

Modified Stage 4

Frequently Asked Questions (FAQs)

Skip to FAQ sections:

- [Academic Courses and Calendars](#)
- [Face Coverings](#)
- [Cleaning](#)
- [Human Resources](#)
- [Student Life](#)
- [Health-Related Questions](#)
- [COVID-19 vaccine information](#) (links to webpage)

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

Technology Help: etsu.edu/helpdesk/; Call 423-439-4648; Email itshelp@etsu.edu

- 5. 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.

- 6. 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? (Updated 8.2.21)**
 - 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.
 - c. Faculty may not ask students if they are vaccinated.

- 7. 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](#).

- 8. 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.

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

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

10. Will ETSU host in-person events?

- a. Yes.

FACE COVERINGS

11. Are face-coverings required to be worn outdoors as well as indoors on campus? (Updated 12.2.21)

- a. No. Please see below message from President Noland to campus on 12.1.21

Dear ETSU community,

Last night, the United States District Court in Kentucky entered a preliminary injunction that prohibits the federal government from enforcing President Biden's executive order for federal contractors and subcontractors in Tennessee, Kentucky, and Ohio. As such, our exemption from the Office of the State Comptroller that allows us to comply with the federal vaccine executive order has been suspended. In compliance with Tennessee state law enacted November 12, we are statutorily obligated to lift the mask requirement effective immediately and suspend the vaccination requirements for employees covered by the federal contractor mandate. If you have been asked by the Office of Human Resources to provide proof of vaccination, you may comply voluntarily.

As new strains of COVID-19 continue to appear, I strongly urge anyone who has not been vaccinated to consider getting the vaccine. The CDC is also recommending booster shots for all individuals over the age of 18 who received their COVID-19 vaccination more than six months ago. ETSU Health will host a free vaccine clinic in the Millennium Center this Saturday, December 4, from 10 a.m. until noon. This clinic will offer the Johnson and Johnson shot. Additional vaccine options are widely available through pharmacies and other health care providers throughout the region.

I also encourage individuals to continue wearing masks to prevent the infection and spread of COVID-19. Please remember that everyone's health situation is unique, and I ask that our students, faculty, and staff be respectful of individual decisions regarding masking.

In the coming weeks we will update signs, FAQs on the Bucs Are Back website, as well as other documents and messaging as necessary. Thank you for your continued patience as we navigate this complex and dynamic landscape.

*Sincerely,
Brian Noland
President*

CLEANING

12. 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. ***(Updated 8.13.21)***

HUMAN RESOURCES

13. Are faculty and staff required to get a COVID-19 Vaccine? (Updated 12.2.21)

- a. Not at this time. However, faculty and staff are strongly encouraged to get a vaccine. Learn more about vaccines [here](#).
- b. Should this change due to President Biden's Executive Order, impacted employees will be contacted directly by Human Resources.

14. When will ETSU employees return to campus for work? (Updated 8.2.21)

- a. Employees returned on July 1.

15. 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](#).

16. What travel restrictions are in place? (Updated 12.2.21)

- a. Outgoing university-related domestic 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.
- 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. 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.

17. What are the COVID-19 Leave Parameters? (Updated 8.27.21)

- a. We recognize the COVID-19 pandemic continues to cause difficulties for our employees and their families. We also acknowledge the critical importance to continue educational, clinical, and support services at the highest level possible for all our constituencies during these challenging times. To help address the burden of this situation, ETSU is implementing a procedure through which all employees may be eligible for up to seven (7) additional days of COVID-19 Leave, effective September 1, 2021 through June 30, 2022.
- b. To learn more, visit [ETSU Human Resources](#)

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. Yes (unless a student chooses a private room and pays the private room rate). Learn more on the Housing and Residence Life website [here](#).

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

- a. Information regarding move-in will be posted on the Housing and Residence Life website [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. 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? (Updated 6.21.21)

- a. Dining services will resemble those pre-pandemic.
- b. 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?

- a. Approach the situation with sensitivity and remember to be kind.
- b. Your goal is to make others aware of the University guidelines.
- c. If fellow students react negatively to your assistance, then please involve a faculty/staff person to assist in speaking with them.
- d. The matter can also be referred to the [Dean of Students' Office](#).

27. My program requires community service hours but no schools, nursing homes, preschools, etc. are allowing visitors to their facilities. What am I supposed to do?

- a. 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?

- a. 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?

- a. 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?

- a. Academic Performance Scholarship (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

32. What is COVID-19?

- a. 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.

33. 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.

34. 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.

35. 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.

36. 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](#).

37. How can I protect myself and people around me? (Updated 8.2.21)

- a. Wear a cloth face-covering.
- 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](#).

38. 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.

39. Who should get tested? (Updated 8.2.21)

- 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. Vaccinated individuals should get tested 3-5 days following a known exposure to someone with suspected or confirmed COVID-19.
- c. 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](#).

40. 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](#)

41. 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.

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

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

43. 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.

44. 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.

45. 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](#)

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 three months as long as they do

not develop symptoms again. People who develop symptoms again within three 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 Tennessee Department of Health and university infectious disease physician.

APPENDIX B

ETSU Return to Work or Class Protocol Based upon Guidance from the Tennessee Department of Health (*Updated 1.10.22*)

1. If you test positive for COVID (Isolate):

Everyone, regardless of vaccination status should:

- Stay home for 5 days.
- If you have no symptoms or your symptoms are resolving after 5 days, you can leave your house.
- Continue to wear a mask around others for 5 additional days.

If you have a fever, continue to stay home until your fever resolves.

2. If you were exposed to someone with COVID-19:

If you:

Have been boosted

OR

Completed the primary series of the Pfizer or Moderna vaccine within the last 5 months

OR

Completed the primary series of J&J vaccine within the last 2 months you should:

- Wear a mask around others for 10 days.
- Test on day 5, if possible.

If you develop symptoms get a test and stay home.

If you:

Completed the primary series of the Pfizer or Moderna vaccine over 5 months ago and are not boosted

OR

Completed the primary series of J&J over 2 months ago and are not boosted

OR

Are unvaccinated you should:

- Stay home for 5 days (Quarantine). After that continue to wear a mask around others for 5 additional days.

- If you can't quarantine you must wear a mask for 10 days.
- Test on day 5 if possible.

If you develop symptoms get a test and stay home.

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
- Ballard Nurse Connect at 1-833-822-5523.

For the most updated Tennessee Department of Health Quarantine and Isolation Information, please visit:

<https://covid19.tn.gov/prevention/quarantine-isolation-calculator/>

<https://www.tn.gov/content/dam/tn/health/documents/cedep/novel-coronavirus/Isolation-QuarantineRelease.pdf>