

FAQ

ASK A QUESTION

FREQUENTLY ASKED QUESTIONS

CAMPUS SERVICES & FACILITIES

Academics/student life

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

UWL has an [emergency resources website](#) where you will find information on a wide range of campus and community resources.

Last modified: 03/26/2020

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

If you have been diagnosed with COVID-19 or other illness that is affecting your ability to participate in classes, we encourage you to email your instructors about your situation. Students can also contact the Student Life Office at studentlife@uwlax.edu to have an [Absence Notification](#) sent to their faculty. The Student Health Center would also be happy to assist. Please call 608.785.8558 for a phone triage.

Last modified: 04/01/2020

- ✕ I'm living in Wisconsin, should I be staying home?

A Wisconsin Supreme Court decision on Wednesday, May 13 invalidated the state's Safer at Home Order. La Crosse County Public Health is encouraging community members to respond in a united, informed way that balances livelihood with saving lives. See the county's Health Officer [Statement of](#)

[Unity and Call to Action: Urging all Businesses and Residents of La Crosse County to Take a Stand Against COVID-19.](#)

Last modified: 05/14/2020

⊗ **Can I get together with other family members or friends? What if I keep it to less than 5 people?**

UWL continues to follow the guidance and recommendations of the county health department and CDC. The Health Officer and Director of the La Crosse County Health Department is urging people to do the following:

1. Stay at home if you are sick
2. Minimize close physical contact with those outside of your household
3. Minimize travel, especially to areas considered “viral hotspots” within and beyond our state borders
4. Wear a fabric face covering if you must be in public
5. Maintain 6-foot distances with others whenever possible
6. Minimize congregating in groups of any size
7. Wash your hands frequently with soap and water
8. Avoid touching your face

Last modified: 05/14/2020

⊗ **Is UWL moving to a satisfactory/unsatisfactory grading system?**

For the vast majority of students, traditional letter grades will continue to be the best option. However, UWL has instituted a policy allowing for satisfactory/unsatisfactory grade options at the undergraduate level for Spring 2020. (This policy does not apply to graduate-level courses.)

As in past semesters, instructors will enter letter grades using the current grade scheme. These grades will remain on a student’s transcript unless that student successfully petitions to change to the S/U designation on a course-by-course basis.

Once grades are posted, students can petition by submitting paperwork (to be provided later) to the dean’s office of their first major by June 12, 2020. Approval is likely but not guaranteed.

If approved:

- Letter grades of "C" or better will be converted to an "S."
- Letter grades of "D" or "F" will be converted to a "U."

These current practices will still apply:

- An "S" grade satisfies prerequisite requirements.
- An "S" grade counts toward major and minor requirements, unless specified differently by department policy.
- An "S" grade counts toward the total credits earned.
- An "S" grade is not used to calculate GPA.
- An "S" grade may not be repeated in a future semester.
- A "U" grade does not satisfy prerequisite requirements.
- A "U" grade does not count toward major and minor requirements.
- A "U" grade does not count toward the total credits earned.
- A "U" grade is not used to calculate GPA.
- A "U" grade may be repeated in a future semester.
- Dean's List determination will continue to be made on the original grades submitted and will not be altered by the conversion to S/U grades.
- Graduation and Commencement Honors policies continue as currently stated in the UWL catalog.

Last modified: 05/08/2020

⊗ Is the satisfactory/unsatisfactory grade option right for me?

[Click here](#) to learn more about UWL's satisfactory/unsatisfactory grade option and whether it is right for you.

Last modified: 05/22/2020

⊗ When can I drop a class?

In light of the COVID-19 disruption, the university has extended drop dates for the spring semester.

For a withdrawal from individual courses, the drop deadline is now the last day of classes, Friday, May 8. Drops will be recorded as a "W" on transcripts.

For a withdrawal from all courses, the drop deadline is now the last day of finals, Friday, May 15. These drops will be recoded as a "WP" or "WF" on transcripts.

Last modified: 04/02/2020

⊗ How are classes changing?

All classes will be held in online and other long-distance formats for the remainder of the semester.

All classes will be cancelled the week after spring break, March 23-27.

Last modified: 03/19/2020

⊗ Will I be reimbursed for unused housing and dining services?

All UW System institutions will refund prorated charges for housing and dining for the remainder of the spring semester for students who have vacated their respective campuses. Here is a [link to the full announcement](#) ^{PDF} .

Last modified: 03/20/2020

⊗ Will my internship or student teaching continue?

Your internship site will determine the scope and delivery method of your work and your instructor may also be able to provide alternate activities if needed. Please follow their guidance. Primary office: Academic Advising Center & Career Services for most internships; SOE for student teachers

Last modified: 03/17/2020

⊗ How will I transition to taking classes online?

UWL has developed [resources to help students transition to learning online](#). Keep in mind that about 75% of UWL students have taken a course online. In addition to campus resources to assist you, you have fellow students who can help.

Last modified: 03/17/2020

⊗ What are the expectations for student workers and graduate assistants?

GAs are UWL employees and are expected to complete their work hours remotely as arranged with a supervisor. Student workers who cannot work remotely (due to lack of access to technology and/or types of duties) should discuss with their supervisors and HR. Supervisors are encouraged to be as flexible as possible.

Last modified: 03/17/2020

⊗ Will an extra week be added to the end of the semester?

An extra week will not be added to the end of the semester.

Last modified: 03/17/2020

⊗ What will happen related to faculty office hours?

UWL instructors will provide students with a set time when they know they will be able to reach students virtually - these times/days of the week should be known to students no later than March 30.

Last modified: 03/12/2020

⊗ Can I access the computer labs on campus?

Since UWL is allowing only essential personnel to access campus buildings, none of the computer labs in the Wing Technology Center will be open to students or employees.

However, ITS has been working with Adobe, who will provide affected students and employees temporary at-home access to Adobe Creative Cloud. This will help users work remotely. Students living off campus are encouraged to rely on their WiFi connectivity or cellular mobile device to access campus application resources.

To get temporary access to Adobe Creative Cloud, visit [this link](#) and use your university email address to sign in.

In addition to the current WiFi on campus grounds, **ITS has been able to expand WiFi connectivity** to the west side of the parking areas [C-2 and C-3] of Roger Haring Stadium at Veterans Memorial Field Sports Complex, and on the east side near parking C-11.

Please contact the Eagle Help Desk if you have further technology questions.

Last modified: 03/24/2020

⊗ Is the Campus Food Pantry open?

The Campus Food Pantry in the Student Union is closed; however, we have created a satellite food pantry in the Whitney Center. The pantry will be accessible from 12 to 6:30 p.m. Monday through Sunday.

Last modified: 04/10/2020

⊗ What about research?

If you are currently engaged in a research project, reach out to your mentor to make a plan about how to continue that work while the campus is closed. This may require a substantial change in terms of scope or technique. That is especially for lab-based projects, since as of 5 p.m. on Thursday, March 19, campus lab spaces will be closed to all but essential personnel. (That means no students, and almost no faculty will have access.) The College of Science and Health, Undergraduate Research and Creativity, and Graduate Studies Offices all recognize the negative impact that this has on our researchers. However, the University has closed campus to protect public health. Work with your mentor to determine the best way forward with your project.

Last modified: 03/19/2020

⊗ What about research grants?

Our offices are working to advocate for an extension of grant spending deadlines until after researchers are able to return to campus. We do not recommend purchasing anything with grant money at the current time since faculty mentors are not allowed on campus to receive those shipments.

The submission deadline for spring Undergraduate Research and Creativity Grant applications has been extended to March 31, 2020.

Last modified: 03/19/2020

⊗ Where can I access Wifi on campus?

In addition to the current WiFi on campus grounds, ITS has been able to configure expanded WiFi connectivity to the west side of the parking areas [C-2 and C-3] of Roger Harring Stadium at Veterans Memorial Field Sports Complex, and on the east side near parking C-11. Please refer to the maps below for a general guide of the expanded WiFi coverage. Students, faculty and staff needing access can work via their cars, following appropriate social distancing recommendations. ITS hopes these access accommodations will ease the strain as we navigate the COVID-19 situation. If you have additional questions, contact the Eagle Help Desk.



Last modified: 03/24/2020

⊗ 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: 04/17/2020

⊗ How do I return my Spring 2020 rented textbooks?

Textbook Rental Services will be receiving Spring 2020 textbooks back by having you ship them back via FedEx. [Please be aware of the due dates and instructions on how to ship your books back through the instructions found in this communication](#) ^{PDF}, sent to all applicable undergraduate students on Friday, April 24, 2020.

You can also return your textbooks through 'Curbside Drop Off' on select days outside the Student Union. [Please be aware of the traffic/walking instructions on how to return your textbooks found in this communication](#) ^{PDF}, sent to all applicable undergraduate students on Wednesday, May 6, 2020.

Last modified: 05/08/2020

Coronavirus health details

⊗ Has COVID-19 reached La Crosse County?

Yes, cases of COVID-19 have been confirmed in La Crosse County. The situation is rapidly evolving, and new cases are being reported every day. Please monitor your county's health department website for the latest information.

Last modified: 04/01/2020

⊗ What should I do if I believe I have COVID-19?

If you are showing symptoms of COVID-19 – fever, cough, difficulty breathing – or have contacted a person known to have COVID-19, you should call a local health care professional and explain your situation. The health care professional can work with your state's public health department and the CDC to determine if you should be tested. The Student Health Center is not testing for COVID-19. Instead, we are referring patients to local hospitals.

Mayo test site -- please call in advance, 608-785-0940

What: Drive-up COVID-19 coronavirus testing sites, prescreened patients only

Where: Mayo Clinic, La Crosse campus, corner of Market and 10th streets

When: 9 a.m. to 6 p.m., Monday through Friday

Who: Any patient who has called their provider and been directed to visit a drive-up testing site

Gundersen test site -- please call in advance, 608-775-4454 or 800-858-1050

What: Drive-up COVID-19 coronavirus testing sites, pre-screened patients only

Where: Gundersen Onalaska Clinic, lower-level entrance at back of building, 3111 Gundersen Drive, Onalaska

When: 8 a.m. to 4:30 a.m. Monday through Friday

Who: Any patient who has called their provider and been directed to visit a drive-up testing site

Last modified: 03/17/2020

⊗ How can I protect myself from COVID-19?

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: 04/01/2020

⊗ Should I wear a mask in public?

It is recommended that all people cover their face when in public. That includes when at work in essential roles such as retail or manufacturing. Healthcare workers will continue to follow their agency's guidelines. Covering your face protects people who may not know they are sick from spreading the disease. Cotton fabric masks or scarves can be used as face covering. Cotton is more effective than other fabrics. After each use, wash in hot water.

Please note: the recommendation to wear fabric masks or scarves is voluntary at this time. The public should wear fabric masks or scarves – NOT medical masks, which need to be preserved for health care workers. Washing your hands well and practicing social distancing remains very important. Source: La Crosse County Health Department.

Last modified: 04/04/2020

⊗ Do I need to self-quarantine?

Wisconsin is no longer under a safer at home order, but the following recommendations are still in place:

1. Stay at home if you are sick 2. Minimize close physical contact with those outside of your household 3. Minimize travel, especially to areas considered “viral hotspots” within and beyond our state borders 4. Wear a fabric face covering if you must be in public 5. Maintain 6-foot distances with others whenever possible 6. Minimize congregating in groups of any size 7. Wash your hands frequently with soap and water 8. Avoid touching your face

In addition, we recommend a 14-day home quarantine for anyone who has traveled outside of their local community.

If you have symptoms including cough, fever, or difficulty breathing please call your local health care provider. If you are a student you may contact the Student Health Center at 608.785.8558

Last modified: 05/15/2020

⊗ How do I quarantine myself?

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.
- **Postpone all non-essential medical appointments** (for example, dental cleaning, eye exam, routine check-up) until you are out of quarantine. If you have an essential appointment during the quarantine,

please call your provider ahead of time and tell them that you traveled to an area of the world experiencing a COVID-19 outbreak. 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: 03/17/2020

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

For the 14 days after your travels, you should monitor yourself for symptoms.

- If possible, take your temperature twice a day with a thermometer. A fever is typically a temperature of 100.4°F or greater. If you do not have a thermometer, symptoms of fever may include feeling unusually hot for no reason, having chills or having the sweats.
- Watch for fever, cough, or trouble breathing.

Last modified: 03/14/2020

Campus events

⊗ What is happening with campus events?

We recognize that social distancing is an effective tool for staying healthy and slowing the spread of COVID-19.

Campus event organizers are cancelling events on campus as people leave campus to telecommute and move to online learning for the remainder of the semester. See cancelled events

here: <https://www.uwlax.edu/events/>

Please note: If you are cancelling your event and have already entered it into the master calendar, we advise you to keep the event in the calendar with a notice of the cancellation instead of deleting it entirely. This will ensure that others are aware of the cancellation.

Primary office: University Centers, COVE.

Last modified: 03/17/2020

⊗ Will commencement be cancelled?

We have made the difficult decision to postpone our May 16 commencement. However, we feel it is vitally important to celebrate our graduates and their many accomplishments. Find details on plans for a commencement ceremony later in the summer and an online celebration of graduates on the commencement website: <https://www.uwlax.edu/commencement/>

Last modified: 04/23/2020

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

All UW-La Crosse in-person Admissions visits are currently cancelled. Previously scheduled visits may be modified or rescheduled. Admissions Staff will contact impacted visitors to schedule an appropriate alternative visit. In-person visits will return as soon as we are safely able to host visitors to campus.

Primary office: Admissions 608.785.8939.

Last modified: 05/26/2020

⊗ How will START work for First-Year/Freshmen?

UWL's START (STudent Advising, Registration, and Transition) program scheduled for June is moving from an in-person event to a virtual format. We are excited about our plans for this online event and we think you will be, too. See the START website to read updates and plan for your day. If you have not registered for a date, [do it today!](#)

Last modified: 04/17/2020

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

The UW La Crosse Testing Center has temporarily suspended testing activities.

UW Placement testing in Math, English, French, German and Spanish:

UW Center for Placement Testing has launched a **Test From Home** option. All incoming students are expected to take the UW Placement tests. More information and registration can be found at their website:

<https://exams.wisc.edu/placement/regionaltesting/information.php>

GRE, Praxis, TOEFL

Some admission and certification exams have introduced limited **Test From Home** options, including GRE, Praxis and TOEFL. See the ETS website for more information.

<https://www.ets.org/s/cv/important-update/>

Other exam programs

We are working with test providers to notify examinees and provide rescheduling information.

Exam providers have waived rescheduling fees.

This includes the following test providers:

CLEP, Comira, DSST, IQT, Kryterion, MAT, NTN, PAN, Pearson VUE, ProV, PSI, Scantron and proctored distance exams for other universities and colleges.

Contact Charles Gilbert at the UWL Test Center if you have questions:

608.785.807

cgilbert@uwlax.edu 

Last modified: 06/04/2020

⊗ What about the Research and Creativity Symposium?

The Research and Creativity Symposium will be held as an online poster session. Check the [ReCS webpage](#) for updates. Participation in the online ReCS will fulfill the presentation requirement of the Grad Studies RSEL grant funding.

Last modified: 03/19/2020

Residence Life/Housing

⊗ Will my room assignment be impacted by COVID-19?

At this time we are planning to start the fall semester with our residence halls at typical hall occupancy. We will be providing more information about room assignments in July. For additional details, please visit our [Room Assignments FAQ page](#).

Last modified: 06/11/2020

⊗ What services will be offered at the front desks?

Due to COVID-19, we must reduce the services offered at each halls front desk to minimize human to human contact. We will also be adjusting front desk hours. We are putting some additional safety measures in place (plexiglass barriers, regular cleaning and disinfecting, facemasks) to protect both student Desk Assistants and anyone stopping by the front desk. We will temporarily be suspending the check out of games, sports equipment, and kitchen supplies. Specifics will be posted at each front desk. We aim to continue to allow for the check out of cleaning supplies such as vacuums and brooms which will be properly disinfected after each use.

Last modified: 06/11/2020

⊗ How will mail/packages be received?

We are working with UPS, USPS, FedEx, to establish a process that will ensure all mail and packages are delivered in a timely way with limited human to human contact. As the plan develops, we will share information and post the plan at each front desk.

Last modified: 06/11/2020

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

We continue to be committed to maintaining clean and safe living environments. Common areas and bathrooms will be cleaned regularly based on recommendations from the CDC and La Crosse County Health. Bathroom cleaning schedules will be posted in each community.

Last modified: 06/11/2020

⊗ Will laundry be available?

Our laundry rooms will remain open. As other common spaces, we will encourage personal responsibility for maintaining appropriate distance, use of face masks, and reducing the number of people in the space.

Last modified: 06/11/2020

⊗ Will I have an RA? What will they be doing?

Resident Assistants (RAs) as well as other Student Staff – Desk Coordinators (DCs) and Students Educating and Embracing Diversity (SEEDs) will continue to serve the critical functions of their positions. For RAs, this includes connecting with each student in their house/community, providing opportunities for students to connect to each other, enforcing community standards and expectations, and providing resources and support to students. During this time of COVID-19, all hall events and community gatherings will be restricted based on guidelines provided by La Crosse County Health Department. Therefore many connections may be virtual or occur only in small groups.

Last modified: 06/11/2020

⊗ How will social gatherings be monitored?

We encourage a high level of personal responsibility for each student. Where possible, we will limit the use of some common areas/studies. Posted recommendations from La Crosse County Health Department will appear in common areas that cannot be closed.

Last modified: 06/11/2020

⊗ Can I have guests if it is okay with my roommates/suitemates?

Our revised guest policy is still being developed. However, it should be anticipated that guests will be limited or restricted. This includes having guests in each student's room and/or in common areas of the residence hall.

Last modified: 06/11/2020

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

We always encourage roommates to complete a roommate agreement which addresses items such as sleeping schedule, use of the room for study vs. leisure, guest expectations, sharing of personal items,

etc. We will add specific questions related to COVID-19 expectations and recommendations. Each roommate group will be expected to review and discuss the questions on the roommate agreement and come to a common understanding to keep each other safe. If roommates do not agree, we will side on the more conservative and more safe preferences of involved roommates. This is a new conversation for roommates to have. We encourage each student to consider their own thoughts and preferences and be prepared to advocate for themselves and their own needs in their living space. RAs will help facilitate these conversations if needed.

Last modified: 06/11/2020

⊗ How will move in be coordinated?

A number of changes will be made to reduce the number of people in any residence hall during move in. Please see the details on our [move in page!](#)

Last modified: 06/11/2020

⊗ What if I start to feel sick or suspect I have COVID-19?

Please review all recommendations and guidelines on the [UWL Health Center Website](#).

Last modified: 06/11/2020

Response planning

⊗ What happens if there is a suspected or confirmed case of the virus at UWL?

The Infectious Disease Response Planning team has developed a protocol for a number of scenarios should the health concerns escalate in the region. We will take immediate steps in accordance with CDC guidelines to respond to any health and safety risk to the campus community. Primary office: Student Health Center

Last modified: 03/12/2020

⊗ What is UWL doing to prepare for possible cases of the virus on campus?

UWL formed an Infectious Disease Response Planning team that is regularly meeting to discuss how best to keep the campus community safe. For example, UWL has procedures in place to disinfect throughout campus for seasonal infectious diseases such as the flu. These efforts will continue and

UWL has also taken additional steps to disinfect areas thoroughly and quickly. UWL's Recreational Eagle Center and Student Health Center have purchased state-of-the-art cleaning and disinfecting equipment and all custodial staff are part of the response plan. Primary office: Infectious Disease Response team leads Dr. Deyo, Chief Hill

Last modified: 03/12/2020

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

We encourage students, employees and the broader community to visit UWL's COVID-19 response planning website. This website will include all email updates sent to campus.

<https://www.uwlax.edu/info/covid-19/>.

Last modified: 03/12/2020

✘ Why did UW-La Crosse cancel classes?

UW-La Crosse cancelled classes in hopes of keeping our campus and community safe and slowing the spread of the virus.

Last modified: 03/17/2020

✘ What are campus building hours?

At 5 p.m. Thursday, March 19, all building access will be suspended for all employees except those identified as essential. Should you need access, you will be asked to work with your dean or vice chancellor.

For the status of campus services and building hours visit: www.uwlax.edu/info/covid-19/campus-services/

Last modified: 03/21/2020

✘ What should I do if I get a fever, cough, or am having trouble breathing, or 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.

- Do not use public transportation, ride-sharing, or taxis.
- If you have a face mask, wear it if you need to be around other people.
- Cover your mouth and nose with a tissue when you cough and sneeze.

If you need emergency medical attention at any time during the 14 days after your return, call 911 and let them know that you traveled to an area of the world experiencing a COVID-19 outbreak.

Last modified: 03/14/2020

⊗ What services/buildings/facilities will be open on campus?

We are maintaining a [list of campus services](#). Check back frequently for updates.

Last modified: 03/17/2020

Faculty/staff

⊗ Who is reporting to work?

Starting 5 p.m. Thursday, March 19, the university will shift to allowing only essential personnel to report to campus. We are now requiring all other employees to work from home. If you are still making the transition to telecommuting, we have established a deadline of 5 p.m. Thursday, March 19. If you require improved internet or cell access for telecommuting, please work with your dean or vice chancellor.

At 5 p.m. Thursday, March 19, all building access will be suspended for all employees except those identified as essential. Should you need access, you will be asked to work with your dean or vice chancellor.

Last modified: 03/18/2020

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

See UWL's "[Keep Teaching](#)" resource.

Last modified: 03/13/2020

⊗ Where do I find an FAQ specifically for instructors?

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

Last modified: 03/13/2020

✕ Where can I learn more about employee-related plans?

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

Last modified: 03/17/2020

✕ Is there an updated leave policy?

President Cross announced a System-wide policy that will provide pay continuity for employees that are unable to telecommute. A code will appear in HRS soon so that these employees can report this leave.

[View the UW System COVID-19 Leave policy.](#)

This policy applies to the following UW System employees: Faculty, Academic Staff, University Staff, Limited Appointees, Employees-In-Training, and Graduate Assistants (Teaching Assistants, Research Assistants, and Program Assistants) and Temporary Employees. Student Hourly staff and UW-Madison employees are not included in this policy. This leave should be coordinated and approved by the employee's supervisor.

Important Considerations

- Essential staff are required to be on campus as directed by their supervisor.
- The policy is intended for only employees that cannot telecommute. All employees are expected to work remotely and adhere to the expectations and arrangements that you have made with your respective supervisor.
- This leave will cease upon the conclusion of this emergency declaration by President Cross.
- This leave cannot be banked or used for any benefit continuation, etc.

Considerations for Instructional Academic Staff (IAS)

- All instructional staff are deemed able to perform their instructional duties remotely (including advising and committee service, if applicable) unless they are approved not to perform those duties by their dean. If they cannot perform their instructional duties, they are expected to secure coverage for their courses as they normally would.
- Division heads and deans are deemed able to perform their duties remotely unless they are approved not to perform part or all their duties by their supervisor.

- Other staff may be deemed able to perform their duties by their dean or division head and must perform their duties remotely unless they are approved not to perform part or all their duties remotely.

Last modified: 03/17/2020

✘ 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. <https://etf.wi.gov/your-health-benefits-and-covid-19#resources>

Last modified: 03/17/2020

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

All employees can 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: 03/24/2020

✘ 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: 04/17/2020

✘ 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, because COVID-19 Leave expires May 1 and COVID-19 Emergency Family Medical Leave expires May 11, we may have no choice but to reassign or furlough a very small number of employees whose workloads have significantly diminished due to COVID-19.

We are in the process of identifying which UWL employees meet the qualifications for furlough status. Once these determinations are made, supervisors and our Human Resources Office will work with

affected employees and attempt to reassign them to alternative work responsibilities. If it is not possible to reassign these employees, we will do everything we can to minimize the lengths of their furloughs.

Last modified: 04/21/2020

Travel

⊗ I am a college student living in La Crosse, should I travel home to see my family?

At this time, we urge everyone to remain where they are. Travel between your primary residence and a family member's residence should be avoided. Refrain from any non-essential travel at this time. Source: La Crosse County Health Department.

Last modified: 04/04/2020

⊗ Our institution is only allowing essential travel, who determines what is essential?

This will vary by campus, please refer to your institution's guidelines.

Last modified: 03/13/2020

⊗ How is essential travel defined?

For purposes of the interim guidance, essential travel is defined as supporting activities that are absolutely necessary, cannot be rescheduled, and must be done in person. Each institution has appointed institutional leadership that can approve essential and necessary travel.

Last modified: 03/13/2020

⊗ I recently cancelled my trip to Washington due to increased number of Coronavirus cases; what happens to my ticket and can I still be reimbursed?

Your ticket will remain on file for future use with Fox, and you can still be reimbursed for the purchase of the ticket.

Last modified: 03/13/2020

⊗ Is the exchange fee reimbursable when I decide to travel later?

Yes, as with all travel, you should discuss travel plans with your supervisor since travel is dependent upon department/institutional funding and approval.

Last modified: 03/13/2020

⊗ **I called Fox World travel and was told my ticket was not refundable, is that true?**

Yes, all University tickets are non refundable (our policy does not allow the purchase of refundable tickets). Some airlines are cancelling routes (routes to China were the among the first to be cancelled) and if an airline decides to cancel a route, and not rebook you, they often will refund the ticket (that was non refundable) since the airline is no longer able to meet the obligation of the service that was purchased.

Last modified: 03/13/2020

⊗ **I recently found out that the conference I was scheduled to attend has been canceled and I can't get my hotel deposit refunded; can I still be reimbursed?**

Yes, per policy, the UW System allows and reimburses for a one-night lodging deposit.

Last modified: 03/13/2020

⊗ **My conference hasn't been cancelled but many speakers/vendors that I was planning on seeing are no longer attending due to Coronavirus concerns. I no longer think it's worth my time to attend. If I cancel, can I still be reimbursed?**

Yes, you can be reimbursed. Some airlines are providing waivers due to the Coronavirus, so once you are ready to reuse, work with a Fox agent to determine if there might be any waivers in place.

Last modified: 03/13/2020

⊗ **I want to schedule future travel for fall of 2020 but our institution is restricting travel due to the Coronavirus impact. Should I book now to get a lower fare or wait until the last minute and pay a higher price?**

We recommend waiting. This is a very rapidly changing situation and each institution will likely be updating guidance as we better understand the longer-term impacts and how to best use the institutions unused airline tickets on file.

Last modified: 03/13/2020

⊗ Are all unused tickets resulting from Coronavirus concerns being tracked?

Yes, Fox World Travel is helping us manage our unused tickets (tickets on file for future use) and we will continue to monitor balances over the upcoming weeks. This is a benefit to the UW System's managed travel program.

Last modified: 03/13/2020

⊗ Is there a fee to cancel my airline ticket with Fox?

It depends. If you booked online and cancel online, there is no additional fee. If you booked online and call an agent to cancel, there is a \$10 fee. There is no fee if you booked with an agent and call an agent to cancel.

Last modified: 03/13/2020

⊗ Is there an additional fee to rebook my airline ticket with Fox?

Yes, normal Fox agency ticketing fees apply.

Last modified: 03/13/2020

⊗ Can I be reimbursed for trip insurance?

No, except for the travel health insurance purchased through the UWS contract with Cultural Insurance Services International (CISI), which includes some travel insurance. Most trip insurance, including insurance purchased through CISI, does not cover epidemic/pandemic situations or "cancel for any reason."

Last modified: 03/13/2020

⊗ Change fees for flights are up to \$400. Does the traveler/department/program/university bear the expense for all employee expenses?

Yes, however Fox is working with our preferred airline carriers to waive fees when possible and is also tracking all of the current change fee waivers that are issued by airlines (and changing daily).

Last modified: 03/13/2020

⊗ **Can the change fees and airline tickets for my family be reimbursed by the University since I was planning a work trip and the University has restricted travel?**

Unfortunately no, per IRS guidelines and our Accountable Plan, only University/business related travel can be paid (or reimbursed) with University funds

Last modified: 03/13/2020

⊗ **Are there emergency funds available to students to help pay for trips that are cancelled?**

Your campus' Dean of Student office would be the best point of contact to determine if institutional funds are available.

Last modified: 03/13/2020

⊗ **I am a student who has been impacted by a study abroad trip being cancelled and I need additional guidance, who should I contact?**

Please work with your institution's Dean of Students office.

Also, [Please see a note sent on March 12 related to study abroad plans](#) PDF .

Last modified: 03/13/2020

⊗ **Should I go on my spring break trip?**

We strongly recommend that students and employees reconsider any plans to travel outside the region, particularly to areas where the virus has been confirmed. If you must travel, we encourage you to review the CDC's latest information and alerts regarding your destination.

Last modified: 03/12/2020

⊗ **I am an employee who just returned home from a location outside the 250-mile radius of La Crosse? What should I do?**

We are requesting that employees who fly or travel outside a 250-mile radius of La Crosse report to their supervisor before returning to campus.

In light of the severe risks associated with travel, these employees may be asked to self-quarantine according to the [latest guidelines](#) from the Centers for Disease Control and Prevention. Employees may

also be asked to self-quarantine if they have come in contact with a spouse, family member or any other person who has traveled out of state.

Last modified: 03/14/2020

⊗ I am a student who just returned from overseas travel or from a distant location within the U.S. – what should I do?

We are sensitive to the fact that a good number of students have been in locations exposed to the virus. We strongly recommend that, upon their return home, students comply with public health directives to prevent potentially exposing others to the virus, which may include self-quarantine for 14 days (please see <https://www.uwlax.edu/info/covid-19/> for more information).

Last modified: 03/14/2020

⊗ What about research travel grants?

Our offices will work with individual grant recipients to work through the details of each situation.

Last modified: 03/19/2020

UW System FAQ >

UWL communications

June 10, 2020

[Email announcing joint statement from Joe Gow](#) PDF

[La Crosse Higher Ed shared statement](#) PDF

May 22, 2020

[Looking Back with Gratitude from Joe Gow](#) PDF

May 14, 2020

[Beginning to Return to Campus plan from Joe Gow](#) PDF

April 24, 2020

April 8, 2020

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.

**Questions about our
COVID-19 plan?**

Submit a question

Email us

**Questions about
attending START?**

Join us virtually

START



UW-La Crosse



1725 State Street

La Crosse, WI 54601, USA



608.785.8000



Send feedback

[Privacy statement](#)

© Copyright 2020