

# FAQ

## Symptom check

Self assessment before coming to campus



### FREQUENTLY ASKED QUESTIONS

**This page will be updated frequently as further details become clear.**

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## Community Vaccination Clinic

The information below pertains mostly to the La Crosse County Community Vaccination Clinic located at the Cleary Alumni Center at UWL. A more extensive vaccination FAQ can be found on our [dedicated vaccination page](#).

*Please direct specific personal health or vaccination questions to:*

**La Crosse County Health Department**

✘ How do I know if I'm eligible for the vaccine? Where can I register?

Eligibility information for La Crosse County residents can be found at [lacrossecounty.org/covid19/vaccines](https://www.lacrossecounty.org/covid19/vaccines). Anyone wishing to receive a COVID-19 vaccine is invited to register at [vaccinate.wi.gov/](https://vaccinate.wi.gov/). However, only those currently eligible to receive the vaccine will be contacted by the county to schedule an appointment. At this time, La Crosse County is prioritizing adults 65 and older, followed by educators – in higher education, specifically, those with direct student contact – and child care workers. You are encouraged to register for a vaccination as soon as you become eligible.

**Last modified:** 03/05/2021

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✘ What if we have signed up and are eligible, but have not yet received an email for an appointment yet?

Eligible individuals will be contacted to schedule appointments as appointments become available. If you have questions about signing up or eligibility, you can contact:

- Wisconsin Department of Health Services Vaccine Assistance Hotline: 1-844-684-1064 (toll-free)
- La Crosse County Health Department's Vaccine Hotline: 608-785-6240
- La Crosse County Health Department's COVID questions email: [covid19@lacrossecounty.org](mailto:covid19@lacrossecounty.org)
- Other vaccination sites may be available in our area. For a full list of vaccination sites in La Crosse County, go to <https://www.lacrossecounty.org/covid19/vaccines>

**Last modified:** 04/08/2021

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✘ I go to school/work in La Crosse County but my permanent address is elsewhere. Will I be able to receive the vaccine at the community site?

Yes, the clinic is open to eligible people who live, work, or study in La Crosse County.

**Last modified:** 04/08/2021

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- ⊗ Since UWL is hosting the vaccination clinic, will university students or employees be prioritized?

UWL students and employees will not have prioritized access to the vaccine. They can only receive the vaccine once the state and county deem them eligible. While UWL is providing the facility, the clinic is not operated by or affiliated with UWL.

**Last modified:** 03/05/2021

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- ⊗ Who's operating and staffing the clinic?

The La Crosse County Public Health Department is coordinating all vaccination appointments. The clinic itself is staffed by workers from AMI Expeditionary Healthcare.

**Last modified:** 03/05/2021

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- ⊗ When is the clinic open? Do you accept walk-ins?

The clinic at UWL's Cleary Alumni Center is open Tuesday through Saturday from 11 a.m. to 7 p.m. by appointment only. No walk-ins allowed at this time.

**Last modified:** 04/08/2021

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Is there a cost for this vaccine?

- ⊗ No, there is no cost for this vaccine. However, some organizations may charge an administration fee. The Community site does not charge for receiving the vaccine.

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- ⊗ What brand vaccinations are being administered at the vaccination site & can you choose which vaccine you receive?

Pfizer, Moderna, and Johnson & Johnson vaccines may all be available at the community vaccine site. This is true of other vaccination sites in the community as well. Which vaccine is currently being administered is dependent on the supply that the site receives. At this time, individuals may not be able to request a specific vaccine from the site given limited supply. However, using [VaccineFinder](#), it is possible to

search for vaccine administration locations in your area and by brand of vaccine. This may be important for those aged 16 and 17 who are only able to receive the Pfizer vaccine. All three vaccines have been approved for emergency use by the FDA and have been shown to provide strong protection against severe COVID-19 illness and hospitalization.

**Last modified:** 04/08/2021

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⊗ How many vaccine doses will I need?

It depends which brand of vaccine you receive. If you receive the Johnson & Johnson Janssen vaccine, you will only need 1 dose. If you receive the Pfizer or Moderna vaccine, you will need to come back for a second dose approximately 21-28 days after your first dose. While visiting the clinic for your first shot, you will be asked to make an appointment for your second if an additional dose is required.

**Last modified:** 04/08/2021

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⊗ I received the vaccine and am experiencing side effects. What side effects are normal, and at what point should I call my doctor?

It's common for people who have received the vaccine to experience soreness at the site of the injection. Fatigue, headache, muscle aches, chills, joint pain and fever are also frequently reported side effects. In most cases, these effects will diminish or disappear in 24 to 48 hours. The CDC advises that you should contact your doctor or health care provider if: 1) the redness or tenderness around the injection site increases after 24 hours, 2) the effects are so severe that they become worrisome, or 3) the effects do not diminish after three days. If you get a COVID-19 vaccine and you think you might be having a severe allergic reaction after leaving the vaccination site, seek immediate medical care by calling 911. Learn more about [COVID-19 vaccines and rare severe allergic reactions](#).

**Last modified:** 04/08/2021

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## Testing

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⊗ I am fully vaccinated, do I still need to comply with UWL's recommended testing program?

Yes. Fully vaccinated individuals need to comply with UWL's recommended testing program per current CDC guidelines.

**Last modified:** 03/11/2021

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⊗ What is surge testing?

Surge testing will increase testing support for communities throughout Wisconsin that are facing dramatic increases of COVID-19 cases and hospitalizations.

**Last modified:** 11/04/2020

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⊗ Who can get tested?

This program is open to university employees, off-campus students and anyone in the broader community who is 5 years old or older.

**Last modified:** 05/12/2021

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⊗ Will there be a cost to those getting a test?

These tests are free for everyone.

**Last modified:** 11/04/2020

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⊗ Where can I get tested?

Tests will be conducted on the third floor of Cartwright Center, UW-La Crosse.

**Last modified:** 12/08/2020

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⊗ What are the hours of testing?

The site will be open from 8 a.m. to 4 p.m. Monday through Friday. Enter through the north side of the building.

**Last modified:** 05/17/2021

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⊗ What kind of tests?

These are antigen tests that will yield results relatively quickly – in as little as 15 minutes. More specifically, these are Abbott BinaxNOW tests that have been distributed by the federal government.

**Last modified:** 11/04/2020

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- ⊗ Do you have to be experiencing symptoms, be a close contact, or be a community resident to get a test?

No. However, you will be asked about potential symptoms when you register.

**Last modified:** 11/04/2020

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- ⊗ Do I need to register before getting tested?

Please register at [www.doineedacovid19test.com](http://www.doineedacovid19test.com) before showing up to get tested. Participants must also use the site to obtain results.

**Last modified:** 11/04/2020

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- ⊗ How can a person update information in their registration documents if they entered incorrect information like their DOB, etc.

You cannot update information in the system onsite for those that have mistyped in the registration process.

However, the individual can call the customer service line (800-635-8611) and they can update the information. Do not make any corrections on the voucher. The corrections will be made in the system after the specimen has resulted.

**Last modified:** 11/09/2020

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- ⊗ If someone does not have an email, can they still register?

Yes! Just use none@gmail.com. They will not get an automated email that their results are ready, so they will have to proactively log-in to see their results.

**Last modified:** 11/09/2020

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- ⊗ How are the tests administered?

They are self-administered using a light nasal swab under the supervision of medical professionals.

**Last modified:** 11/04/2020

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✕ Where do the results get sent to?

eTrueNorth sends out state results based on home address to both the State where the person is tested AND to the state of residence.

**Last modified:** 11/09/2020

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✕ How does the person get notified of their results?

The email will come from [noreply@doineedacovid19test.com](mailto:noreply@doineedacovid19test.com).

**Last modified:** 11/09/2020

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✕ Where can I park?

Free parking will be available in lot C-9, a commuter parking lot south of Mitchell Hall on the UW-La Crosse campus. Access to the lot is available from Campbell Road.

- [View the UWL Campus Map](#)

Questions about parking during your COVID-19 test? Call UWL Parking Services at [608.785.8061](tel:608.785.8061)

**Last modified:** 11/04/2020

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✕ Why did HHS choose Wisconsin?

HHS responds to state and local communities dealing with outbreaks. Surge testing is intended to help local, state and federal public health experts identify new cases, including those who are asymptomatic or mildly symptomatic. Identifying asymptomatic “silent spreaders” is critical to combatting the outbreak in Wisconsin.

**Last modified:** 11/04/2020

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✕ Will there be PCR tests?

PCR Tests distributed by the federal government and allocated by the state Department of Health Services will be used to confirm a positive BinaxNOW test.

**Last modified:** 11/04/2020

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✕ What is a PCR test versus and antigen test?

- PCR test:
  - Usually a swab from a person's nose or throat.
  - The test looks for the genetic material (RNA) of the coronavirus.
- Antigen test:
  - Usually a swab from a person's nose or throat.
  - The test looks for proteins that are on the surface of the virus.

**Last modified:** 02/17/2021

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✘ When should I get a PCR test?

- If you have symptoms consistent with COVID-19
- If you have had a negative antigen test but are experiencing symptoms consistent with COVID-19
- If you have had a positive antigen test but are not experiencing any symptoms

**Last modified:** 02/17/2021

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✘ Why would I need a PCR test if I've already had an antigen test?

- PCR tests are more sensitive than antigen tests and can detect smaller amounts of virus in the body, so may be better able to detect COVID illness when someone is earlier in their illness.
- Detecting illness early ensures the infected individual can start isolating right away, and reduces the chance they can spread the illness to others.
- If you have a negative antigen test but are experiencing symptoms, it may be that the amount of virus in your body is too low for the antigen test to detect it. A PCR test helps confirm the antigen test results.
- If you have a positive antigen result but are not experiencing symptoms, the PCR test helps confirm the antigen test results.

**Last modified:** 02/17/2021

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✘ Where can I get a confirmation test if recommended after my antigen test?

- The Cartwright testing site, 2<sup>nd</sup> floor, M-F 8:30-4:30 IF:
  - Within 48 hours
  - You will need your test voucher from your antigen test



- You will need your test voucher from your antigen test
- The UWL Student Health Center has testing appointments Monday – Friday (students only)
  - For those with symptoms or close contacts whose exposure was at least 5-7 days ago.
  - Please do not walk in for testing but call ahead (608) 785-8558 to make an appointment
- Off Campus COVID Testing (all PCR):
  - Local health systems, be sure to CALL FIRST:
    - Gundersen Nurse Line: 608-775-4454
    - Mayo Nurse Line: 507-293-9525
  - Free Community National Guard Testing sites- Occur throughout the week at various sites.  
<https://www.lacrossecounty.org/covid19/testing-information>

**Last modified:** 02/17/2021

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## Coronavirus health details

- ✕ Will I still need to quarantine if I am fully vaccinated (received both doses and 14 days afterward)?

UWL is following CDC guidelines:

However, vaccinated persons with an exposure to someone with

suspected or confirmed COVID-19 [are not required to quarantine](#) if they meet all of the following criteria:

- Are fully vaccinated (i.e.,  $\geq 2$  weeks following receipt of the second dose in a 2-dose series, or  $\geq 2$  weeks following receipt of one dose of a single-dose vaccine) *Are within 3 months following receipt of the last dose in the series* Have remained asymptomatic since the current COVID-19 exposure.

Persons who do not meet all 3 of the above criteria should continue to follow current quarantine guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html> after exposure to someone with suspected or confirmed COVID-19.

**Last modified:** 03/01/2021

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⊗ Can I safely travel?

Short answer: To keep yourself healthy and reduce the risk of spreading COVID-19, traveling and gathering with individuals outside of your household **is not recommended at this time.**

[If you do need to travel, there are some things you should know in order to travel as safely as possible](#) PDF .

**Last modified:** 03/01/2021

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⊗ What should I do if I test positive for COVID-19 or if I believe I have COVID-19?

If you test positive for COVID-19, a representative from the health department will be reaching out to you. In addition, please contact the UWL Student Health Center to report the positive result at [608.785.8559](tel:608.785.8559), select option 3.

Students who have symptoms and believe they have COVID-19 should also call the Student Health Center to be directed to testing options. They should not come to campus.

Employees who have symptoms and believe they have COVID-19 should call their local health provider. They should not come to campus.

**Last modified:** 09/10/2020

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⊗ What should I do if my roommate/housemate tests positive for COVID-19, but I feel fine?

- You need to quarantine. Quarantine means that you remain at home and do not go into the community. Others should drop off items you need if at all possible. Monitor yourself for symptoms twice daily. You will need to quarantine for 14 days after your last contact with your roommate. *Please read more detailed information in the links below.*
- If you live in our residence halls, you will be getting an email with further instructions AND can read all about our protocols here: <https://www.uwlax.edu/reslife/residence-life-covid-19/#expand->

[150502](#)

- You should have a COVID PCR test about 5-7 days after being exposed. Call the COVID hotline for help in setting this up 608-785-8559, option 2
- Your positive roommate needs to self-isolate, separating themselves from others in the home, including animals.

**PLEASE READ more information about quarantine and isolation:**

[What to do if you have been exposed](#)

[Quarantine and Isolation Flow chart](#)

**Last modified:** 10/16/2020

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⊗ What are the COVID 19 testing options?

## On-Campus COVID Testing

COVID-19 testing at UWL is open to the community and UWL students, faculty and staff. Learn more about testing requirements for various groups on the [testing page](#). Clinic Testing Hours are Monday-Friday, 8 a.m.-4 p.m.

## Free at-home testing kits

The State of Wisconsin and Vault Medical Services have teamed up to offer a new COVID-19 testing option for everyone who lives in Wisconsin, with or without symptoms, at no cost. This new service allows people to collect their own saliva samples for testing in their home. Learn more on the [Wisconsin Department of Health Services website](#) where a free home COVID-19 test kit can be requested.

## Off-Campus Testing:

**\*When testing at our local health systems, be sure to CALL FIRST.**

Gundersen Nurse Line: 608.775.4454

Mayo Nurse Line: 507.293.9525

National Guard Testing

sites- <https://www.lacrossecounty.org/covid19/testing-information>

⊗ How can I protect myself from COVID-19?

Please visit the [Centers for Disease Control and Prevention](#) website to find the latest information related to how the disease spreads and what you can do to protect yourself.

Last modified: 08/05/2020

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⊗ How do I quarantine myself?

Quarantine keeps someone who might have been exposed to the virus away from others. It lasts 14 days from your last contact with a positive person.

**If you live with a person who tested positive, the quarantine period will be longer and is based on your continued contact with that person.**

If you have determined that you must self-quarantine, please follow these instructions for the next 14 days:

- **Stay home.** This means do not go to school, work, public areas or large gatherings such as parties, weddings, meetings and sporting events. If you need medical care, call your health care provider. Call ahead before you go to your doctor's office or to an emergency room. Tell them your symptoms and that you traveled to an area of the world that has a COVID-19 outbreak.
- **Do not use public transportation, ride-sharing or taxis.**
- **Do not go out to restaurants or have guests over to your house.**
- **Postpone any travel.** If travel is absolutely necessary, you must contact your [local health department](#) first for instructions. Please know, if you choose to travel and become ill while you are away, you may not be able to return home using public transport (for example, air travel) until you are well and released from possible isolation by the local public health department.
- **Wash your hands often and practice good hygiene.**
- As long as you feel healthy, **you may leave the home (in a private vehicle) for a limited time** to take care of routine and necessary activities, such as grocery shopping or visiting the pharmacy. Try to avoid busy times of the day. ALWAYS wear a mask in public.
- **Postpone all non-essential activities** (for example, dental cleaning,

eye exam, routine check-up) until you are out of quarantine. If you have an essential medical appointment during the quarantine, please call your provider ahead of time and tell them that you are in self-quarantine. Your [local health department](#) may also be able to help you.

- **If you need medical care, call your health care provider.** Call ahead before you go to your doctor's office or to an emergency room. Tell them your symptoms and that you traveled to an area of the world experiencing a COVID-19 outbreak.
- Consider minimizing contact with people and animals in your home (stay in your own room and, if possible, use your own bathroom). **Avoid sharing personal household items such as dishes, towels and bedding.**

**Last modified:** 10/22/2020

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#### ⊗ Have quarantine guidelines changed?

While some organizations have shortened their recommended quarantine period, UWL's quarantine policy has not changed. We continue to recommend the "gold standard" of 14 days, which helps ensure the health and safety of our campus and community.

**Last modified:** 12/15/2020

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#### ⊗ How do I isolate?

Isolation separates people who are infected with the virus from others. It lasts 10 + days from the date that symptoms began. The length depends on the persistence of symptoms.

- **Stay home.** This means **do not** go to school, work, the grocery store, or public areas. If you need assistance obtaining necessary items, ask family or friends to drop off items at your door, order items online, or reach out to UWL or the LCHD for assistance. If you need assistance notifying your professors, please contact the Student Life Office. If you need medical care, call your health care provider. Call ahead before going to a doctor's office or to an emergency room. Tell them you have tested positive for Covid-19.
- **Avoid contact with people and animals in your home. Stay in your own room and, if possible, use your own bathroom.** If it is not possible to use your own bathroom, be sure to disinfect surfaces between each use. If you need to leave your room at any time, **ALWAYS** wear a mask. Encourage others in the home to wear a mask as well. **Avoid sharing**

Encourage others in the home to wear a mask as well. **Avoid sharing personal household items such as dishes, towels and bedding.**

- **Do not use public transportation, ride-sharing or taxis.**
- **Do not go out to bars or restaurants or have guests over to your house.**
- **Postpone any travel or other activities** (for example, dental cleaning, eye exam, routine check-up) until you are out of isolation. If you are concerned that you are missing an important medical appointment, please call your provider ahead of time and tell them that you are isolation due to a positive Covid-19 test.
- **Wash your hands often and practice good hygiene.**
- **If you experience serious symptoms (difficulty breathing, chest pain, etc.) seek medical care. Call your health care provider or emergency services if needed.** Before you go to your doctor's office or to an emergency room to let them know you have tested positive for Covid-19.

**Last modified:** 10/22/2020

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#### ⊗ How do I monitor myself for symptoms of COVID-19?

People with COVID-19 may have a range of symptoms and symptom severity, or may have no symptoms at all. Symptoms may appear **2-14 days after exposure to the virus**. Symptoms concerning for Covid-19 include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

Source: CDC: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

**Last modified:** 09/02/2020

⊗ What is the difference between quarantine and isolation?

[View this video from the CDC which walks through the differences.](#) In short, the main difference is that people in **quarantine are permitted** to go out to obtain essential items. During quarantine, it is *recommended* to stay away from others in the home. People in **isolation should not leave** their home (or isolation room) for any reason unless to seek urgent medical care, until they have met criteria to leave isolation. Complete isolation is very essential, as we know the individual is shedding the virus.

**Last modified:** 09/02/2020

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⊗ What if I tested positive for COVID-19 off campus?

Report your case using UWL's COVID hotline: [608.785.8559](tel:608.785.8559), Option 3. Limit your contact with others. Be prepared to receive a call from the La Crosse County Health Department or UWL COVID Investigation Team

**Last modified:** 10/06/2020

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⊗ Why report my symptoms, COVID-19 contacts or a positive test?

It helps keep you and our community safe. The more accurate our data is, the more effectively we can work local health departments to make decisions about community health and safety.

**Last modified:** 10/06/2020

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⊗ Will I get in trouble if I self-report?

You won't. Reporting helps us make informed decisions about the health and safety of our community.

**Last modified:** 10/06/2020

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⊗ Will everyone know I tested positive if I self-report?

No. We won't share your name with others. Residence Life administration will be notified if you live on campus.

**Last modified:** 10/06/2020

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# Spring classes

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## ⊗ What do class formats look like for spring 2021?

UWL is utilizing a blend of online, hybrid/blended, and on-campus face-to-face classes for spring 2021. Approximately half of all spring courses have some in-person component, with about 25% of students in the spring having fully on-line schedules.

**Last modified:** 01/14/2021

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## ⊗ Extension to the Spring 2021 class drop and withdrawal deadlines

UWL Faculty Senate approved an extension to the Spring 2021 class drop and withdrawal deadlines.

### **Drop deadlines:**

**Dropping a class(es) but not all classes.** Friday, April 23rd is now the last day to drop a full semester class or classes with a grade of "W". Classes held the 2nd seven weeks of the term can be dropped until Friday, April 30th with a grade of "W". Shorter term classes will also have their drop dates extended. See [this guide](#) to find the drop deadlines for your classes in WINGS.

### **How to drop a class:**

At this time in the semester, you will need an instructor or an advisor permission to do so. Please email your instructor and follow the instructions for an electronic drop available here. -

<https://www.uwlax.edu/records/forms/#tm-add-drop-forms--change-of-schedule>

### **Withdraw info:**

#### **What is the last day I can withdraw from all of my Spring classes at UWL?**

Friday, May 14th (the last day of final exams) is the last day for a student to withdraw from **all** of their Spring semester classes. You must contact the Office of Student Life to complete this process. Please see the [Withdrawal from UWL](#) policy.

**o NOTE:** If you withdraw from all courses it is a benefit to withdraw by April 23rd because the "W"s after the 23rd are recorded as Withdraw Pass (WP) or Withdraw Fail (WF counts negatively in your GPA).

#### **Returning to UWL if you have completely withdrawn.**

In order to return to UWL as a student, you will need to "apply" again but in a much simplified manner. When you are ready to return for the Spring term or any time after, you will need to complete the application for admission found at <https://apply.wisconsin.edu/homepage> - no application fee required. We recommend you submit the re-entry application early in order to be re-admitted in time for course registration.

**Last modified:** 03/26/2021

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## ⊗ What changes are planned for spring 2021 class calendar?



UWL has adopted a different spring 2021 semester instructional calendar based on public health recommendations associated with COVID.

- Spring Semester Instruction\* will now begin on Feb. 1, 2021. This means we are starting one week later into the spring. This allows for one more winter week where we can reduce the overlap of flu season and COVID.
- There will be no Spring Break. This reduces potential spread of the virus in and out of the region by reducing travel.
- Finals week will run May 10-14, 2021.
- Commencement May 15, 2021:  
<https://www.uwlax.edu/commencement/>.
- Spring calendar regarding teaching  
- <https://www.uwlax.edu/records/dates-and-deadlines/#tab-spring>

*\* Move in dates/expectations will be communicated to students who live on campus in a separate email later in the semester; however, students should expect to be tested and/or show proof of testing similar to the "Eagles Return Safely" plan from last week.*

**Last modified:** 03/31/2021

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- ⊗ Does UWL require face coverings and physical distancing on campus?

Face-coverings are required on all campus property, whether indoors or outdoors. Individuals must assume they may be in contact with others in any location and at any time.

Our authority to require face coverings and physical distancing for students on our campus includes but is not limited to, Wis. Stat. s. 36.11(1)a., Wis. Admin. Code ss. UWS 17.09(1), UWS 17.09(8), UWS 17.09(14), UWS 17.09(15), UWS 18.08(9)(b), UWS 18.11(7)(e) and Regent Policy 23-2.

Our authority to require face coverings and physical distancing for members of the public on our campus includes but is not limited to, Wis. Stat. s. 36.11(1)a., Wis. Admin. Code ss. UWS 18.08(9)(b), UWS 18.11(7)(e) and Regent Policy 23-2.

**Last modified:** 09/13/2020

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⊗ I cannot wear a face covering, what do I do?

Employees/instructors with a health reason associated with not wearing a mask need to work with HR on appropriate health accommodations.

Medical documentation may need to be provided. Students with personal health concerns associated with COVID-19 should be directed to the ACCESS Center.

**Last modified:** 08/21/2020

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⊗ What classroom safety measures will be in place?

At times when classes are in person, COVID-19 classroom parameters include no gatherings of over ~50 students in a single space, ~six-foot physical distancing, and a face covering requirement for students, staff and faculty.

The physical distancing requirements result in a general capacity of approximately 32% for a traditional classroom, ~50% for lab spaces, and ~15% for theater-style rooms.

**Last modified:** 09/13/2020

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Will tuition be adjusted because some classes are online/hybrid?

⊗

UWL does not plan to adjust tuition and/or fees. We are planning on providing high-quality education to students in a variety of modalities (online, hybrid, and/or in-person). Students will earn full credits, and student learning outcomes will be met. Traditionally (during non-COVID times), there is no difference in the tuition rate for online courses and other modes of courses.

**Last modified:** 01/14/2021

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⊗ Will Seg Fees be refunded or reduced due to facility closures?

At UWL, students play a key role in determining which programs and services are offered on campus, including voting to approve the budgets each year. Seg Fees are not user fees. They are assessed each semester to all enrolled students to pay for the annual cost of Seg Fee facilities and programs that have been approved by students. These costs include debt service, utilities, insurance and personnel expenses. While some buildings funded by Seg Fees, including the REC and Union, are operating at a

reduced capacity or changed formats to COVID-19, it's still necessary to pay for the operating costs of these student facilities. In addition, the staff from these Seg Fee programs are currently working and continuing to provide online programming and other services to students.

**Last modified:** 01/19/2021

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⊗ Where can I access Wi-Fi on campus?

All in-person study spaces, including those at Murphy Library, the Union and academic buildings are available based on the building's operational status. It is recommended to review their respective hours on their webpage.

For students living off-campus, access to Wi-Fi is available on UWL grounds. ITS will continue to offer Wi-Fi in the parking lot surrounding Roger Harring Stadium at Veterans Memorial Field Sports Complex, which provides enhanced student wireless access for student use in and around the stadium and surrounding parking lots.

In addition, ITS Networking continues a wireless update and improvement plan to enhance WiFi coverage in residence halls and specific academic buildings. If end users experience any network problems, they are encouraged to contact the Eagle Help Desk via phone at 608.785.8774 or

through e-mail at [helpdesk@uwlax.edu](mailto:helpdesk@uwlax.edu) to ensure their issue is promptly resolved. Additional documentation on wireless access is available in our KB [Knowledge Base] under: [WIRELESS - CONNECTING TO UWL-EAGLE WIFI - TROUBLESHOOTING TECHNIQUES](#)

**Last modified:** 01/19/2021

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⊗ Are eating and drinking permitted in classrooms?

Students should not eat or drink in classrooms, as it requires the removal of masks. Students and staff can eat in other public spaces, including outdoors, while remaining six or more feet away from others. If indoors, masks should be removed for the least amount of time possible.

**Last modified:** 08/27/2020

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- ⊗ Where do I find information for returning to work if I have been telecommuting?

Please review HR's "Return to Work" page: <https://www.uwlax.edu/human-resources/returntowork/>

**Last modified:** 01/13/2021

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- ⊗ Do employees need to be tested for Covid-19?

Effective February 1, 2021, all employees who will be on campus at least one day a week will be required to test for COVID-19 at the BinaxNOW testing center. Testing will be required once, in every two-week period beginning on February 1, 2021. To be tested, employees must register online through this [webpage](#). Please use your @uwlax.edu email address when registering. Upon campus check-in you will be asked for your employee ID number.

**Last modified:** 01/27/2021

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- ⊗ Where can I find more information on employee testing?

Human Resources created a resource page for those with further questions about employee testing: <https://www.uwlax.edu/human-resources/testing-requirements/>.

**Last modified:** 01/20/2021

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- ⊗ I have returned to campus. What COVID-19 supplies do I need?

Please review HR's "Returning to your Workplace" under the "Eagles Return-Employee Information" headline: <https://www.uwlax.edu/human-resources/returntowork/>. You will find links to order supplies, UWL guidelines for cleaning and more.

**Last modified:** 01/13/2021

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- ⊗ What about non-essential, personal travel?

Employees are encouraged to limit non-essential, personal travel.

If an employee decides to travel, they are encouraged to review the [U.S. Department of State travel website](#) and the [CDC travel advisory website](#) prior to travel for the latest travel guidance.

Employees should discuss travel outside of the La Crosse area with their supervisors. Employees traveling to a higher risk area may be asked to self-isolate or quarantine for 14 days upon their return depending on the situation.

Contact Human Resources for additional guidance. Or review the ["Eagle Return" section on HR's website](#).

**Last modified:** 01/15/2021

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✕ I need additional COVID-19 campus signage

The university has procured a variety of sign types to be used campus-wide:

- Physical distancing floor dots – to be used in spaces where lines typically form, or in lobby areas for offices and departments.
- Physical distancing seating dots – to indicate seats that may be used
- Elevator signage for all buildings
- Main entrance “Face covering required” decals – similar to existing “no smoking” and “no weapons” decals
- Out-of-order type signs – for Facilities staff to use in cases where a space or feature is temporarily unavailable (e.g. for cleaning)

Additionally, we recognize there is a wide range of office-specific needs for printable signage, so we have created a variety of templates for this purpose. You can find them at <https://www.uwlax.edu/ucomm/downloads/>.

COVID-19 language suggestions:

- The term “face covering” is preferred over “face mask” - though both terms are acceptable.
- The term “physical distancing” is preferred over “social distancing” and is consistent with state and county terminology.
- Use CDC sign for symptom check information (also linked on the downloads page)

If you need any assistance with wording or reviewing your signage, please feel free to send them to [icomm@uwlax.edu](mailto:icomm@uwlax.edu) and someone from University Communications will assist.

**Last modified:** 01/15/2021

**Last modified:** 01/13/2021

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- ✘ Where do I find resources related to altering courses to be suitable for online delivery?

See UWL's "[Keep Teaching](#)" website for strategies to support student learning and success in a time of crisis.

**Last modified:** 01/13/2021

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- ✘ Where do I find an FAQ specifically for instructors?

[See the Academic Affairs website related to COVID-19.](#)

**Last modified:** 06/16/2020

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- ✘ Where can I learn about questions asked throughout the UW System?

Please see this [frequently asked questions page from UW System](#) that addresses many employee-related issues.

**Last modified:** 08/06/2020

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- ✘ Where can I find answers to questions about health benefits related to COVID-19?

ETF has resources to address your questions regarding access to benefits as it relates to the COVID-19 pandemic. They continue to update as needed: <https://etf.wi.gov/your-health-benefits-and-covid-19#resources>

**Last modified:** 08/04/2020

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- ✘ Where do I find legal, financial advising and well-being support?

All employees can continue to use the [Employee Assistance Program](#) during this time, free of charge. They provide legal, financial advising and well-being support to you 24/7.

**Last modified:** 08/04/2020

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- ✘ I am unable to work due to a COVID-19 related situation.

Please review the [UWL Reasonable Accommodation, Workplace Flexibilities and Leave Option documents.](#)

**Last modified:** 08/31/2020

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- ✘ How is the university's Title IX process affected by COVID-19?

⊗ How is the university's Title IX process affected by COVID-19?

Our Title IX Team is here to serve you. Although we are working remotely, we are fully prepared to receive and respond to reports of sexual misconduct and to provide resources to support the campus community. UWL policies prohibit sexual harassment, stalking, and other forms of misconduct, including in online spaces. You have the right to [submit a report](#) and get [confidential support](#). To learn more about how UWL is responding to sexual misconduct and supporting our students, faculty and staff in this time, please see our [Title IX & COVID FAQ](#).

**Last modified:** 08/14/2020

⊗ Is UWL implementing furloughs?

Due to increasing enrollment and strong finances, UWL is in the fortunate position of not having to implement a campus-wide furlough program. However, we have needed to reassign or furlough a very small number of employees whose workloads have significantly diminished due to COVID-19. If it is not possible to reassign these employees, we will do everything we can to minimize the lengths of their furloughs.

**Last modified:** 01/13/2021

Expand all

## Additional FAQ topics

All previous FAQ topics are accessible below.

⊗ View previous FAQ topics

### Campus events

+ What is happening with campus events?

+ Are campus visits through the UWL Admissions office still happening?

+ What will happen with placement testing for incoming students and other testing at the UWL Campus Testing Center?

+ Will my group, department or organization be allowed to meet on campus?

## Let's Play Safer

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+ What are the hours?

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+ What health and safety measures are in place at the REC?

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+ How can I help keep the REC safe? Where do I put my personal belongings?

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+ What steps do I take to enter the REC? Do I still need my ID to swipe in?

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+ What does a temperature check entail?

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+ Are face coverings required while I am working out?

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+ How many people can be in the REC at a time?

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+ What can I do at the REC?

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+ Can I shoot at a hoop, pepper with a volleyball, or kick a soccer ball around? Can I run on the track?

---

+ Why do I need a reservation? How do I make a reservation?

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+ What spaces require a reservation? What can I do without a reservation?

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+ How are the machines and equipment pieces being cleaned? What can I do to help?

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+ Where did the cardio equipment go that is usually in the Fitness Center? What can I do in the Fitness Center?

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+ What equipment can I check out?

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+ Are the locker rooms and restrooms available?

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+ Are there group fitness classes, including cycling classes?

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+ What's available at the Outdoor Connection?

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+ Is the REC climbing wall open?

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+ Are there going to be any in-person intramural activities, sport



+ clubs, and/or special events?

+ Can I purchase a guest pass for my friend?

Expand all

## Residence Life

### Residence Hall health & safety

+ Will COVID-19 testing be mandatory? Can I opt out?

+ I have tested positive for covid, what do I do now?

+ If I know someone who has tested COVID-positive, do I need to be tested?

+ If I am concerned that I have COVID-19, what do I do?

+ How will campus decide if you need to close campus?

+ If you have to close housing, what happens if I have no where to go?

+ If you have to close housing, how long will I have to move out?

+ Can I travel out of town during the semester?

How will the Residence Halls be cleaned?



+ What other safety measures are being offered in the residence halls?

+ What will the cleaning/sanitization schedule look like when everyone has moved in?

+ What should I do to prepare before I come back to campus?

+ Can I move in if I am feeling ill?

Expand all

### Residence Hall contract & costs

+ Will you reduce cost since the services aren't available? What am I paying for?

+ If a student is needing to quarantine/isolate, will there be a refund for that period of time?

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+ If you have to close and send students home, will we get a refund?

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Expand all

## Residence Life policies

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+ Do I need to wear a mask in the halls?

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+ What if a group of students decide to not wear masks?

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+ What will happen if students don't follow policies? Will they be removed from housing?

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+ If there are roommate conflicts, including issues related to COVID expectations, what options do we have to move students to other rooms?

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+ Can I have overnight guests?

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+ Who can visit me in my room?

---

+ Can my family come visit me?

---

+ How can I ensure my roommate(s) is following recommendations and expectations to keep myself safe?

---

Expand all

## Residence Hall isolation & quarantine

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+ How will a student know if they need to move to isolation/quarantine?

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+ Where will students quarantine/isolate if determined by a health care professional?

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+ What is the difference between quarantine and isolation?

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+ Can a student complete isolation or quarantine off campus?

---

+ Can a student leave their room while in isolation/quarantine?

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+ How will a student receive meals in isolation/quarantine?

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**+** Will dietary needs be accommodated in isolation/quarantine?

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If a student receives a negative COVID-19 test result while in  
**+** isolation/quarantine, can they leave isolation/quarantine at that time?

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**+** Can students receive deliveries while they are in isolation/quarantine?

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**+** Will students need to wear a mask while in isolation/quarantine?

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**+** Can a student smoke, vape or use tobacco products while in isolation/quarantine spaces?

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Expand all

## **Residence Hall services**

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**+** Can I still use the kitchen?

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**+** Can I still use the study lounges?

---

**+** Are the computer labs in the residence halls open for use?

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**+** Is there enough bandwidth in the community for me to engage in virtual learning and programs?

---

What services will be available at the front desks?

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**+** Where can I get my mail?

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**+** Will my Resident Assistant and Hall Director be available/accessible?

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**+** Will hall staff be doing rounds and enforcing policies?

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**+** Will laundry be available?

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Expand all

## **University Centers/Dining Student Union**

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**+** What are the building hours?

UPDATED

**+** Where can I get a face covering in the Student Union?

+ Where can I eat and study in the Union?

+ My class schedule says I have a class in the Union, is this true?

+ How do I pick up my textbooks?

+ I am a president of a student organization. Can I still hold meetings in the Union and reserve rooms for fall semester?

+ Can I make a room reservation for spring semester?

+ I want to have a table to educate students on an issue. Can I reserve a table on the first floor of the Union?

+ What events and activities will be occurring on campus during fall semester?

+ Can I still volunteer and participate in leadership or involvement opportunities?

+ Can I still hang out or study in the COVE?

+ Can I hang out and talk to my friends in the Union?

+ I like to study in the Union, will I still be able to study there?

+ How do I use the Campus Food Pantry?

+ Will the Student Union still have a lost and found?

+ What is available to play in the Union lower level game area?

+ Is there a microwave available in the Union to use?

+ Can I fill my water bottle at the Union?

+ Are the elevators available in the Union?

+ What about hand sanitizer?

Expand all

## Student Union Dining

+ How has dining changed because of COVID-19?

+ I don't want to stand in line to get my coffee or food, what options do I have?

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+ What protocols are in place to promote the health and safety of patrons in the dining area?

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+ What is new in the Student Union for dining?

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+ How many people can be seated in the Student Union areas at a time?

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+ What new dining locations are available on campus?

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Expand all

## Whitney Center Dining

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+ How has dining changed because of COVID-19?

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+ What protocols are in place to promote the health and safety of patrons in the dining areas?

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+ What is different at Whitney Center this year?

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+ Since concepts have been moved around at Whitney Center, what types of food are available in each of the dining locations?

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+ How many people can be seated in the Whitney Center dining areas at a time?

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## Student life

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Expand all

+ I'm struggling with food, clothing, child care, technology essential to my courses, and/or other necessities. Where can I turn?

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+ Can I get together with people outside my household?

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+ What happens if I don't follow guidelines of wearing a mask, distancing and minimizing interaction in large groups?

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+ What is considered a large gathering?

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+ How do I report irresponsible behavior related to COVID-19 such as partying, large gatherings or not wearing masks?

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+ What should I do if I am sick and cannot participate in classes?

+ Is the Campus Food Pantry open?

+ How is the university's Title IX process affected by COVID-19?

Expand all

## University sponsored travel

+ Is UWL currently allowing travel?

## Response planning

+ How is UWL managing accountability related to COVID-19 conduct?

+ Who is involved in leading the COVID-19 response on campus?

+ What health and safety measures will be in place for in-person classes?

+ Where can I find more information about how UWL is responding to the virus?

Expand all

UW System FAQ



## UWL COVID-19 communications log

May 26, 2021

[Updated University-sponsored travel policy](#) PDF

**May 26, 2021**

[UWL re-activation plan- June 1 update](#) PDF

**May 6, 2021**

[Start your safer summer - J&J Vaccination Drive](#) PDF

**April 23, 2021**

[Students: Get your first vaccine dose before finals](#) PDF

**April 20, 2021**

[Assessing vaccination levels of faculty and staff](#) PDF

## **Related campus resources**

### [Student Health Center](#)

Serving the unique healthcare needs of UWL & Western students

### [Residence Life COVID-19 FAQ](#)

Get the most updated information about residence hall services

### [Instructor FAQs](#)

Resources, FAQs and guides for instructors

### [Murphy Library updates & resources](#)

Helpful info for students studying and learning digitally

### [Keep Learning online](#)

Successful strategies and resources for students


### [Emergency resources](#)


Services from campus to help students in need


## **Respect statement**

It is of utmost importance during this time of uncertainty that students and employees to avoid racial or ethnic stereotyping and to ensure that our efforts to be vigilant about health risks do not lead us to marginalize any members of our community.



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 Send feedback

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