

Modified Stage 4

Frequently Asked Questions (FAQs)

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ACADEMIC COURSES AND CALENDAR

- 1. Will the majority of classes be taught on ground beginning in Fall 2021?**
 - a. Yes
 - b. Class formats may be found in GoldLink under “Concise Student Schedule.” Log into GoldLink to review your current course schedule. You may choose to make changes to your schedule to enroll in course sections in the formats you prefer. Use the “Add or Drop Classes” tool in GoldLink to make those changes. If you have questions about your changes or would like to register for different courses than what you are currently enrolled in, contact your academic advisor for help. There are several different formats available for courses:
- 2. I need help finding or contacting my academic advisor.**
 - a. 423-439-8557, 423-439-6940 or Advisement@etsu.edu
- 3. I have a hold that is preventing me from changing my schedule.**
 - a. Use the [Holds Resolution Website](#) or contact the [Office of the Registrar](#).
- 4. I’m having problems with my GoldLink login.**
 - a. Reset password: etsu.edu/activate

- b. Technology Help: etsu.edu/helpdesk/ Call 423-439-4648 Email itshelp@etsu.edu
- 5. How will controlled density be maintained in classrooms?**
- a. This will be achieved by moving furniture and/or limiting restricting access to certain workstations that are permanent fixtures (i.e. auditorium seating).
- 6. Can I take classes online if I'm not comfortable with returning to campus?**
- a. Yes, in some cases. Please note that experiential learning, clinicals, labs, etc. may require you to participate in an on-ground course.
 - b. Please speak with your advisor to explore courses that may be offered online.
- 7. What are the expectations for classroom attendance for students who are isolated due to a positive diagnosis of COVID-19? What guidelines should faculty use for accommodations and leniency?**
- a. Faculty should adopt attendance policies that encourage students to stay home when they are sick or if they have to quarantine.
 - b. Faculty should plan to provide students with opportunities to make up or complete alternate assignments when student health circumstances require them to avoid [face-to-face classes](#).
- 8. What are the guidelines and expectations for meeting one-on-one with students in academic advising or career counseling sessions?**
- a. Academic advisors across campus are committed to providing safe and efficient advising opportunities for students. Please use the [Advisor Contact List](#) (search query) to contact your academic advisor and schedule a meeting.
 - b. Career Services team members are committed to offering our services to students in an environment that supports appropriate ETSU guidelines. Team members are available for appointments. Learn more [here](#).
- 9. What are the guidelines/protocols for experiential learning (Clinicals, Labs, Student Teaching, etc.).**
- a. Faculty teaching in labs have developed safety protocols.
 - b. Students who are completing course requirements in organizations external to ETSU (schools, hospitals, clinics, organizations) should follow the safety guidelines and protocols in place at those organizations except in cases where those protocols are less restrictive than recommendations listed in ETSU's current operations stage. If the safety protocols are less restrictive than those protocols recommended in ETSU's current operations stage, students should follow those guidelines.

- c. Faculty should inform students of the safety requirements and protocols for experiential learning requirements at the beginning of the course. Students who require accommodations to these safety protocols should register through disability services.

10. What are the guidelines for Research and Sponsored Programs?

- a. Updates regarding guidance for managing sponsored programs may be found [here](#).

11. Will ETSU host in-person events?

- a. Yes
- b. More information will be provided soon.

FACE COVERINGS

12. Are face-coverings required to be worn outdoors as well as indoors on campus? *(Updated 5.17.21)*

- a. In continued accordance with CDC guidelines, students, faculty, staff and guests to the university who have been fully vaccinated (two weeks past their final vaccine dose) are not required to wear facial coverings, and also are not required to observe physical distancing. As noted by the CDC, persons who have not been fully vaccinated should continue wearing masks and following physical distancing guidelines.
- b. Any member of the university community who has been fully vaccinated but wishes to continue wearing a facial is encouraged to do so. We ask that you provide a supportive culture for those who continue this practice.
- c. Individuals should not ask a person's COVID-19 vaccination status or use information about a person's vaccination status to make decisions about participating in classroom or workplace activities.
- d. While our facial covering requirements are being lifted for persons who have been fully vaccinated, facial coverings will continue to be required in some locations, including all of our ETSU Health clinical sites, which is also consistent with CDC recommendations. In addition, University School will continue to operate within its current COVID-19 guidelines.

CLEANING

13. How will cleaning be handled? Bathrooms? Lab equipment? Classrooms? Etc?

- a. Classrooms will be disinfected and treated with an antimicrobial agent that kills viruses, bacteria, and other microbes on contact. The agent is FDA and EPA certified and is eco-friendly.

- b. Facilities Management staff will deep clean classrooms, computer labs, restrooms, conference rooms, etc.
- c. Classrooms and computer labs will be deep cleaned on a regular schedule, which will include electrostatic disinfecting of all high touch surfaces.
- d. Cleaning will focus on high touch surfaces (doorknobs, handrails, furniture in common areas, elevator buttons, etc.)
- e. Restrooms will be deep cleaned on a regular schedule, which will include electrostatic disinfecting of all high touch surfaces. In addition to the deep cleaning every evening, high-traffic restrooms will be closed periodically each day for additional electrostatic disinfecting.

NOTE: ETSU is implementing measures to improve indoor air quality in targeted, high use classrooms this summer. One method to achieve this goal is increased "fresh-air" intake. Additional equipment will be installed to draw in more "outside air" into the classrooms. The second method being implemented is "bi-polar ionization", which utilizes existing HVAC systems to disperse "bi-polar", positive and negative, ions into the air which seek out and form bonds with contaminants to render them neutral or less effective, i.e. viruses/bacteria.

HUMAN RESOURCES

14. Are faculty and staff required to get a COVID-19 Vaccine?

- a. Not at this time. However, faculty and staff are strongly encouraged to get a vaccine. Learn more about vaccines [here](#).

15. When will ETSU employees return to campus for work.

- a. While some ETSU employees continue to work remotely, significant number of employees have already returned to campus for work.
- b. Supervisors should begin working with those employees who are currently working remotely on a plan to return to campus no later than July 1, 2021.

16. Is there an option for employees to continue to work remotely?

(Updated 5.10.21)

- a. Yes, in some cases.
- b. To learn more, visit [ETSU Human Resources](#).

17. What travel restrictions are in place?

- a. Outgoing university-related domestic travel is permitted beginning May 15, 2021. Travelers must follow the most current guidelines from the Centers for Disease Control and Prevention and other appropriate federal, state, and local agencies.
- b. Select outgoing university-related international travel is permitted. Travelers must follow the most current guidelines from the Centers for

Disease Control and Prevention and other appropriate federal, state, and local agencies.

- c. Select study abroad and other international programs for ETSU students are permitted (No earlier than June 15, 2021). Travelers must follow the most current guidelines from the Centers for Disease Control and Prevention and other appropriate federal, state, and local agencies.
- d. Recommendation for personal travel and international students traveling to ETSU is to follow the most current guidelines from the Centers for Disease Control and Prevention and other appropriate federal, state, and local agencies

STUDENT LIFE

18. Will students be required to get a COVID-19 Vaccine?

- a. Not at this time. However, students are strongly encouraged to get a vaccine. Learn more about vaccines [here](#).

19. Will residence halls return to double occupancy?

- a. Beginning in late summer, residence halls will return to double occupancy (unless a student chooses a private room and pays the private room rate). Learn more on the Housing and Residence Life [here](#).

20. How will move-in work for residence halls?

- a. Information regarding move-in will be posted on the Housing and Residence Life [here](#).

21. Will the CPA be open? What about other campus recreation activities?

- a. The Basler Center for Physical Activity/CPA will be open.
- b. More information will be shared [here](#).

22. I am traveling from an international country to ETSU. Am I required to quarantine?

- a. For more information, international students should contact the [Office of International Programs and Services](#) for additional information and support.

23. How do I arrange for a campus tour?

- a. Campus tours have resumed. Register for a tour at etsu.edu/visit.

24. How will use of large common areas be monitored and/or limited?

- a. Staff are making every effort to make students and guests feel comfortable as well as safe by reducing the density of furniture and limiting capacity in many spaces.

- 25. How will dining on campus be different?**
- Students may notice precautions being taken with campus dining.
 - More information will be shared [here](#).
- 26. If I know my fellow students are acting in ways that I think are unsafe and putting me at risk for getting ill, what can I do?**
- Approach the situation with sensitivity and remember to be kind.
 - Your goal is to make others aware of the University guidelines.
 - If fellow students react negatively to your assistance, then please involve a faculty/staff person to assist in speaking with this student.
 - The matter can also be referred to the [Dean of Students' Office](#).
- 27. My program requires community service hours but no schools, nursing homes, pre-schools, etc. are allowing visitors to their facilities. What am I supposed to do?**
- This will vary. You should work with your academic advisor and professors.
- 28. What are the visitation guidelines for students living in residence halls or University apartments?**
- Information regarding visitation guidelines will be shared [here](#).
- 29. What if I live in the residence hall and test positive and self-isolation isn't possible because I have a roommate?**
- ETSU has established vacant residence hall space for residence hall students to self-isolate. In the event that moving to another location is not possible, arrangements may be made for your roommate(s) to move temporarily or support will be provided for you to self-isolate in your own space as safely as possible.
- 30. What are the expectations for APS, Federal Work Study (FWS), Regular Work Study (RWS), Graduate Assistants (including research, teaching, and administrative), and Graduate Tuition Scholarship recipients?**
- APS, Federal Work Study (FWS), Regular Work Study (RWS), Graduate Assistants (including research, teaching, and administrative), and Graduate Tuition Scholarship recipients should expect to work on campus to meet the needs of their unit.

HEALTH RELATED QUESTIONS

- 31. What is COVID-19?**
- COVID-19 refers to the illness caused by SARS-CoV2, which is a type of coronavirus. The virus was discovered in the fall of 2019.

32. What are the symptoms?

- a. The most common symptoms are fever, chills, or cough.
- b. Other symptoms may include loss of taste or smell, fatigue, muscle aches, headaches, congestion, runny nose, sore throat, nausea, vomiting, or diarrhea.
- c. Symptoms may appear 2-14 days after exposure to the virus. Some people may not experience any symptoms, and some may have only mild symptoms.
- d. Others will experience more severe symptoms which may result in hospitalization, being placed on a ventilator, or death.
- e. In people who get very sick from COVID-19, many organs can be affected, including the heart, kidneys, and brain.

33. How long does it last?

- a. Mild cases of COVID-19 may last a few days to a few weeks. For more severe cases, some people may be in the hospital for weeks or even months.
- b. There is emerging evidence that people may have long term complications from this illness, although not enough time has passed yet to have specific information about those complications.

34. How is it transmitted? *(Updated 5.17.21)*

- a. COVID-19 is transmitted through droplets that come out of our noses and mouths when we talk, cough, sneeze, or even just breathe. If you are not vaccinated, face-coverings are very helpful at preventing this type of transmission.
- b. It may also be transmitted by touching a surface that has virus particles on it, and then touching your nose, mouth, or eyes.
- c. It is important to note that it is very possible to transmit COVID-19 without knowing that you are infected.

35. How is it treated?

- a. Mild illness resolves with time, and is treated like any other mild respiratory illness: with medicines to keep fevers down, rest, hydration, and staying away from other people.
- b. In more severe illness that requires hospitalizations, doctors are using several different medications, most of which are still being studied in the treatment of COVID-19.
- c. You can learn more information about the COVID-19 Vaccine [here](#).

36. How can I protect myself and people around me? *(Updated 5.17.21)*

- a. Wear a cloth face-covering if you are not vaccinated.
- b. Clean and disinfect frequently touched surfaces.

- c. Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- d. You can learn more information about the COVID-19 Vaccine [here](#).

37. What are the testing requirements? Options?

- a. At this time, testing is mandatory for student athletes only.
- b. Testing will be available to any students, staff, and faculty who elect to be tested.
- c. If faculty, staff, or students have health questions, they may call the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299.
- d. Testing protocols may change based upon Federal, State, and ETSU Health Recommendations.

38. Who should get tested?

- a. If you have symptoms of COVID-19, you should get tested. All ETSU faculty, staff, and employees may contact the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299 to arrange testing.
- b. If you do not have symptoms but wish to get tested, you may do so through the Tennessee Department of Health. You can find more information [here](#).

39. As a member of the ETSU community, what should I do if I get sick?

- a. If you are experiencing COVID 19 symptoms, you should contact the [University Health Center](#) or your physician to arrange testing.
- b. Stay home or in your campus residence hall room or apartment and follow the guidelines in your housing contract.
- c. If you are a student, contact your instructors to let them know you are ill and will be missing class.
- d. If you a faculty or staff member, contact your department chair, dean, or supervisor and discuss modifications that may need to be made to your work patterns. You may request to use sick leave or annual leave for your initial absence, or may be eligible for Emergency Paid Sick Leave while awaiting a diagnosis. Contact [Human Resources](#) for more information.
- e. If you test positive for COVID 19, please See [Appendix A: Reporting Protocol](#)

40. Are faculty and staff members required to report students with suspected or confirmed cases of COVID-19 to the Office Environmental Health and Safety?

- a. A faculty or staff member who becomes aware of a suspected or confirmed case of COVID-19 involving a student should provide information to the student on ETSU's Reporting Protocol so that the student can make a self-report. A faculty or staff member who becomes aware of a suspected or

confirmed case of COVID-19 involving a student may report the student to the Office of Environmental Health Safety directly; however, the preference is that the faculty or staff member encourage the student to self-report.

41. What will be done with my testing results/information?

- a. The results are shared with the Health Department.

42. How is ETSU contact tracing?

- a. When possible, ETSU works with the Health Department on contact tracing and follows the Health Department guidelines on contact tracing.

43. I think I was exposed; can I request a test?

- a. COVID-19 testing is available to any student, staff, or faculty member who wishes to be tested. For more information about how to get tested, call the University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299.
- b. If you are a Quillen Medical student, please call ETSU Health Access at 423-952-6490. Please note that this resource is for Quillen students ONLY at this time.
- c. If you experience COVID-19 symptoms (fever, cough, difficulty breathing) and/or have come into contact with someone who has tested positive for COVID-19, contact your health care provider or the University Health Center. Do not go to a health care facility before you have called your provider.

44. If a faculty member, staff member or student gets tested for COVID-19, what are the protocols they follow while waiting for their test results? After receiving results?

- a. After testing, you should quarantine at home while you await results.
- b. See [Appendix A: Reporting Protocol](#)
- c. See [Appendix B: Return to Work or Class Protocol](#)

45. What do I do after I get tested?

- a. Stay home and quarantine while you await test results. For more information, go [here](#).
- b. See [Appendix A: Reporting Protocol](#)
- c. See [Appendix B: Return to Work or Class Protocol](#)

46. What do I do if I have tested positive for COVID-19 and get re-exposed within three months of positive test?

- a. Per CDC, people who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3

months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

- b. See [Appendix B: Return to Work or Class Protocol](#)

47. Will temperature checks be done at entrances to buildings, offices, classrooms, etc.?

- a. All faculty, staff and students are asked to conduct symptom self-monitoring each day before reporting to campus. You must be free of any symptoms potentially related to COVID-19 to be eligible to report to campus.
- b. If you have any symptoms of COVID-19, do not report to campus for work or class. You should immediately notify your supervisor and/or professor and follow guidelines for seeking medical care and self-quarantining

48. If I was sick, when can I go back to work or class?

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

49. I was diagnosed with COVID-19 but never had any symptoms. When can I go back to work or school?

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

50. I was exposed to someone with COVID-19 and stayed home for 10 days. When can I go back to work or school?

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

51. Do I need a negative test before going back to work or school?

- a. See [Appendix B: ETSU Return to Work or Class Protocol](#)

52. Under what circumstances would ETSU move more courses online? Limit the number of individuals on campus?

- a. The health and safety of all members of the ETSU community and our visitors to campus remain our highest priority. We recognize that the current state of the pandemic is concerning to many people. ETSU continues to monitor data and other information that is being released regarding COVID-19 from local, state, and federal health organizations. Our decisions regarding academic and business operations of the institution are also being informed by our health experts and leaders on this campus.

53. I still have questions. Who should I contact?

- a. Please direct questions to the appropriate office listed on our [Bucs are Back website](#).
- b. If you have a health emergency, please dial 911.

APPENDIX A

Reporting Protocol

1. All suspected or confirmed cases of COVID-19 (that were not diagnosed/treated by the [University Health Center](#)) should be reported to the Office of Environmental Health and Safety using telephone number 423-439-7785. If the [University Health Center](#) treated/diagnosed you, their staff will contact EH&S.
2. Staff in the Office of Environmental Health and Safety will utilize a COVID-19 Self-Report Questionnaire to gather all pertinent information, such as the building, office, classroom and other specific area the person may have visited on-campus during the 48-hour time period before the person began to experience COVID-19 symptoms. The COVID-19 Self-Report Questionnaire will be stored securely with access restricted. Names of faculty, staff and students and their medical information will be treated as confidential to the extent permitted by law.
3. Information necessary to perform remediation will be extracted from the COVID-19 Self-Report Questionnaire and recorded in the COVID-19 Response Log.
4. An assessment will be conducted to determine what remedial action will be undertaken, and may include one or more of the following:
 - i. Restricting access to the affected areas
 - ii. Use of disinfectant foggers to remove airborne respiratory droplets
 - iii. Use of EPA approved disinfectants with an electrostatic sprayer to decontaminate soft surfaces and Virex II-256 for hard surfaces
 - iv. Environmental testing of various surfaces to determine efficacy of remediation
5. The Office of Environmental Health and Safety will coordinate *the Facilities Management Coronavirus Response Team* to decontaminate the affected areas.
6. The Office of Environmental Health and Safety will serve as the point of contact for the TN Department of Health and university infectious disease physician.

APPENDIX B

ETSU Return to Work or Class Protocol

Return to Work or Class Protocol

1. **Confirmed COVID – 19 Illness with Symptoms:**

Must be excluded from all work or class activities until:

- At least 10 days have passed *since symptoms first appeared*
- **AND** At least 24 hours have passed *since last* fever without the use of fever-reducing medications
- **AND** Symptoms (e.g., cough, shortness of breath) have improved

It is the responsibility of the student or employee to monitor temperature and symptoms at least twice daily.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

2. **Laboratory-Confirmed COVID-19 but have not had any Symptoms (Asymptomatic):**

Must be excluded from all work or class activities until:

- At least 10 days have passed since date of first positive COVID-19 diagnostic test
- **AND** have not subsequently developed symptoms since the positive test
- **IF** symptoms develop, please follow the above protocol for **Confirmed COVID-19 Illness with Symptoms**

If an alternate diagnosis is determined for the symptoms, criteria for return to work or school should be based on that diagnosis.

Any questions regarding testing or symptoms should be directed to University Health, or to the student's or employee's personal medical provider.

People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first

bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

3. Potential Exposure to COVID-19 (also known as “close contact” for unvaccinated persons:

“Potential Exposure” (also known as “close contact”) is defined as being within 6 feet for more than 15 total minutes within the last 24 hours of a person who has had a confirmed positive test COVID-19. This includes exposure with the infected person going back 48 hours prior to the time the positive test was collected, OR 48 hours prior to the time the positive contact showed symptoms, whichever is earlier.

Must be excluded from all work or class activities:

- Quarantine at home for 10 days after last exposure and continue to monitor symptoms for 14 days after last exposure.
- Quarantine may end after 10 days ONLY if the exposed person is completely asymptomatic.
- If symptoms develop, self-isolate and consider getting a test for COVID.
- Maintain physical distancing of at least 6 feet from others at all times
- People who have tested positive for COVID-19 do not need to quarantine or get tested again for up to 3 months as long as they do not develop symptoms again. People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.

4. Potential exposure to COVID-19 (also known as “close contact”) for vaccinated persons:

- Vaccinated persons with an exposure to someone with suspected or confirmed COVID-19 are not required to quarantine if they meet all of the following criteria:
 - Are fully vaccinated (i.e., ≥ 2 weeks following receipt of the second dose in a 2-dose series, or ≥ 2 weeks following receipt of one dose of a single-dose vaccine)
 - Have remained asymptomatic since the current COVID-19 exposure

5. Household Contacts

A household contact is an individual who shares any living spaces with someone who has a confirmed positive case of COVID-10. This includes bedrooms, bathrooms, living rooms, kitchens, etc.

- Non-vaccinated household contacts must be quarantined for 10 days after the case has completed their (minimum) 10-day isolation period (whether the case is symptomatic or not).
- If a household contact develops symptoms of COVID-19, they become a case. They should begin isolation as a case and consider getting tested.
- If a non-vaccinated household contact is able to separate themselves from the confirmed positive case, they must quarantine for 10 days after their last exposure, and continue to monitor symptoms for 14 days after the last exposure.
- A non-vaccinated household contact may be released from quarantine after 10 days only if he or she remains asymptomatic for the entire 10 days after the last exposure. Monitoring for symptoms must continue for 14 days after the last exposure.
- For more information, see [here](#).

Questions? Call one of the following:

- University Health Center at 423-439-4225 (Monday-Friday, 8 a.m.-4:30 p.m.) or after-hours at 1-888-915-7299
- Washington County Health Department at 423-975-2200
- Ballad Nurse Connect at 1-833-822-5523.

References:

1. <https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/CloseContactGuidance.pdf>
2. <https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/CaseGuidance.pdf>
3. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
4. <https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/Isolation-QuarantineRelease.pdf>
5. <https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html#contact>
6. <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>
7. <https://www.cdc.gov/vaccines/covid-19/info-by-product/clinical-considerations.html>