymptomatic and infected with coronavirus, which makes you capable of infecting others.

What does presymptomatic mean?

When someone is presymptomatic, they are infected with the virus but have not developed any symptoms yet, and they can potentially pass the virus to another person, which is called presymptomatic spread. This has been particularly common with the younger generation and is thought to be a significant contributor to the spread of COVID-19.

I’m experiencing some symptoms that I think could be symptoms of coronavirus. When should I go see a healthcare provider and get tested?

First of all, if you feel sick, stay home unless you are going out to see a healthcare provider or to get tested.

Deciding when to get tested or to see a healthcare provider depends on the individual. For example, if you have a runny nose but are also prone to allergies this time of the year, try taking allergy medication and see if your symptoms get better in a couple days.

Also, think about what you have been doing and if you have recently put yourself at risk of infection at any point. Have you been social distancing? Have you worn a face covering when around others? Have you been washing your hands? If you have been doing all of those things and practicing good hygiene, that makes the likelihood of having been exposed to the virus lower. In that case, the symptoms you are experiencing may more likely be that of allergies or a cold.

If you haven’t necessarily been following social distancing measures or wearing a face covering as you should, and your symptoms are unusual and persist, talk to a healthcare provider or call the Student Health Center.

What preventative measures is UNCG taking to keep the community safe?

We are working very hard to ensure that individuals have community protective equipment and
can maintain social distancing by making modifications in classrooms, dining areas, residence halls, etc. These modifications include:

- Ensuring all in-person classes will be socially distanced, with all participants wearing face coverings.
- Cleaning classrooms and hallways intensively and frequently.
- Maintaining social distancing in our shuttles on the way to and from classes.
- Managing traffic in hallways and staggering the way people enter and leave classrooms.
- Providing other physical protections and barriers where appropriate.
- Adding hand sanitizer stations in all buildings.
- Providing face coverings to students and employees.
- Requiring students, faculty, staff, and visitors to wear a face covering while indoors on campus and outdoors when social distancing cannot be maintained.
- Changing the move-in process to a two-stage approach (a drop-off stage and a final move-in stage).
- Adjusting guest visitation policy in residence halls to limit visitors.
- Increasing cleaning in common areas of residence halls.
- Reducing capacity at dining venues by 50%.
- Creating new To-Go dining locations.
- Implementing significant new training and safety/cleaning protocols for campus dining.
- Reinforcing social distancing at each dining location.
- Implementing a wide range of new cleaning protocols across our campus, including more frequent cleaning of all spaces with a focus on common areas, frequently touched surfaces, and locations where the virus may be more likely to spread.
- Redesigning a number of traditional campus events to facilitate social distancing and to take advantage of technology to connect people.
- Limiting access to conference and meeting facilities.
- Enhanced cleaning of vehicles and outfitting each bus with hand sanitizer.
- Requiring all occupants of buses to wear face coverings.
- Reducing bus capacity by 50% (10-15 passengers).
- Reviewing routes for possible changes to allow for more efficient and effective travel times.
- Designating quarantine and isolation facilities.

In addition, all students and employees are to monitor themselves for symptoms prior to coming to work or the classroom. Student Health Services is providing students with telemedicine services to reduce the potential for exposure during in-person office visits. Testing is available for students through Student Health Services and for employees through their health care provider and community-based clinics. Students and employees are asked to use a self-reporting tool if they are ill and/or have been tested. These self-reports feed into a case tracking tool to improve the effectiveness and efficiency of the contact tracing and case management process.

How can students, faculty, and staff do their part in protecting themselves and others?
Campus community members should adhere to all protocols, not just one or two. This means wearing your face covering inside, practicing social distancing, not congregating in groups, practicing proper hand hygiene, and staying home when you are sick – this is not the time to power through classes if you feel ill because you’re putting yourself and potentially others at risk.

Keep in mind the campus community as a whole, and the culture of care needed to have a successful semester. You’re not just protecting yourself when you follow the protocols, you’re protecting others. Similarly, if you don’t follow the protocols, you not only put yourself at risk, you put other Spartans at risk who may be more vulnerable than you.

How can students make an appointment and get tested at the Student Health Center?

The Student Health Center is discouraging walk-ins and seeing students by appointment only. This is so we can screen individuals to ensure they get the appropriate care, and so we can prepare for their arrival.

We are only testing individuals who are experiencing symptoms consistent with coronavirus on a case-by-case basis. The symptoms of coronavirus are common to many different illnesses such as allergies and strep throat, so when a student calls or schedules a telehealth virtual appointment and describes their symptoms, the provider will then decide how to proceed.

If a provider determines that an individual does need to be tested, an appointment will be made. Upon arrival, the individual can check in remotely on their phone. We will then call you into the center for testing. As long as we have supplies, our first step will be to conduct a rapid test, which allows results to be received while you are in the office.

If the rapid test results are negative, we do a more thorough backup test to be sure. We do not want to miss any positive cases. Similar to testing for strep throat, the false negative rate for the rapid COVID test is high enough that we conduct a backup test that is sent to a lab. Both the rapid test and backup test are nose swabs. The backup test results can take several days to come back. During that time, you are expected to isolate yourself and go home.

If the rapid test results are positive, you will be expected to isolate yourself and go home. If you cannot go home, UNCG will assist you in relocating to one of the designated quarantine and isolation facilities on campus.

How will contact tracing be handled?

The bulk of contact tracing falls under the jurisdiction of the local health department. However,
because they do not get involved until an individual has tested positive, UNCG staff take initial steps to identify other members of the UNCG community who may have been in close contact with the individual. The determination about whether a person has been in close contact with an infected individual is made based on several criteria: how long they were in the same space as the individual, whether one and/or both were wearing face coverings for part or all of the time, whether they engaged in social distancing, and the nature of the specific activities they shared. People who are determined to have been close contacts of infected individuals are notified by a health official, instructed to get tested, and then given direction to self-quarantine. Every attempt is made to maintain the anonymity of the infected individual.

CONTACT INFORMATION
The following key offices on campus are available if you need help or have specific questions about the information shared in this Return to Campus Guide.

Questions about student support services?
Dean of Students
Call 336–334–5514
Email deanofstudentsoffice@uncg.edu

Questions about academics?
Dean of Undergraduate Studies
Call 336–334–4925
Email ugdean@uncg.edu