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# Progressing in PROVIDENCE

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Guide for University Operations for Fall 2020



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# Letter from President Diane E. Melby, EdD

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The spring and summer of 2020 have been like no other at Our Lady of the Lake University (OLLU). The new and unfamiliar landscape introduced by the COVID-19 pandemic has raised many questions and prompted every corner of the university to reassess its offerings and processes. Over the summer, staff and faculty have spent countless hours reviewing a tremendous amount of information from federal, state and local health authorities in an effort to create a plan for the safe return to campus this fall. The goal, throughout, has been to make decisions that provide for community safety while continuing to provide the excellent educational opportunities and services that make OLLU such a special place.

The information contained in this booklet shares plans for the semester and answers questions about new procedures and changes on campus. This is a working document that will be updated as new guidance is provided and developments in the fight against the coronavirus arise. The university will continue to heed the recommendations provided by local, state and national authorities as well as that provided by the Texas Higher Education Coordinating Board (THECB), the Independent Colleges and Universities of Texas (ICUT), our accreditors, and the National Association of Intercollegiate Sports (NAIA).

As you have probably found in your personal lives, planning during a global pandemic is complex and requires flexibility. We appreciate your patience and cooperation as we navigate our way through this upcoming year. We pledge our flexibility and compassion as we progress through this time.

Please accept my best wishes for a safe and fulfilling semester.



Diane E. Melby, EdD  
President

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# Guiding Principles



## What are the principles OLLU has used to guide the university's response to COVID-19?

As the Our Lady of the Lake University family prepares for a return to campus operations, the university values of Community, Integrity, Trust and Service are at the forefront of decision making.

- **Community –**

Decisions being made consider the well-being of our entire community from a holistic perspective: health/mental health, academic experience/progress, fuller access to support services, and maintaining community and spiritual connections.

- **Trust –**

We are looking to trusted scientific and epidemiological experts to guide our plans so that we can offer our students the OLLU experience while still protecting the vulnerable.

- **Integrity –**

We will rely on the integrity of all community members to self-report any symptoms of or exposure to the virus.

- **Service –**

Serving the academic, social, and spiritual needs of our students while working to protect our community is the main goal.

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## What sources are informing OLLU's response to COVID-19?

The university is utilizing a variety of sources to inform its response. OLLU has relied heavily on guidance provided by the Centers for Disease Control (CDC), the San Antonio Metro Health District as well as national, state and local health authorities. OLLU has also consulted regularly with peer institutions and the Independent Colleges and Universities of Texas, Inc (ICUT).

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# Creating a Safe Environment



## What preventive measures is the university introducing to help prevent the spread of COVID-19 and avoid infection?

To decrease the possibility of exposure, the university will implement the following:

- **Increased cleaning –**

More frequent cleaning of high-touch and high-traffic areas will take place throughout the day; aerosol disinfectants will be used in high-traffic areas and classrooms.

- **Plexiglass guards –**

Guards will be placed in key student service areas.

- **Hand sanitizer stations –**

Sanitizer will be available at building entrances and in high-traffic areas outside of computer labs, classrooms, art studios, and laboratories.

- **Meeting room spaces limited –**

Limits will be placed on the number of people allowed in meeting spaces; online/virtual meetings will be encouraged.

- **Elevator capacity will be limited –**

Depending on elevator size, one to four individuals will be allowed at a time.

- **One-way traffic flow on some stairs –**

Stairs in some areas of campus will be designated up or down to reduce spread of germs from person to person.

- **Increased outdoor activities –**

More student activities will be scheduled in outdoor spaces to provide for greater distancing and more airflow.

- **Face Shields –**

Faculty are being provided face shields to wear during class.

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## Will individuals be required to take a COVID-19 test before coming to campus?

No. Testing for asymptomatic individuals is not readily available at this time in the communities we serve. As such, the university will not be requiring testing.

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# Creating a Safe Environment cont'd



## **Will we be screened every time we go to campus?**

All employees, students and visitors will be asked to self-screen before coming to any OLLU campus. Detailed instructions on self-screening will be provided soon.

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## **How will the university be cleaning and disinfecting the campus?**

Disinfection measures have been put in place and are being completed in accordance with the recommendations from the CDC. Facilities Management housekeeping staff has been trained on the CDC's proper cleaning and disinfection protocols and is following the protocol on routine cleaning and disinfection of university facilities. This includes routine disinfection of common touch areas, such as door handles, light switches, water fountains, elevator buttons, vending machines, etc. The Facilities team will be disinfecting high touch common areas on campus twice in the morning and twice in the afternoons. The disinfection protocol will be followed regularly whereas a comprehensive deep-cleaning and high-level disinfection protocol will be activated if a student or employee who has been on campus is confirmed positive for COVID-19. Employees are encouraged to take an active part in routinely disinfecting the commonly touched surfaces in their respective workspaces by using the products made available on the disinfection carts including disinfecting spray and wipes.

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## **Will students and employees have access to disinfecting supplies?**

Yes. Hand sanitizer stations will be installed at various locations around the different campuses. OLLU will also provide all employees with a personal hand sanitizing bottle for their work area. Disinfectant carts stocked with cleaning supplies, masks, gloves and similar items have also been made available around campus. In San Antonio, these carts will be stationed at Lakeview, St. Ann's, Sueltenfuss Library, UWAC, Walter Center, and Worden. For more information, please contact Facilities Management.

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## **Do we need to wear a face covering/mask on campus?**

Yes, all employees, visitors and students coming to any OLLU campuses will wear a face covering over their nose and mouth when in a public place including classrooms, communal spaces, hallways and restrooms, or where it is difficult to maintain six feet of distance from others.

# Creating a Safe Environment cont'd



Face coverings do not need to be worn in the following circumstances (taken from City of San Antonio guidelines):

- When in an office or other interior space if the individual is isolated
- When exercising outside, engaging in physical activity outside, or when isolated or socially distanced outside
- While driving alone or with passengers who are part of the same household as the driver
- When doing so poses a greater mental or physical health, safety, or security risk
- While pumping gas or operating outdoor equipment
- While in a building or activity that requires security surveillance or screening, for example, banks
- When consuming food or drink
- When in one's assigned residence hall room or assigned residence hall bathroom

OLLU is following guidelines on face coverings provided by local and state officials which have changed throughout the pandemic. If there are changes to OLLU's face covering guidelines, you can always find the latest requirements [here](#).

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## **Are we expected to practice social distancing while on campus?**

Absolutely! This is critical. The CDC explains that "social distancing," also called "physical distancing," means keeping a safe space between yourself and other people who are not from your household. To practice social or physical distancing, stay at least 6 feet (about 2 arms' length) from other people who are not from your household in both indoor and outdoor spaces.

Social distancing should be practiced in combination with other [everyday preventive actions](#) to reduce the spread of COVID-19, including [wearing cloth face coverings](#), avoiding touching your face with unwashed hands, and frequently washing your hands with soap and water for at least 20 seconds."

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# Creating a Safe Environment cont'd



## What's the proper coughing and sneezing etiquette?

The CDC advises that individuals never cough or sneeze into their hands, as they then pass viruses to common surfaces and infect others. Cough and/or sneeze into a tissue or into the bend of your elbow. COVID-19 on your hands causes no harm, until you touch your face, or contaminate others who do so. Your eyes, nose, and mouth are the primary entry points for this and many other viruses and bacteria. If the face is inadvertently touched, it should be rinsed with soap and warm water.

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## If I get COVID-19 do I need to report that to the university?

Yes. Employees and students are required to report a COVID-19 diagnosis immediately after learning of it by using this [Self-Report Form](#).

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## Do I need to report that I've been in close contact with someone who has COVID-19?

Yes. You are required to report if you were in close contact with someone who has tested positive for COVID-19. You only need to report if you were in close contact with them during the 48 hours before they tested positive. For example, if your friend tested positive for COVID-19 on August 10, but you last had close contact with them on August 5, you do not need to report that because you had close contact with them more than 48 hours before they tested positive. If, however, you had close contact with your friend on August 9 or August 8, then you do need to report that.

Please report that immediately by using this [Self-Report Form](#).

Close contact is defined as "someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days (48 hours) before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated." This is referred to as the 6-15-48 principle.

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## Will the university be doing contact tracing?

Yes. Employees and students are required to let the university know if they have tested positive for COVID-19 or if they have been in close contact with someone who has COVID-19. The Self-Report Form that must be submitted to report this information will ask who the employee or student has had close contact with at OLLU. Those individuals will be notified of their possible exposure.

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# Creating a Safe Environment cont'd

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## Will the university notify us if someone tested positive for COVID-19?

If an employee or student tests positive for COVID-19, individuals who were in close contact with that person will be notified provided the employee/student Self-Reported to the university.

The concept of “close contact” is of special importance. The CDC defines a close contact as “someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated.” The university is notifying those who had close contact with COVID-19 positive individuals because the CDC’s current guidelines specify that they should self-quarantine even if they are feeling healthy.

Therefore, if you passed the affected employee in the hallway, it’s unlikely you’ll be receiving a notification. If, however, you stopped and spoke to the employee for more than 15 minutes and were less than 6 feet apart from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated, then you would receive a notification.

There will be occasions when OLLU will notify persons even if they did not have close contact with the affected individual. For example, if an employee in a suite that has six offices tests positive, the university will likely communicate with everyone who was in the suite even if they did not have close contact.

On some occasions we will be sending community wide messages when someone tests positive for COVID-19. If, for example, we cannot reasonably identify those who may have come in close contact with the affected person or if the ripple effect is too wide and it’s beyond our ability to contact trace, then community-wide notifications could be sent.

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## Will the university let us know how many cases of COVID-19 are reported by students and employees on a regular basis?

Yes. Mandatory self-reporting was introduced on June 24. [The chart found here](#) shows the number of employees and students who have reported a positive COVID-19 diagnosis since then. This chart will be updated regularly.

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# Creating a Safe Environment cont'd



## How will OLLU community members be educated on safety measures?

Employees who have already returned to OLLU have completed a safety training. Those who have yet to return will also complete one. Students will also be required to complete an online training session to promote awareness and safety.

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## I understand there's a Student Community Agreement that students must sign. What is that?

The OLLU Student Community Agreement is intended to provide detailed guidance on the measures OLLU students will be expected to observe to minimize the incidence and spread of COVID-19 on campus. When students log into the OLLU network, they will be asked to read and accept the agreement. This agreement is a living document; expect it to be revised throughout the academic year as understanding of the virus deepens, best practices change, and therapeutic measures become available. As it is revised, students will be asked to review and accept newer versions when logging into the OLLU network.

[View a copy of the OLLU Student Community Agreement online.](#)

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## What do I do if an employee or student is blatantly ignoring the safety guidelines?

Community and integrity are core values at OLLU. As such, community members are expected to follow the safety guidelines in order to keep each other safe. Employees and students should hold each other accountable by reminding peers of OLLU's safety guidelines especially when witnessing violations. Individuals violating guidelines should respond to such reminders by immediately complying. If individuals are found to be repeatedly ignoring rules or egregiously violating them, the university will use processes outlined in our student and employee handbooks designed to correct behavior. OLLU's approach will be corrective, not punitive. Repeated or egregious violations should be reported to the corresponding official including an employee's supervisor, the Vice President of Student Affairs or the Director of Residence Life.

The [Student Conduct Reporting form](#), available on the OLLU website, can be used for this purpose. It can be accessed by selecting "Report an Incident" found in the "Compliance" column in the footer of the website.

# While on Campus



## Where can I park when coming to campus?

There have been no changes to our parking structures. You can park at any OLLU parking lot you were previously able to park in at your respective campus.

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## Will entrances and exits to university buildings change?

No. During the summer, the university limited the number of entrances to some San Antonio buildings. Beginning on Monday, August 10 we will return to normal operations. All building entrances and exits will be accessible. The only exceptions will be found in the Sueltenfuss Library. Individuals will only be able to enter the Library through the side doors and an OLLU ID will be required to enter.

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## Will hallways and stairways be one-way?

Yes, many stairways will be designated as one-way. This is to avoid having individuals bump into each other unnecessarily. There will be clear signage alerting you.

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## Has the capacity for rooms on campus changed?

Yes. All rooms have been reassessed and assigned a new capacity based on social distancing rules. A room that, for example, might have previously fit 30 people, now only fits 9. The new capacity for each room can be found in the EMS room reservation system. If your suite has a conference or break room where capacity has not yet been determined, please alert your supervisor who can assign the capacity.

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## How many people will be allowed in an elevator?

Only two people will be allowed in elevators at a time. There are two exceptions.

- Members of the same household can ride in the elevator together up to the regular limit of the elevator.
  - The elevator leading to Sacred Heart Chapel has a capacity of four.
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## Are there any special rules for bathroom use?

Yes. Please wait in the hallway outside of a bathroom suite if upon entering you see too many people in a bathroom. It will also be helpful for you to familiarize yourself with bathrooms that get less traffic to avoid finding yourself in small spaces with many people (i.e., Main Building, fourth floor).

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# While on Campus cont'd

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## Are there special rules when using sidewalks?

Do what is necessary to stay six feet away from people on the sidewalk. This could involve getting off the sidewalk and walking on the grass, crossing to the other side of the street, or even stopping and turning around to walk in the opposite direction.

Do not walk in groups. Walk single file to leave room for others to pass at a safe distance.

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## Will we be able to use water fountains?

You will not be able to drink directly from water fountains. The bubbler heads (where you drink out of) will be disabled. The water bottle filling stations, however, will be available for you to use. Those can be found in Moye, Walter Center, Providence Hall, Metz, UWAC, and the cafeteria.

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## What's proper, healthy classroom etiquette?

Students must wear masks and must social distance while in class. Do not use furniture that has been stored or set aside.

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## Will visitors be allowed on campus in the fall?

The university will be allowing visitors who have official business on campus in the fall in a limited capacity. Visitors will be screened by their on-campus sponsor/host using a symptom checker as well as a temperature check. The university will continue to follow guidance on permitted gathering sizes provided by local and state officials.

For the fall semester, with the exception of assistance with move-in and move-out, resident students will not be able to have visitors within the residence halls who do not live on campus. This extends to all community areas within residence halls as well (i.e. computer labs, lounges, fitness areas, etc.). Resident students will be allowed to have one resident student guest at a time and normal visitation policy must be followed. Resident students will be required to register their guest online as well. Non-resident student guests are welcome at the Saint's Lounge and Market (SLAM) as long as occupancy limitations are being followed. Additionally, no overnight guests will be permitted for the fall semester.

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# Academics



## Will the academic calendar change this year?

No, the semester start and end dates remain the same; however, following the Thanksgiving break, all classes and final exams will move to remote/online instruction for the remainder of the fall semester. Students will be allowed to remain in the residence halls and use campus facilities and services, but classes and final exams will all be online. This is designed to reduce the spread of COVID-19 and seasonal flu that accompanies the surge in travel (and virus transmission) that happens during the Thanksgiving holiday. All student support services -- computer labs, library, tutoring and more -- will continue to be available on campus following Thanksgiving. Remote services will be available, as well, for those students who do not wish to travel back to campus after the break.

## Will all classes be online in the fall?

No. Many classes will be online, but some face-to-face and hybrid course options are still available in order to meet your preferred learning style as best as possible.

## What's the difference between a hybrid class and a hy-flex class?

Hybrid (Part Lecture/Part Online) combines face-to-face classroom instruction with online activities; part of the instruction is delivered face-to-face in class, and the other part is delivered through online instruction. This approach reduces the amount of seat time in a traditional face-to-face course and moves more of the course delivery online.

Hy-Flex (Part Lecture/Part Online) allows half the class to attend in person while the other half attends remotely; all students attend class at the same time (synchronously) whether in person or online. The instructor provides structure, content, and activities to meet the needs of students participating both in class and online simultaneously.

## Do we need to wear face coverings/masks in class?

Yes, face coverings/masks must be worn in classrooms even if you are social distancing.

# Academics cont'd

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## **Will a face-to-face class go online if someone in the class tests positive for COVID-19?**

Not necessarily. If students and professors are social distancing for the entire class period – remaining 6 feet apart – the CDC does not require self-quarantining. If you spend more than 15 minutes in close contact with someone (less than 6 feet apart) who tests positive for COVID-19, then you will need to quarantine. All situations are different; therefore, if someone in your class tests positive for COVID-19, an individual assessment of the situation will take place and you will be notified about next steps.

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## **Will faculty host office hours?**

Yes. Now more than ever it's important to connect with your professors. We encourage you to meet with your professors virtually. All faculty will include their virtual office hours on course syllabi. If you would like to meet with a faculty member face-to-face, it may be possible to schedule a time to meet in a large room or outdoors with you and the faculty member wearing face coverings.

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## **Will graduation still happen in December?**

As part of OLLU's ongoing commitment to honor our 2020 graduates, we plan to host commencement ceremonies and graduation on December 10, 2020. With physical distancing guidelines in place and to protect the health and well-being of our communities, OLLU will determine changes to this plan at the appropriate time. We will ensure that students and families have as much time to prepare as possible for any changes. In the time ahead, we will communicate updates via the Graduation Information site, OLLU email, text messaging, and social media platforms.

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# Student Services & Support



## Will there be a freshman orientation this fall?

Yes, the Lake Day Orientation events were moved to a virtual platform and were held in June and July. The second phase of new student on-boarding is called Blue Nation Welcome Week which will be held Thursday, August 13 – Thursday, August 20. This week incorporates a combination of face-to-face appointment sessions and virtual broadcast events. Components of Blue Nation include: residential move-in, book/course material pick-up, student service sessions, fun interactive broadcasts, on campus events and more.

Details about Blue Nation Welcome Week are being emailed to all new incoming students. For assistance and information, contact the Student Leadership and Development Office at [sld@ollusa.edu](mailto:sld@ollusa.edu) or 210-431-3931.

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## How can I connect with my adviser?

The Academic Advising team is available and eager to connect with you! Students have several options to connect with their academic advisers.

- Phone appointment
- Skype appointment
- Email appointment

At this time, we highly recommend virtual appointments through Skype or over the phone. However, if you need an in-person meeting, we are happy to accommodate those requests. To ensure your safety and ours, you will notice the stairwells in Moye have been designated as one-way stairwells. Our waiting area has been expanded to allow for physical distancing. Students should expect to see plexiglass as a protective measure for both the student and staff and masks will be required at all times.

Freshman and transfer students with less than 30 earned hours who need an academic advising appointment should contact the following individuals:

- **College of Arts and Sciences:** [Joan Tsacalis, jetsacalis@ollusa.edu](mailto:Joan Tsacalis, jetsacalis@ollusa.edu)
- **School of Business and Leadership:** [Joan Tsacalis, jetsacalis@ollusa.edu](mailto:Joan Tsacalis, jetsacalis@ollusa.edu)
- **College of Professional Studies:** [Carmen Garza, ccgarza@ollusa.edu](mailto:Carmen Garza, ccgarza@ollusa.edu)

Sophomores, juniors and senior students should contact the department that houses their major for advising.

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# Student Services & Support cont'd



## What will be the best way to reach the Registrar's Office in the fall?

The best way to reach the Registrar's Office will be by emailing them at [registrars@ollusa.edu](mailto:registrars@ollusa.edu). You can also call them at 210-431-3959 or fax them at 210-436-2314. The Registrar's Office will be open Monday-Friday, 9 a.m. to 5 p.m. and will be closed during approved university holidays.

## What services will the Registrar's Office offer in the fall?

### Normal services will be offered. These include

- Providing official transcripts
- Registration/Add/Drops
- Enrollment/Degree Verification
- Name/Address Changes
- Major/minor/certificate changes etc.

## Will the Academic Center for Excellence (ACE) be open in the fall? And if so, how can I connect with them?

The ACE will certainly be open in the fall and is eager to connect with you! Students can schedule an appointment with the Mary Francine Danis Writing Center or the Tutoring and Math Centers at [ollusa.mywconline.com](http://ollusa.mywconline.com). The Tutoring and Math Centers hours vary, so it is best to review the online schedule for the class for which you are seeking tutoring, and then determine the best time for you to make your appointment.

### Writing Center consultants are available:

#### Monday-Thursday

from 10 a.m. to 9 p.m.

#### Friday

from 9 a.m. to 4 p.m.

#### Saturday

from 10 a.m.-noon

#### Sunday

from 2-8 p.m.

If you have questions or need more information, email [writing@ollusa.edu](mailto:writing@ollusa.edu) or [tutoring@ollusa.edu](mailto:tutoring@ollusa.edu), or call 210-431-4199.

# Student Services & Support cont'd



## Will tutoring be available this year?

Yes! All tutoring sessions will be conducted as online video chats (video image optional). Tutors and consultants can talk with students using the online chat room, and all session dialogue remains in the chat room after the session has ended. All peer and professional subject tutors will utilize the [WC Online](#) Chat Room and a new interactive whiteboard called Ziteboard. Once the student and tutor are both in the chat room, a link to the whiteboard will be provided. We ask that all students monitor WC Online for schedule changes or the addition of available tutors. To make an appointment with the Mary Francine Danis Writing Center or the Tutoring and Math Centers, go to [ollusa.mywconline.com](https://ollusa.mywconline.com). Register an account using your OLLU email address (if you have not done so already) and then login to access the schedules.

## Will computer labs be open?

Yes, the following computer labs will be open.

- Main Building - Second Floor Computer Station Area
- Main Building -Third Floor Computer Station Area
- Cyber Café
- 24-hour Lab (Located in library)
- Worden Lab
- Library Computer Cluster
- Houston Computer Lab
- La Feria Computer Lab

The labs will have fewer computers available in response to social distancing rules.

## Will the ITS Helpdesk be available to help me with technology issues?

Absolutely! The Help Desk will be available at the following times.

- Fall and Spring Term Service Hours: 8 a.m. to 8 p.m., Sunday through Saturday
- Summer Service Hours: 8 a.m. to 5 p.m., Sunday through Saturday
- The Helpdesk is closed anytime the University is closed.

Service hours are dependent on the availability of staff and student workers and may be reduced during the spring and winter break periods. They may also be reduced or the or the Helpdesk may be closed due to weather-related campus closures, as part of a response to the COVID-19 pandemic, or similar situations.

# Student Services & Support cont'd

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In order to reduce the spread of the coronavirus and help protect OLLU students, faculty and staff, ITS is implementing a new process for anyone who wishes to physically visit the ITS Helpdesk in the Walter Student Services Center building on the OLLU San Antonio campus. The new procedures further support the de-densification and social distancing measures currently in place at OLLU.

Anyone who needs to visit the ITS Helpdesk in person will need to submit a check-in request using a web form or by calling [210-431-3908](tel:210-431-3908). Once they have submitted their request, customers are asked to wait in a location where social distancing can be maintained until they are contacted by the Helpdesk agent. Once contacted, they can proceed directly to the Helpdesk.

ITS has developed a helpful information [Webpage](#) that includes instructions and answers to frequently asked questions about the new process.

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## How do I request support from the ITS Helpdesk?

- Use OLLU's SysAid system to submit your request: <http://helpdesk.ollusa.edu>
  - Send an email to: [helpdesk@ollusa.edu](mailto:helpdesk@ollusa.edu)
  - Call the OLLU Helpdesk during normal business hours at [210-431-3908](tel:210-431-3908).
  - For assistance with the Wiley Engage LMS, call toll free [1-855-275-1082](tel:1-855-275-1082) option 3. They are available 24 hours a day, seven days a week. Or you can email them at [OLLU@personalsupportcenter.com](mailto:OLLU@personalsupportcenter.com).
  - Browse the self-help documents for [FAQs, guides, and other how-to information](#)
  - Try the above options first whenever possible. When necessary, visit the ITS Helpdesk in person (this is the least effective way to resolve issues in the fastest way possible, but sometimes an in-person visit is required). You will need to follow the required check-in procedures.
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## Will the library be open?

The Sueltenfuss Library is excited to welcome back students this fall and will reopen our doors starting August 17! Library services for the fall semester will be offered both on-site and virtually. Students will be required to use their student ID card for access to the building and can expect modifications to the library's space and services to protect the health of both students and staff. Below is a description of some of the library's services for the upcoming semester. More information on the library's reopening and services is available on the [library website](#).

# Student Services & Support cont'd



## Online Resources 24/7

Visit the [library website](#) for 24-hour access to over 100 databases, 70,000 electronic serial titles, 250,000 ebook titles, and 4,000 streaming video titles. Can't find something? Students can submit a [Get-it-4-me](#) request for any electronic articles not available through the library's online collections. Need a refresher on how to search for materials? Check out our [One Search Video Tutorial](#). If you're accessing databases, e-journals, and eBooks from the library from off-campus for the first time, be aware you will be prompted to log in. Make sure you are using your MyOLLU ID and password.

## Updated and Expanded Library Curbside Checkout

This fall, students will continue to be able to use our new [Curbside Pickup Service](#) to borrow items from the library's collection. This service is expanded for the fall to include daily pick up times during the week. For more information visit our website.

## NEW Laptop Loan Program

The Sueltenfuss Library and the Division of Student Affairs of Our Lady of the Lake University have initiated a [Laptop Loan Program](#) for OLLU students in an effort to aid in distance learning due to the COVID-19 emergency response and school closures. For more information visit our website.

## Need Help?

The library staff and librarians are available over 90 hours a week to provide support to students online via phone, email, text, and chat. Students can also use the [Ask-A-Librarian](#) form for assistance with all your library questions including research, access to library resources, and inquiries about your library account. Students may use our online calendar to [Make a Research Appointment](#) for a one-one or group consultation with a librarian via Skype or WebEx. Access to these services and the library's electronic resources are available through the [Library Website](#).

## Library Building and Virtual Support Hours

MONDAY, AUGUST 17, 2020 - THANKSGIVING BREAK		
	On-Site Hours	Virtual Chat Hours
Sunday	11 a.m. - 9 p.m.	11 a.m. - 9 p.m.
Monday - Thursday	9 a.m. - 9 p.m.	8 a.m. - Midnight
Friday	9 a.m. - 1 p.m.	8 a.m. - 6 p.m.
Saturday	Virtual Hours Only	11 a.m. - 6 p.m.

# Student Services & Support cont'd

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## How can I get my books for class?

The OLLU All-Access Program gives OLLU undergraduate students all course materials and textbooks at no extra cost. It saves students time, money and the hassle of searching online for books. OLLU All-Access ensures that students have the right textbooks and course materials to be successful beginning on the first day of class. Books will be distributed as per schedule below:

Thursday, August 13	10 a.m. – 6 p.m. @ Thiry Auditorium
Friday, August 14	12 p.m. – 8 p.m. @ Thiry Auditorium
Saturday, August 15	9 a.m. – 2 p.m. @ Thiry Auditorium

After August 15, books can be picked up at the campus bookstore. Undergraduate students with all online classes and undergraduate students taking classes on the Houston and Rio Grande Valley campuses will be mailed their materials to their home address on file. For more information on the OLLU All Access Book Program and updates on distribution dates, [click here](#).

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## Will I be able to get services and support from the ADA Office?

Yes, the Services to Students with Disabilities Office will be open to support students with ADA needs. Our office is located in the ACE Center on the first floor of the Library, Room L125. The office will be open: Monday, Wednesday and Friday from 9 a.m. – 5 p.m. as well as by appointment. The office will be remote: Tuesday and Thursday from 8:30 a.m. – 5 p.m.

### Please contact the office by phone, email, or Skype:

Phone - 210-431-4010

Email - [ada@ollusa.edu](mailto:ada@ollusa.edu), [jghupel@ollusa.edu](mailto:jghupel@ollusa.edu)

Skype - [jghupel@ollusa.edu](https://www.skype.com/people/jghupel@ollusa.edu)

The Services to Students with Disabilities office provides accommodations and support for students with disabilities who register with our office.

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## Will Health Services be able to help me if I'm sick?

As part of OLLU's commitment to promote active health and wellness for all students, all immediate healthcare services will now be provided through an all-in-one telehealth program. TimelyMD provides virtual visits that enables all students to access medical and mental health services anytime, anywhere via a secure video visit. The telehealth professionals provide healthcare and mental health support for common conditions that can be safely and accurately diagnosed and treated online. Additional information on how to access TimelyMD services will be provided soon.

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# Student Services & Support cont'd



## Will I be able to set an appointment with someone from Counseling Services this fall?

Yes! Counseling Services are available year round to San Antonio, Houston, RGV, and online students living in Texas. We offer individual and group therapy, and we'll be launching three different workshop series that will address the topics of depression, anxiety, and healthy relationships. To schedule an appointment for any of these services, or for any questions or concerns, please contact us at [counseling@ollusa.edu](mailto:counseling@ollusa.edu).

**Important note:** Due to licensure requirements, we are unable to provide services to students living outside the state, but the university is working diligently to address this issue.

## Will the Mission and Ministry office be available for support?

Absolutely! The Division of Mission and Ministry will be available for support in the fall of 2020

### Mission and Ministry Office is available:

#### Monday-Friday

from 9 a.m. to 5 p.m. and select nights and weekends.

### University Ministry staff will be available for appointments:

#### Monday-Thursday

from 9 a.m.-7 p.m.

#### Friday

from 9 a.m.-5 p.m.

Our event times vary depending on the event, so please check our Facebook "events" page ([OLLU.ministry](https://www.facebook.com/ollu.ministry)) regularly.

## Services Offered

We offer a range of services from spiritual accompaniment of individuals and groups, faith-sharing groups, interfaith experiences and dialogues, retreats, Bible studies, leadership development programs, sacrament preparation, reconciliation (by appointment), Mass and a range of opportunities for prayer, reflection, and worship. We also collaborate with offices and departments across our campus from the beginning of the year's New Student Convocation to StudyCon during final exams, as well as Graduation Day's Ring Blessing and Graduation Liturgy.

# Student Services & Support cont'd

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The Center for Women in Church and Society also offers Spiritual Direction by a certified director as well as a Co-Madres support and care group for undergraduate and graduate mothers.

Additionally, OLLUCares offers confidential conversations in a safe environment to share your stories and discuss your concerns.

**Students can visit us at Elliott House, or can reach us several other ways:**

**University Ministry** - [ministry@ollusa.edu](mailto:ministry@ollusa.edu)

**Center for Women in Church and Society** - [cwcs@ollusa.edu](mailto:cwcs@ollusa.edu)

**OLLUCares** - [ollucare@ollusa.edu](mailto:ollucare@ollusa.edu)

## Phone

**University Ministry** - 210-431-3973

**Center for Women in Church and Society** - 210-431-3910

**OLLUCares** - 210-528-6774

## Social Media

[www.instagram.com/olluministry/](https://www.instagram.com/olluministry/)

[www.facebook.com/ollu.ministry](https://www.facebook.com/ollu.ministry)

[www.instagram.com/ollucenterforwomen/](https://www.instagram.com/ollucenterforwomen/)

[www.facebook.com/OLLUCWCS](https://www.facebook.com/OLLUCWCS)

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## What is University Ministry about? Is it only for Catholics?

Our Lady of the Lake University Ministry is rooted in OLLU's Catholic identity along with the foundation inherited by the university's founding sponsor, the Congregation of Divine Providence. Our passion is to walk with our university community members of all faith traditions to foster individual and communal transformation through opportunities for the practice and study of faith and spirituality, including opportunities for prayer and retreat, worship and sacramental celebrations, community service, and reflection.

Our initiatives thus embody a commitment to a global worldview and a life in faith that orients us toward promoting a peaceful and a just world.

To learn more, find us on Instagram, Facebook, and Twitter (@olluministry) and visit <https://www.ollusa.edu/campus-life/faith-exploration/university-ministry.html>.

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# Student Services & Support cont'd

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## How can I have a prayer request sent out for my loved one?

To submit a prayer request to OLLU University Ministry, please email us at [ministry@ollusa.edu](mailto:ministry@ollusa.edu) with the following information:

- The name of the person for whom you are requesting the prayer;
- Your own affiliation with OLLU (e.g., “Student in Social Work” or, if you are faculty/staff, your position at OLLU);
- The reason for the prayer request; and
- Any other information you would like us to consider in the prayer request.

**Please note:** Out of respect for the privacy of our OLLU community, the public prayer request will only mention specific medical conditions with the direct permission of the person being prayed for or the permission of someone qualified to speak on that person’s behalf. All prayer intentions of the OLLU community are lifted up in prayer silently at Mass of our Chaplain, Father Kevin.

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## Will Sacred Heart Chapel be open in the fall?

Yes, but with limited capacity. Please social distance while in the chapel.

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## Will Constantineau Chapel be open in the fall?

Yes, but with very limited capacity. Only four people can be in Constantineau Chapel at the same time.

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## Will there still be service-learning classes and volunteer opportunities through the Center for Service-Learning & Volunteerism?

Yes, the Center for Service-Learning & Volunteerism (CSLV) will continue to provide support to all students in service-learning classes and those wishing to serve in volunteer efforts. All academic service-learning classes will have a virtual or remote assignment linked to a nonprofit and the course learning goals. For those interested in volunteering with a nonprofit outside of class, the CSLV can be a resource to find out what options are currently accepting volunteers. If you choose to volunteer on your own with a nonprofit, you are asked to consider any and all risks associated with volunteering and review CDC Guidelines for protecting yourself and others against COVID-19. The CSLV will continue to track approved service-learning class and extracurricular volunteer hours and add that to a student’s service transcript; paperwork for tracking hours can be accessed from the CSLV’s page on the OLLU Portal.

# Student Services & Support cont'd



## The CSLV is open

### Monday-Friday

from 9 a.m.-5 p.m.  
and by appointment.

The CSLV is located at Worden School, Room 23 and can be reached at [cslv@ollusa.edu](mailto:cslv@ollusa.edu) or 210-431-3990.

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## Will the Career Services Offices be available to help me in the fall?

Given the institutional safety guidelines and public health recommendations, the Center for Career Development & Testing (CCDT) has transitioned to provide services virtually, with face-to-face career counseling services available by appointment when allowed by university policy.

All career counseling services, training, resources, and career events (job fairs, networking sessions, webinars, etc.) are available through virtual platforms, are fully operational, and available for services.

Students who are working on career goals such as internship/job searching, career exploration, resume development, networking, and interview practice will be able to access services via Handshake: [ollusa.joinhandshake.com](https://ollusa.joinhandshake.com).

Additionally, you have access to online resources, career assessments, job/internship boards, career training, and career events via [Handshake](#), [Focus 2](#), and [Big Interview](#).

We look forward to connecting with you. We are here to support your career goals! Please don't hesitate to contact us by email at [ccdt@ollusa.edu](mailto:ccdt@ollusa.edu) if you have questions or need technical assistance to set up your Handshake account or make online appointments with our career counselors.

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## Will the Title IX Office be open in the fall and what will be the best way to reach them?

The Title IX Office remains open during regular business hours and functioning remotely at this time. In-person meetings can be arranged by appointment. Investigations and hearings will be conducted remotely, and remedies provided, to assure that any sexual harassment, sexual assault, dating or domestic violence, stalking, or other sexual misconduct behaviors are addressed promptly.

To view contact information, or to submit a Title IX incident report at any time, visit [www.ollusa.edu/titleix](http://www.ollusa.edu/titleix).

# Student Services & Support cont'd



## What's the best way to reach the Financial Aid Office in the fall?

The on-campus Financial Aid Office will be open in the fall Monday – Friday from 9 a.m. – 5 p.m. We recommend students contact the office via phone, however, the staff will be available for in-person meetings. Please call 210-431-3960, email [finaid@ollusa.edu](mailto:finaid@ollusa.edu) or visit the Office located in the Walter Student Service Center for an in-person session. The Office assists students with Veteran Benefits, questions regarding types of aid available and funding options to make their education affordable.

## Will the Student Business Office be open?

The on-campus Student Business Office will be open in the fall Monday – Friday from 9 a.m. – 5 p.m. The Office is closed Saturdays and Sundays unless otherwise posted. In order to reduce the spread of the coronavirus and to help protect OLLU students, faculty and staff, the Student Business Office is implementing in-person consultation by appointment only. Only the student and a guest will be allowed to approach the Business Office at a time. The Student Business Office is following the University guidelines regarding COVID. Please call 210-434-6711, ext. 3929 or email [studentaccounts@lake.ollusa.edu](mailto:studentaccounts@lake.ollusa.edu) to schedule your appointment or discuss your student account. We are also offering Webex or phone meetings for students who prefer remote support. In addition, [Self-Service Student Finance](#) is available 24/7 to view your statement and make payment arrangements.

## Will the cafeteria be open?

Yes! The cafeteria in the San Antonio campus will be open. Cafeteria hours and daily menu options can be found [here](#).

## What changes can we expect in the cafeteria?

There are a few changes you should expect. All changes are being implemented in an effort to create as safe an environment as possible.

- The cashiers in Annie B's have been relocated to eliminate the need for two lines. You will now find the cashier at the end of the serving line (where the wraps were previously made).
- To place a food order in Annie B's, go to the cashier, place your order, pay and slide over to the end of the serving line to pick up your meal at a window near the grill.
- Because of limited seating capacity, the cafeteria will only be open to individuals who are there for a meal. If you are looking for a spot to relax

# Student Services & Support cont'd

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and hang out at, look at the section below that asks, “Will I be able to use OLLU common spaces like the Renaissance Parlor?” There are plenty of other spots on campus to hang out.

- Traffic flow in the cafeteria has changed. You may now only enter through the double doors by Main Hall. You can exit through the side doors that lead you to the Mall area or Saint Anne’s courtyard. Exiting back through the Main Hall area is not permitted unless there’s an emergency.
- There are two periods during the day that the cafeteria will be closed to completely disinfect all areas. Individuals are asked to vacate the area during these times so that staff is able to clean, disinfect and ready the area for service.
- Everyone is encouraged to download the Dine on Campus app or visit [dineoncampus.com/ollu](https://dineoncampus.com/ollu) for information on hours, menus, etc.

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## Will the C-Store be open?

Yes! The C-Store on the San Antonio campus will be open 24/7 and will be regularly cleaned and disinfected. The Jack & Olive (on-the-good food items) selection will be expanded to provide more options when the cafeteria is not available. If you enter the store and see more than 8 people inside, please wait outside or in the Cyber Café

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## Will vending machines remain available around campus?

Yes! You are encouraged to use the popular multi-tool hooks or pencil erasers to press buttons. Alternatively, use hand sanitizer on your fingertips before pressing buttons.

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## Will the Post Office be open?

Yes, the Post Office on the San Antonio campus will be open Monday-Friday from 9 a.m. – 5 p.m. Please observe social distancing rules and follow the floor guides. A bell that’s located on the floor by the main counter can be tapped with your foot to request service.

The Campus Post Office will provide all regular services, including: mailing packages, selling postage stamps, mailing certified mail, insured mail, registered mail, FEDEX, UPS, and Priority mail. The Post Office does not sell money orders. The Post Office also has a Fax Machine available for both private and official use.

To contact the OLLU Post Office please email [dtsaucedo@ollusa.edu](mailto:dtsaucedo@ollusa.edu) or call 210-431-3930.

# Student Services & Support cont'd



## Will students be able to use the UWAC?

Yes, the UWAC will be open as will the weight and exercise room; however, limits will be placed on the number of individuals who can use the rooms at one time. Reservations will likely be required. For information, please contact the UWAC.

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## Will I be able to use OLLU common spaces like the Renaissance Parlor?

Yes, common spaces will be made available, but seating will be limited. Please do not move furniture or use furniture that has been set aside or stored. Here's a list of spots you can check out in the San Antonio campus if you need a place to hang out or work from:

- Main Renaissance Parlor
- Main 2nd Floor Common Area/Lounge
- Main 3rd Floor Common Area/Lounge
- Saint's Lounge and Market (SLAM) attached to the C-Store
- Veteran's Lounge
- Library 2nd Floor
- IFCC

Students based out of the La Feria or Houston campuses should check with their campus directors for specific information.

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## Will the Veterans Lounge be open?

Yes, the lounge on the San Antonio campus will be open and available to student veterans. The Veteran's Lounge is located in Providence 221 and in order to comply with social distancing guidelines will only be able to accommodate two individuals at a time and until further notice. For information on accessing the lounge, please contact Dr. Wallis Sanborn, Student Veterans of America Adviser, at [wsanborn@ollusa.edu](mailto:wsanborn@ollusa.edu).

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# Student Activities



## **Will there be any activities on campus for students this year?**

Yes, the Student Leadership and Development (SLD) Office is collaborating with a variety of campus departments to create a vibrant events calendar. OLLU is especially proud to incorporate the celebration of the 125th anniversary of OLLU in the various traditional events that occur within the academic calendar. This year's events will follow local and federal guidelines regarding the COVID-19 pandemic. Activities on campus may involve an RSVP process to limit the number of individuals in a facility space to follow physical distancing regulations. Many activities may be held outdoors, many will be live streamed, involve a virtual platform, or allow for a DIY engagement opportunity. The SLD Office believes that co-curricular involvement is an essential part of the college experience that promotes holistic wellness and leadership development.

## **Will there be sports on campus in the fall?**

The National Association of Intercollegiate Athletics (NAIA) wants to ensure that there are enough teams to play in each sport. As such it announced a 50% threshold for return to play. This means that if at least 50% of the teams in each sport commit to continuing with fall sports, then the season will continue. As of July 28, 2020 the Red River Conference is meeting that 50% threshold which allows OLLU to participate at non-conference games and scrimmages. This could change depending on the decisions other schools make.

All conference games originally scheduled for fall have been moved to the spring semester, however.

## **Will there be a Club Rush this year?**

Yes, Club Rush will be spread out over three days during the OLLU Pride Week Sept. 22-24 both as a face-to-face on-campus experience and a virtual WebEx event. By hosting this event over three days, the Student Leadership and Development (SLD) Office is able to enforce physical distancing regulations in accordance with local and federal guidelines.

## **Will OLLU host Spirit Day this year?**

Yes, OLLU will host Spirit Day on Sept. 2. As a faith-based institution, OLLU honors the Mass of the Holy Spirit as an academic kick-off to the academic calendar. This year's 125th Anniversary celebrations will certainly make Spirit Day 2020 a special occasion. In keeping with tradition, classes will close at 10:45 a.m. to allow campus community members to participate and observe the live



# Student Activities cont'd

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streamed event at 11 a.m. This year's Spirit Day will be a virtual event that will be available for the entire OLLU community. Spirit Day is a wonderful celebration of OLLU's Core Values, diversity, and special recognition of employee's years of service to OLLU. Classes will resume at 1:45 p.m.

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## **Will University Ministry have retreat opportunities this year?**

Yes, we will have retreat opportunities that are open to all. Please stay tuned to our social media for announcements.

We will not hold an Awakening Retreat in the spring of 2021. Rather, this year University Ministry will launch the Awakening Retreat Student Leadership Development Program, which will include a retreat in the fall. Be sure to follow our Instagram and Facebook pages for more information.

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## **Will there be weekday and weekend Masses on campus?**

Yes, with proper social distancing. Our Sunday Liturgies are at 7 p.m. in Sacred Heart Chapel. Our Weekday Masses are from Tuesday to Thursday at 12:30 p.m. in Sacred Heart Chapel. All Masses will also be livestreamed on our Facebook page ([OLLU.ministry](https://www.facebook.com/ollu.ministry)) because capacity to attend in-person will be limited due to public health concerns.

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## **Can I still talk with someone at University Ministry about my spiritual journey?**

Certainly! Our passion is to accompany you wherever you are in your faith journey—whether you feel you know where you are, you feel lost, or you just have questions. We are here to meet with you in-person and virtually and to walk with you in a confidential and judgment-free way. We are happy to meet with you individually or with a group. You may meet with us one time or on a regular basis to explore your spiritual path. It is really up to you as you seek to discover your purpose.

To meet us, we invite you first to check out this short video, <https://bit.ly/contactUM>.

If you wish to speak to our chaplain, Father Kevin Fausz, or to receive the Sacrament of Confession, please email us at [ministry@ollusa.edu](mailto:ministry@ollusa.edu) for Father Kevin's contact information.

# Student Activities cont'd



## **What if I want to prepare to receive Sacraments in the Catholic Church?**

University Ministry offers a Sacrament Preparation group that meets weekly during the year, from September to March. If interested, please contact Sister Christina Chávez, CDP, at [ccchavez@ollusa.edu](mailto:ccchavez@ollusa.edu) or at 210-528-7047. The application is found online at <https://www.ollusa.edu/campus-life/faith-exploration/sacramental-prep-applicaton.html>.

## **Will Student Government Association (SGA) have meetings this year?**

Yes, the Student Government Association (SGA) will be hosting monthly student congress meetings and the standard semesterly scheduled forums and town hall events via WebEx. It has not yet been determined if the student congress meetings will continue to be scheduled at the 12:30 p.m. community hour time frame. More information will be provided after the beginning of the fall semester. SGA will continue to advocate for the student body, manage the student activity fee funds, manage the renewal of the recognized student organizations, and coordinate the OLLU fundraiser process. SGA expects all student organizations to follow the OLLU, local and federal COVID-19 guidelines and regulations. SGA will communicate with the student body, student organizations and student organization advisers in regard to changes or modifications of procedures and processes that may be implemented during this unprecedented pandemic.

## **Can student groups have meetings on campus?**

Yes, however, the Student Leadership and Development (SLD) Office encourages all student organizations to utilize virtual platforms such as Skype for business, WebEx, or Office 365 Teams whenever possible. If you are meeting face-to-face, please make sure to properly reserve an available facility space following the OLLU EMS procedures and following the guidelines set by local, state and national authorities to make sure you are not violating room capacity or meeting guidelines. It is recommended to consider meeting in outdoor areas of the OLLU campus when possible (outdoor spaces must be reserved through the OLLU EMS procedures).

# International Students



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## **Will international students be allowed to come to OLLU?**

Yes!

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## **Will students coming from other countries be asked to self-quarantine before coming to OLLU?**

Yes. Students coming from other countries will need to quarantine for 14 days prior to participating in class or university activities.

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## **Will students coming from other countries be able to self-quarantine at OLLU?**

Yes. International students who are scheduled to live on campus will be given the opportunity of quarantining at an OLLU residence hall that will be specifically reserved for that purpose.

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## Which residence halls will be open in the fall?

At the moment, Ayres, Pacelli, Lake View, Flores, Centennial, and Providence Halls are scheduled to open for the fall semester as planned. Should there be a change to campus and/or housing operations, we will communicate this to our community with as much notice as possible.

## What measures will be introduced to provide safety in the residence halls?

To avoid the spread of the COVID-19 virus and take measures to ensure the safety of our community members, new policies regarding social distancing in public residential spaces, personal protection equipment requirements, and visitation limitations will be implemented. These new policies are being put in place in addition to all existing policies and procedures. Violation of these new policies will be handled through the conduct process. Non-resident students are also held to these policies while visiting residents. The Office of Residence Life will take all precautions to promote social distancing. However, there is still a risk in choosing to live on campus if resident's fail to participate in social distancing, face covering and handwashing guidelines, and the newly implemented policies. Additional information will be sent to residents once finalized. Residents will be made aware of all new policies and procedures and should be prepared to sign an addendum to the housing contract upon arrival.

## When can students move into the residence halls?

Freshman/new student move-in is on Aug. 13, 2020 and returning student move-in is Aug. 15, 2020.

## What happens if my roommate gets COVID-19?

**All students living on campus** are required to have an isolation and quarantine plan. For students who can travel in a private vehicle and are within driving distance of their primary place of residence, we strongly recommend your plan include you conducting your period of isolation or quarantine in the comfort of your home. For those students living on-campus who cannot travel home, the university has set aside dedicated isolation and quarantine space. Meals will be delivered to students isolating and quarantining on campus and health services will check in on you daily to monitor your symptoms.

- Residents who start to show symptoms, and cannot travel home, will isolate in room for a minimum of 14 days before they can resume normal

# Living on Campus cont'd



activities. Roommates and suitemates will be considered a “family unit” and will also need to isolate as well.

- Residents who test positive for COVID-19, and cannot travel home, may be transferred to another housing assignment for the duration of their quarantine or until alternate arrangements are made. Residents will need to quarantine as instructed by their primary care physician and will follow additional guidelines set forward by OLLU Health Services.

Notification will also be sent to other members of the residence hall where the impacted students reside. No personal information of the students in quarantine/isolation will be shared.

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## **Will there be a place on campus where residential students can self-quarantine or self-isolate if they get COVID-19 or if they have close contact with someone who has COVID-19?**

Yes, for those students living on-campus who cannot travel home to self-quarantine or self-isolate, the university has set aside dedicated isolation and quarantine space.

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## **What will happen if the city or state introduce another Stay Home order? Will be asked to move out of the residence halls?**

OLLU will continue to monitor recommendations by the city, state, and federal governments in addition to the Center for Disease Control regarding COVID-19. Should this impact campus and/or housing operations, we will communicate this to our community with as much notice as possible. All students should be prepared for a transition to online learning at any point in the semester. At minimum, all classes will transition to online instruction upon the completion of the Thanksgiving Break as already announced.

If a Stay Home order is introduced by the city or state, and OLLU deems it is safe for resident students to remain on campus, the university will ensure access to essential resources such as residence life, university police, and dining services. Resident students would access all other services remotely. Additionally, resident students should discuss a plan of action with their parents, guardians, family, and/or friends for evacuating campus with a minimum of a weeks’ notice should the need arise; including international and out-of-state residents. OLLU will work with residents who have no other options for housing; this could include off-campus housing at a hotel. If OLLU must shut down housing operations, all remaining residents will have to make alternative housing arrangements.

# Living on Campus cont'd

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## Will residents be able to have visitors in their rooms/apartments?

For the fall semester, with the exception of assistance with move-in and move-out, resident students will not be able to have visitors within the residence halls who do not live on campus. This extends to all community areas within residence halls as well (i.e. computer labs, lounges, fitness areas, etc.). Resident students will be allowed to have one resident student guest at a time and normal visitation policy must be followed. Resident students will be required to register their guest online as well. Non-resident student guests are welcome at the Saint's Lounge and Market (SLAM) as long as occupancy limitations are being followed. Additionally, no overnight guests will be permitted for the fall semester. Failure to abide by the new guest and visitation policy will constitute a conduct violation. The guest and visitation policy will be revisited at the end of the fall semester for any changes to be made in the spring semester.

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## Can we stay in our residence halls after Thanksgiving?

Following the Thanksgiving break, all classes will move to remote/online instruction for the remainder of the fall semester. Students will be allowed to remain in the residence halls and use campus facilities and services, but classes and final exams will all be online. Students may remain on campus during remote operations but can choose to go home and remain home once the Thanksgiving break begins. Traditional residence halls will still close for the Winter Break and the Lake View apartments will remain open. Students will be allowed to leave their belongings in their rooms until their return for the spring semester. In addition, any unused meal plan dollars will rollover to the spring semester. Lastly, students who travel out of state may be required to show proof of a 14-day quarantine prior to their return to campus or may be required to quarantine on campus.

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## What will be the best way to reach the Residence Hall Office?

The best way to contact a Residence Life staff member is to contact the Residence Life Office at 210-431-3941 during normal business hours (Monday-Friday from 9 a.m. – 5 p.m.). After hours and on weekends, you can contact the On-Call Resident Assistant (RA). You can also contact University Police for emergencies at 210-431-4022 and they will contact Residence Life staff to assist. For general questions, please email [residencelife@ollusa.edu](mailto:residencelife@ollusa.edu). Residence Life will still be offering in-person and virtual programming that keep social distancing in mind. RA Staff will still conduct rounds and will be available for student support.

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# Student Employment



## Will students be able to work on campus this year?

Yes, students will be able to participate in on-campus employment. All new students participating in student employment program must complete an application for employment and a class and work schedule located on student portal.

<https://myollu.ollusa.edu/CampusServices/StudentSupport/STUEMPLOYMENT/Pages/default.aspx>

## Will work study students be able to work remotely?

Yes, students will be able to work remotely if approved by their supervisor.

## What services will the Student Employment Office be offering?

The Student Employment Office will be open Monday - Friday from 9 a.m. – 5 p.m. They'll be assisting new and returning students complete hiring process for on campus employment. Students needing assistance regarding student employment can contact:

### April Morales

Student Employment Office Admin. Assistant  
[amorales@ollusa.edu](mailto:amorales@ollusa.edu)  
210-528-6805

### Myra Elizondo

Financial Aid Assistant Director/ Student Employment  
[Mlelizondo-martinez@ollusa.edu](mailto:Mlelizondo-martinez@ollusa.edu)  
210-802-9705

# For Employees



## Will OLLU be hosting its annual Convocation?

Yes, Convocation will be held on Tuesday, August 11 at 10:45am.

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## Will OLLU be hosting Provost Professional Days?

Yes. Professional Development Days (PPDD) will be held Aug. 11-12. All events will be on WebEx. Given the momentous events of these past months and the escalating tensions leading up to the presidential elections, it seems appropriate to choose as the major theme how to lead difficult conversations: on race, ethnicity, white privilege, sexual discrimination, policing, immigration status and more. Our keynote speaker and a number of workshops will kick off a year-long series of workshops, events, and dialogue on these difficult topics. As always, we will also have a variety of presentations on technology, pedagogy, making effective use of library resources, compassionate supervision and more.

### A tentative schedule is below.

#### Tuesday, Aug. 11, 2020 (WebEx—links to follow)

- 9:30 a.m. Provost Greeting, 125th Anniversary Introduction
- 9:40 a.m. Overview of Schedule
- 9:50 a.m. Introduction of New Faculty & Staff
- 10:20 a.m. Break
- 10:30 a.m. University Convocation
- 12:30 p.m. Tech and Course Development Consultation Time

#### Wednesday August 12 (WebEx—links to follow)

- 9 a.m. President's Welcome
  - 9:05 a.m. Keynote Speaker: Dr. Nancy "Rusty" Barceló
  - 10:30 a.m. Break
  - 10:45 a.m. Teaching & Learning with Compassion during COVID-19: Lourdes Alvarez
  - 11:15 a.m. Supporting Our Survivors: A Trauma-Informed Response to Disclosure: Nicole Monsibais and Rick Gippich
  - 12:15 p.m. Break
  - 1:30 p.m. Breakout sessions
  - 1:30-4:15 p.m. Breakout sessions
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# For Employees cont'd



## **I am an OLLU employee and tested positive for COVID-19. What should I do?**

Consult this checklist. This document is subject to change as the situation and guidance from authorities changes, so refresh the [checklist](#) regularly.

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## **I am an OLLU employee. Someone I supervise tested positive for COVID-19. What should I do?**

Consult this checklist. This document is subject to change as the situation and guidance from authorities changes, so refresh the [checklist](#) regularly.

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## **I am an OLLU employee. Someone in my office tested positive for COVID-19. What should I do?**

You will receive instructions from your supervisor and/or the Human Resources Office if there is any action required from you. If you are required to self-quarantine, you will be notified.

Please note that the CDC and the San Antonio Metro Health District have provided guidelines on who needs to quarantine and who does not. If you did not have close contact with the individual who tested positive, you do not have to self-quarantine, you simply have to monitor for symptoms.

The CDC defines close contact as “someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days (48 hours) before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated.” This is referred to as the 6-15-48 principle.

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## **I am an OLLU employee. Someone down the hall/on my floor tested positive for COVID-19. What should I do?**

You will receive instructions from your supervisor and/or the Human Resources Office if there is any action required from you. If you are required to self-quarantine, you will be notified.

Please note that the CDC and the San Antonio Metro Health District have provided guidelines on who needs to quarantine and who does not. If you did not have close contact with the individual who tested positive, you do not have to self-quarantine, you simply have to monitor for symptoms.

The CDC defines close contact as “someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days (48 hours) before illness onset

# For Employees cont'd



(or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated." This is referred to as the 6-15-48 principle.

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## **Someone I met with at OLLU tested positive for COVID-19, but I was never asked to self-quarantine. Why is that?**

If you were not asked to self-quarantine, it's likely because you were not considered to have been in close contact with the affected individual or the affected employee failed to provide your name as someone with whom they came into close contact.

Please note that the CDC and the San Antonio Metro Health District have provided guidelines on who needs to quarantine and who does not. If you did not have close contact with the individual who tested positive, you do not have to self-quarantine, you simply have to monitor for symptoms.

The CDC defines close contact as "someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days (48 hours) before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated." This is referred to as the 6-15-48 principle.

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## **How will the university know who a COVID-19 positive employee had close contact with?**

We are depending on employees to report that information to us. Therefore, all employees are encouraged to keep track of which colleagues they come in close contact with during the business day.

The CDC defines close contact as "someone who was within 6 feet of an infected person for at least 15 minutes starting from 2 days (48 hours) before illness onset (or, for asymptomatic patients, 2 days prior to specimen collection) until the time the patient is isolated." This is referred to as the 6-15-48 principle.

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## **I am an OLLU employee. I had close contact with someone not affiliated with OLLU that has tested positive for COVID-19. What should I do?**

Consult this [checklist](#). This document is subject to change as the situation and guidance from authorities changes, so refresh the checklist regularly.

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# For Employees cont'd



## **I am an OLLU employee. Someone I supervise had close contact with someone not affiliated with OLLU that has tested positive for COVID-19. What should I do?**

Consult this [checklist](#). This document is subject to change as the situation and guidance from authorities changes, so refresh the checklist regularly.

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## **I am an OLLU employee. I have COVID-19 symptoms. What should I do?**

### **Please follow these steps:**

- Leave campus if on campus.
  - Stay home if not on campus. Do not come to campus.
  - Notify your supervisor.
  - Contact your medical provider.
  - Self-report to OLLU by calling the OLLU Reporting Line at 210-431-3949 or by using this online form: [Self-Reporting Form](#)
  - Follow the guidance from CDC on self-quarantining and self-isolating found here: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine-isolation.html>
  - Complete a “COVID-19 Employee Self-Certification to Return to Work” form before returning to campus.
  - If you later determine you are COVID-19 positive, please self-report again by calling the OLLU Reporting Line at [210-431-3949](tel:210-431-3949) or by using this online form: [Self-Reporting Form](#)
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## **I am an OLLU employee. Someone I supervise has COVID-19 symptoms. What should I do?**

### **If an employee reports symptoms, please follow this guidance:**

- Ask employee to leave campus if on campus.
- Ask employee to stay home if not on campus. Employee should not come to campus.
- Ensure employee self-reports to OLLU by calling the OLLU Reporting Line at [210-431-3949](tel:210-431-3949) or by using this online form: [Self-Reporting Form](#)

# For Employees cont'd



- Ensure employee follows the guidance from CDC on self-quarantining and self-isolating found here: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine-isolation.html>
- Complete a “COVID-19 Employee Self-Certification to Return to Work” form before returning to campus.
- If employee who initially only reported symptoms later reports they are COVID-19 positive, please ensure they self-report again by calling the OLLU Reporting Line at 210-431-3949 or by using this online form: [Self-Reporting Form](#)

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## What support services are available for employees during this stressful time?

**There are a number of options available for employees. Please consider any one of these.**

- OPTUM, a company connected to our health care plan, is currently assisting **anyone** who needs access to Emotional Support Resources during this time. Their Emotional Support Help Line is staffed by professionally trained mental health experts, is free of charge and is available 24/7 to anyone in need, **even if they are not enrolled in our benefit plan**. Employees can access it by calling [866-342-6892](tel:866-342-6892).
- “Better Together” is a virtual group hosted by OLLU’s counseling services where OLLU faculty and staff can discuss personal reactions related to COVID-19 and support one another during this time of uncertainty. For more information, employees can email [counseling@ollusa.edu](mailto:counseling@ollusa.edu).
- Sanvello Health, Inc., a leading provider of digital and telemental health solutions recently announced free premium access to its digital care delivery platform. This offer makes coping tools and peer support free to anyone impacted by COVID-19. More information can be found here: [Free help to cope with COVID-19 mental health impacts](#).
- Contact the OLLU Office of Human Resources for additional information pertaining to Employee Assistant Program options.

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## Is business related travel still restricted?

As stated in the March 18, 2020 communication from OLLU’s Vice President of Finance, travel continues to be restricted for extreme circumstances only and should be approved by division leadership.

# For Employees cont'd

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## **How will I know what the new room capacity is for each room on campus?**

Capacity has changed for most rooms around campus. All classrooms and large meeting spaces were reassessed and assigned a new capacity based on social distancing rules. A room that, for example, might have previously fit 30 people, now only fits 9. The new capacity for each room can be found in the EMS room reservation system. If your suite has a conference or break room whose capacity has not yet been determined, please alert your supervisor who can assign the capacity

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