



ELMIRA COLLEGE

FAQ's for Students and Families

(As of 10/27/20. This document will be updated as needed.)

Please submit COVID-19 questions to covid19@elmira.edu.

Q: My student is currently on campus. How does the Orange Zone designation affect them?

A: Governor Cuomo announced that portions of Chemung County, including the EC campus, fall within an Orange Zone according to his new [cluster initiative](#). As long as the College is in the Orange Zone, we must continue with online classes. For students currently on campus, operations will essentially remain the same. Students and parents can find related communications posted on [MyEC](#).

Q: My student is on campus and needs to come home for a family event – will they be allowed to return to campus?

A: No. The College was informed by the Chemung County Health Department that students on campus, shall remain on campus, and that no students shall return to campus. Several communications with this information were shared with students. Students and parents can find related communications posted on [MyEC](#).

Q: My student is off campus and needs things from their residence hall. How do they get the things they need?

A: As of today (10/27), students may request to have essential items (textbooks, mail, packages) mailed to them by emailing reslife@elmira.edu. Per federal guidelines, we cannot mail medications. Students who need medications from their residence hall should email reslife@elmira.edu, and arrangements will be made for students to pick up medications from the Campus Safety office. Students will not be allowed into the residence hall. Once the campus is cleared from an Orange or Yellow Zone, as identified by Governor Cuomo, arrangements will be made for students to retrieve nonessential items from their residence hall rooms for the holiday break.

Q: Will there be refunds for room and board?

A: No. Communications since September 25 have encouraged students to remain on campus. If students chose to leave, they chose to go against this communication. In October it was mandated by the Chemung County Health Department that students on campus, should remain on campus, and that no students should return to campus. Several communications with this information were shared with students. Students and parents can find related communications posted on [MyEC](#).

As a nonprofit college, the cost of providing academic courses and the full range of services exceeds what we charge to students in tuition and fees. The cost of course delivery is not decreased when courses are offered online. In fact, it generally costs more to do online classes due to required investments in technology. Faculty do not get paid less for teaching online. They still have to do the same amount of work, if not more. Any cost savings that might come from not “turning on the lights” is very small given campus facilities must be maintained year-round. Residence Life has remained fully staffed and the dining hall has continued to serve our on-campus students. In addition, most services available to students on campus are also available for students virtually, including student activities programming, counseling, consultations with the Clarke Health Center, tutoring, and most library services.

Q: Will the College provide testing for students who are on campus?

A: Yes. The College will be doing random sampling of students on campus and employees through the end of the academic year.

Q: What symptoms are students exhibiting?

A: While we cannot share specific information about specific students, the majority of students who are exhibiting symptoms are experiencing a cough, headache, and/or loss of taste and smell. If a student is experiencing these symptoms, they should contact the Clarke Health Center. It is vitally important for the CHC staff to know which students may have the virus in order to help stop the spread. All information is confidential.

Q: How are students being cleared from isolation or quarantine?

A: According to the CDC and local Health Departments, the mandatory 14-day quarantine will "clear" a student provided no symptoms develop. Students in isolation must complete the 10-day isolation period after testing positive or from the onset of symptoms.

Specific to Residential Students/Families

Q: I would like to send my student, who is in quarantine/isolation, a care package. How do I do that?

A: Packages can be mailed to the student’s regular EC address (Name, Elmira College, 1 Park Pl, Elmira, NY, 14901). The Office of Residence Life has sent a form out to all students, which students should use to let staff know that they are expecting a package. We do ask that the student submit the form by Noon each day so that the team can do the pickup in the afternoon and then ensure that the correct packages get where they need to go. Specific questions can be directed to reslife@elmira.edu.

Q: My student is in the Residence Halls during this time. Are there still staff available if they should need anything?

A: The Office of Residence Life and Campus Safety are both staffed and on campus if students need any support during this time.

Q: For those living on campus how do the meals work?

A: Prior to the beginning of the 2020-2021 academic year, the dining room capacity was reduced by 50% and seating at tables spaced to limit the number of customers per table in support of physical distancing protocols. While the campus falls within an Orange Zone, dining will be takeout only.

Q: What measures are being done to ensure that the buildings, bathrooms and other communal spaces remain clean and sanitized?

A: Buildings and Grounds is sanitizing all common spaces as well as the bathrooms using CDC recommended cleaning products. For those in quarantine or isolation spaces, additional measures are being taken to ensure that those spaces remain clean and sanitized. Full details on cleaning and disinfecting procedures can be found in the [Reopening Guidelines](#), beginning on page 11.

Q: If my student feels sick what should they do?

A: During business hours please have them call the Clarke Health Center at 607-735-1750. If after hours, they should contact Campus Safety at 607-735-1777 and a Campus Safety Officer will contact appropriate staff for follow up. Those in quarantine and isolation have been given additional information about who to contact. That information is [posted on MyEC](#), under Coronavirus Resources.

Q: If my student is feeling overwhelmed or needs someone to talk to, are there staff to support them?

A: The EC Counseling Services staff are available for virtual appointments. Students may email counseling@elmira.edu to set up an appointment.

Specific to Commuter Students/Families

Q: Should I be coming to campus at all?

A: No. Commuter students should remain at home and continue to take classes online. More updates regarding campus status will be relayed through campus-wide email announcements. An archive of communications is [posted on MyEC](#).

Q: I'm a commuter. Do I have to come to campus to be tested?

A: No. Commuter students are not required to participate in the random testing while classes are in an online format. All commuter students are subject to the COVID-19 Sanction Guide.