

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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Fall and spring classes

⊗ Will UWL hold in-person classes in the fall?

Following Thanksgiving, UW-La Crosse will transition to exclusively online/remote instruction for the remainder of the fall semester.

Last modified: 11/13/2020

⊗ What changes are planned for spring 2021 classes?

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 (if it can be held) will be on Sunday, May 16, 2021.
- 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: 10/06/2020

⊗ 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

(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

⊗ 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

⊗ 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

⊗ What about scheduling?

Student schedules and types of courses are subject to change until July 27. Students will receive an email with their schedules by July 27, after the vast majority of changes have been made. Students will be able to add or drop starting on July 27.

For undergraduates, approximately 60% of courses will be hybrid or-in person, and approximately 40% of courses will be fully online (synchronous or asynchronous) Students should not schedule other

(synchronous or asynchronous). Students should not schedule other obligations during the time period associated with any class listed as hybrid, online synchronous or in-person.

If a student is in a course that will not be meeting each class day (e.g., a hybrid class), their instructor will inform them when they should expect to be on campus prior to the start of the fall semester on Sept. 8.

Last modified: 07/20/2020

⊗ How to I request a fully online, Fall 2020 schedule?

Students are encouraged to discuss this decision with their academic advisor.

Last modified: 08/24/2020

⊗ Will the fall semester be longer or shorter than planned?

UWL is not planning on any changes to the length of the fall semester. It will start and end as normal and as published.

Last modified: 10/06/2020

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

UWL does not plan to adjust tuition and/or fees for the fall semester. 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: 07/24/2020

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 currently closed due

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: 07/24/2020

- ⊗ How will classes in the fall of 2020 compare to classes in the spring of 2020?

Spring 2020 saw instructors and students forced into “emergency remote” education with little or no time to plan. In contrast, instructors and students know that the fall semester has a high likelihood of a need for virtual components or fully virtual courses. By the end of August, over 90% of UWL’s instructors will have completed an intensive two- or three-week course in online or hybrid teaching, and all instructors are preparing for a semester that allows for flexible teaching.

Last modified: 07/24/2020

- ⊗ 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 you review their respective hours on their webpage.

For students living off-campus, access to Wi-Fi is still available on UWL grounds. ITS will continue to offer Wi-Fi around Roger Haring 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 has made progress with Cisco in improving WiFi coverage and minimizing intermittent outages in Residence Halls.

Performance will continue to improve as all networking issues are resolved. If end users experience any network problems, they are encouraged to contact the Eagle Help Desk so they can be immediately resolved.

Last modified: 09/29/2020

- ⊗ 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

- ✕ Does UWL have a campus dashboard or tracker for cases on campus?

Yes. You can find the latest information about testing, positive cases and isolation/quarantine space on our campus UWL Dashboard - <https://www.uwlax.edu/info/covid-19/dashboard/> . The dashboard is updated daily after 4:30 p.m. with data from our Student Health Center and Residence Life; data that is also reported to UW System.

Last modified: 09/10/2020

- ✕ How do I return my fall textbooks?

Textbook Rental will have extended hours the week of finals to allow for more flexibility in your Fall returns and Intersession checkouts. You may also return your Fall textbooks any time prior to the December 23rd due date during our normal business hours. In addition, you may choose to ship your textbooks back to us. Please note that if you chose to ship your textbooks back, the package must be post marked by the December 23rd due date as well as shipped at your expense.

Last modified: 11/25/2020

- ✕ Have Fall class drop deadlines been extended?

The last day to drop a full-semester class with a grade of "W" has been extended to Friday, Dec. 4. Shorter-term classes will also have their drop dates extended. See [this guide](#) to find the drop deadlines for your classes in WINGS.

Last modified: 09/25/2020

- ✕ What is the last day I can withdraw from all of my Fall classes at UWL?

UWL has extended the last day to withdrawal from **all** Fall semester classes

UWL has extended the last day to withdraw from **all** Fall semester classes to the last day of final exams, Dec. 22. You must contact the Office of Student Life to complete this process. Any short-term classes already completed will keep the grade earned. If the withdrawal is completed by Dec. 4, the grade of “W” will be recorded for any non-graded classes. Between Dec. 5 and Dec. 22, the grades of “WP” or “WF” will appear on your official transcript. A grade of “WF” will be averaged into your GPA. The official date of withdrawal will be recorded on your transcript as well. Please see the [Withdrawal from UWL](#) policy.

Last modified: 09/25/2020

Expand all

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

- ✕ Can I get together with people outside my household?

Please stop gathering. Gatherings of any size without masks and six-foot distancing put students at risk for COVID exposure and may lead to isolation or quarantine of 14 days or longer. They could also lead to disciplinary action. Although UWL’s “shelter in place” order ended Sept. 27, we still must continue to follow guidelines and recommendations from the county health department and CDC to minimize the spread of COVID-19.

Whether indoors or outdoors, wear your mask and maintain six feet of physical distance.

Last modified: 09/29/2020

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

If students are not able to adhere to these guidelines, they will be held accountable for their behavior.

Examples of behaviors that will lead to progressive disciplinary action include, but are not limited to:

- Hosting or attending a party on or off-campus
- Hosting an off-campus guest on campus
- Failing to comply with instructions regarding isolation or quarantine

Large gatherings hosted on campus will be considered the responsibility of every student living in the room or suite. Hosting a large social gathering may be subject to disciplinary action, which may include immediate removal and restriction from campus.

Students who host social gatherings may also potentially lose the ability to complete their courses due to suspension. There is no financial refund for a student under these circumstances.

If a student living on campus does not wish to share that responsibility, the student should inform the Office of Residence Life, their hall director or RA of the social gathering. Large gatherings hosted off-campus will be considered the responsibility of every student living at that address. As with on-campus students, students who host a social gathering off-campus may be subject to disciplinary action, which may include immediate restriction from campus.

Students who host off-campus social gatherings may also potentially lose the ability to complete their courses due to suspension. There is no tuition refund for a student under these circumstances.

If a student living off-campus does not wish to share that responsibility, the student should inform University Police at [\(608\) 789-9000](tel:6087899000) of the social gathering, or they may contact the Office of Residence Life to inquire about on-campus housing. Please note that the university has outlined expectations and our response in our COVID-19 Community Safety & Accountability Policy. All students are expected to read and understand these expectations and guidelines.

Last modified: 09/08/2020

The definition of a large gathering will vary from space to space as it depends on the size of the space and whether or not people can be six feet or more apart. Gatherings of any size without masks and six-foot distancing put students at risk for COVID exposure and may lead to isolation or quarantine of 14 days or longer.

Last modified: 09/09/2020

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

If you see a large party at a house or a large gathering that does not allow for distancing and/or people wearing facemasks, and it is still occurring now, contact University Police at [608.789.9000](tel:608.789.9000).

If the event is on campus, students should contact their resident assistant or hall director.

If the event has already occurred, you can still report it using the [Incident Report Form](#). Please use the [conduct overview page](#) and policy as a reference. If you have questions, contact the Student Life Office at studentlife@uwlax.edu or [608.785.8062](tel:608.785.8062).

Last modified: 10/22/2020

- ⊗ 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

Is the Campus Food Pantry open?

- ⊗ Yes, the Campus Food Pantry is open but access to the pantry has changed. Guest will need to visit the front desk of the COVE to receive a prepackaged box from the food pantry. The COVE is located on the second floor of the Student Union, room 2200. Please bring your student ID to receive your box. More info on their website:

<https://www.uwlax.edu/university-centers/services/campus-food-pantry/>

Last modified: 09/10/2020

✕ 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: 08/14/2020

Expand all

Coronavirus health details

✕ 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

✕ 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

⊗ What are the COVID 19 testing options?

On-Campus COVID Testing

1. Antigen Screening: We will continue to provide screening antigen tests to students *without symptoms*.

- **Residence Life students** - testing is required and you will receive a sign up link via email. Testing occurs 8 a.m.-3:30 p.m. Monday-Friday, in Cartwright Center, room 212.
- **Off-campus students** - testing is optional, but highly recommended. Please sign up using this link for a specific day and time: <https://www.uwlax.edu/info/covid-19/testing/>

2. PCR Testing: For those with symptoms and close contacts whose exposure was at least 5-7 days ago. Please do not walk in for testing but call ahead 608.785.8558. You will be directed to test at either the Cowley Annex or the Student Health Center.

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>

Last modified: 11/18/2020

⊗ 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

⊗ 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

⊗ 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 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

⊗ 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

⊗ Does UWL have a campus dashboard or tracker for cases on campus?

Yes. You can find the latest information about testing, positive cases and isolation/quarantine space on our campus UWL Dashboard - <https://www.uwlax.edu/info/covid-19/dashboard/> . The dashboard is updated daily after 4:30 p.m. with data from our Student Health Center and Residence Life; data that is also reported to UW System.

Last modified: 09/10/2020

⊗ 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

⊗ 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

⊗ 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

⊗ 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

⊗ Has COVID-19 reached the UWL campus?

Yes, cases of COVID-19 have been confirmed on the UWL campus. You can find the latest information about testing, positive cases and isolation/quarantine space on our campus UWL Dashboard - <https://www.uwlax.edu/info/covid-19/dashboard/>. The situation is rapidly evolving, and new cases are being reported daily. Please continue to also monitor your county's health department website for the latest information.

Last modified: 09/13/2020

⊗ 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

Expand all

Surge testing

⊗ 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

⊗ 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: 11/04/2020

✕ Where can I get tested?

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

Last modified: 12/08/2020

✕ What are the hours of testing?

Testing began on Friday, Nov. 6, and will run through Wednesday, Dec. 23. It will start again on Monday, Jan. 4 - Friday, Jan. 22. The testing schedule is Monday-Saturday. Hours can be located when individuals register and reserve a day and time slot.

Last modified: 12/16/2020

✕ 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

✕ 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

✕ Do I need to register before getting tested?

Please register at www.doineedacovid19test.com before showing up to get tested. Participants must also use the site to obtain results.

Last modified: 11/04/2020

- ⊗ 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

- ⊗ 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

- ⊗ 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

- ⊗ 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

- ⊗ How does the person get notified of their results?

The email will come from noreply@doineedacovid19test.com.

Last modified: 11/09/2020

- ⊗ 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

⊗ 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

⊗ 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

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

These tests are free for everyone.

Last modified: 11/04/2020

Expand all

Residence Life

Fall Break Updates

⊗ If we stay on campus, does that start winter break? Will we pay \$100?

No, winter break will begin 12/22/2020. If you stay on campus from 11/25-12/22 you will not pay \$100.

⊗ When will I receive the \$100 credit?

The credit will be applied to your account at the beginning of the spring semester.

⊗ Can I apply to cancel my fall housing contract now, and return for the spring semester?

If you apply to cancel your housing contract, it is for the entire academic year. If you are approved, you would not be eligible to return for the spring semester.

⊗ Can I cancel my housing contract now (for the rest of the academic year)?

You can submit a cancellation request. Find more information about the contract cancellation request process [here](#)

⊗ Why is housing not closing completely?

We understand that all of our students have different factors to consider in deciding how to spend their breaks. It is important that we offer students and families safe options to choose from.

⊗ Why are you not refunding the rest of the fall semester?

Campus remains open and all services are still available for students. We are not requiring any residents to leave their halls.

⊗ Can I be tested before I leave campus?

Yes, check your email for information on how to sign up for testing before fall break.

Will I be required to test if I return to campus?



Yes, check your email for information on how to sign up for a test when you return to campus.

⊗ Will there be Isolation housing available during fall break?

Yes, isolation housing will be available in Wentz hall over fall break.

Expand all

Residence Hall contract & costs

⊗ Do I have to agree to the new terms and conditions sent to me?

Yes, all updated terms and conditions and policies are binding. We will hold you accountable to these updates. It is important you read and understand the expectations outlined.

Last modified: 08/14/2020

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

We will not be reducing the cost of housing this year. We will continue to engage the residents in the halls in meaningful ways through small group settings that follow physical distancing standards and through virtual forums.

Last modified: 08/14/2020

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

We will not be offering refunds for the quarantine/isolation period of time. However, if the quarantine resulted in a longer leave of absence, we will follow our medical release process and account for the contract/fees through that process.

Last modified: 08/14/2020

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

When we had to close in spring 2020, we worked with campus leadership to issue refunds. We will follow that same process should we need to close.

Last modified: 08/14/2020

⊗ What if I am concerned about living on campus because of COVID-19?

You will need to fill out a housing cancellation request. This is found in the housing portal in WINGS. All requests will be reviewed and responded to as soon as possible.

Last modified: 08/14/2020

⊗ My classes are all online, can I live at home?

You will need to fill out a housing cancellation request. If we confirm your schedule is fully online, we will release you from your contract (however, your deposit will be forfeited).

Last modified: 08/14/2020

⊗ If I am released from my contract for the fall semester, can I live on campus in the spring?

You will need to complete a spring 2021 housing application in order to return to campus in the spring. Please visit our [applications page](#) for more information.

Last modified: 10/06/2020

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

Due to the need to reassign Wentz Hall students, we will be consolidating and reassigning students. If you are impacted by any assignment changes, you will be contacted via email.

Last modified: 08/14/2020

Expand all

Residence Life policies

Do I need to wear a mask in the halls?

- ⊗ Yes! Whenever you are outside of your assigned bedroom/apartment, you are expected to wear a mask. This is to limit the spread of the virus and help to maintain community health. When you are in the bathroom, we ask that you only remove your mask when personal hygiene is being addressed (brushing teeth and showering).

After you complete your hygiene routine, we expect the mask to be on.

Last modified: 08/14/2020

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

As a community, we are responsible for creating safe living environments for all members. If you have concerns about residents who are not wearing masks, we encourage you to let the hall staff know so we can address the person/people. It is an expectation and policy that all members of the community will be held to, and violations will be taken seriously through the conduct process.

Last modified: 08/14/2020

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

We will be holding students accountable through our university housing conduct process. Students will be given opportunities to learn from their choices and follow the community expectations. If there is repeated failure to comply, there is a possibility of the student leaving university housing.

Last modified: 08/14/2020

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

There will be very few room changes granted this year due to the impacts of COVID-19. We will work to mediate the conflict and renegotiate the roommate agreement to the best of our ability. If that does not address the concerns, we will evaluate other options available at the time.

Last modified: 08/14/2020

⊗ Can I have overnight guests?

Our guest policy has been revised. Only residents of the same building can visit each other within the building. If you and your roommate agree that people from your building can stay overnight, you will need to follow our guest policy expectations.

Last modified: 08/14/2020

⊗ Who can visit me in my room?

Only residents of the same building can visit each other within the building. And only 2 additional people can be in any room/apartment at a time. Masks must be worn when guests are present.

Last modified: 08/14/2020

⊗ Can my family come visit me?

We encourage you to have your family and friends visit, however, you will not be able to host them in your room (after move in day).

Last modified: 08/14/2020

⊗ How can I ensure my roommate(s) is 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: 08/14/2020

Expand all

Residence Hall health & safety

⊗ CAMPUS COVID TESTING

UWL has established a COVID-19 testing plan to identify the infection and

keep it from spreading within our campus community. Testing will be available at several campus sites and will be free to students who meet testing criteria. We are committed to testing all students with symptoms concerning for COVID-19, their close contacts, and an expanded testing program for screening of asymptomatic residence hall students. Your first screening test will occur soon after move in and you may be required to screen as often as 12 times per semester.

Last modified: 09/01/2020

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

Bi-weekly testing may be required for students who live in the residence halls. More information will be provided as we get closer to the beginning of the semester.

As of Sept 1, 2020, we are testing all students in the residence halls in an effort to mitigate the impact of COVID-19 on the community. If students are not able to comply with our testing protocol, they are not able to live on campus. Students can take their courses online in the fall and apply for housing in the spring if they are interested.

Last modified: 09/01/2020

⊗ If I have tested COVID-positive, do you need to know?

Yes, in order to better assist you and the community, we need to know. Please call the Student Health Center to report your test results.

Last modified: 08/14/2020

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

If you have been in close proximity (less than 6 feet for more than 15 minutes), your risk level is increased. You should contact the Student Health Center or your primary care provider for follow up.

If you have been identified as a person that needs to be tested by our

community health authorities (on/off campus), you will be notified directly.

Last modified: 08/14/2020

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

You should monitor your symptoms.

If you have [symptoms of COVID-19](#) (including fever > 100.0, chills, feeling feverish, body aches, new cough, excess fatigue, shortness of breath, loss of smell or taste, stomach upset or diarrhea) you should contact the Student Health Center or your primary care provider.

Last modified: 08/14/2020

⊗ If a student is in quarantine/isolation, how will they be monitored?
What services will they have access to?

We will provide all students who are in quarantine/isolation with a contact to Residence Life staff. This staff member will check on them daily to ensure their health status has not changed and to ensure they (reasonably) have their needs met. Food will be provided to students in quarantine/isolation. Meals will be provided by Chartwells according to dining menus.

Last modified: 08/14/2020

⊗ If a student has to move to quarantine/isolation, what should they take with them?

Students should pack a pillow and enough clothes/items to last the duration of quarantine (14 days). Students will not be permitted to leave their quarantine/isolation space during this time, nor will deliveries be permitted with the exception of meals from Chartwells (unless specifically cleared by Residence Life staff). We highly recommend students bring cleaning supplies into the quarantine space to keep their space as sanitized as possible.

Last modified: 08/14/2020

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

Campus will closely monitor the city, county and state health situation, in cooperation with La Crosse County Health. Please follow the [UWL Campus](#)

[COVID webpage](#) for the most up-to-date announcements and information.

Last modified: 08/14/2020

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

We will work to identify options on campus for students to stay that is safe and follows physical distancing guidelines.

Last modified: 08/14/2020

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

Information will be provided to you by Residence Life staff.

Last modified: 08/14/2020

⊗ Can I travel out of town during the semester?

We encourage students to be mindful of their travel plans. Please consider the risk level for both your travel location and your travel method. At this time, there are no restrictions on students' travel. Students will not be required to complete quarantine based on travel alone.

We are encouraging anyone who plans to leave campus to be cautious while traveling and follow all CDC recommendations regarding travel, self-quarantining, masks, and hygiene.

We do encourage students to monitor for any symptoms. If we believe a student has been in close contact with a positive case of COVID-19 or starts experiencing COVID-19 symptoms, the student will be asked to complete isolation or quarantine at home or in a campus Isolation/Quarantine space.

Last modified: 08/25/2020

⊗ How will the Residence Halls be cleaned?

Common spaces and high touch point areas will be sanitized multiple times a day. We are also exploring options for placing cleaning supplies in common bathrooms and/or study areas so that residents can wipe down surfaces too. Residents are welcome to bring their own cleaning wipes into these spaces.

Last modified: 08/14/2020

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

- Campus-wide signage will be placed regarding masks and physical distancing
- Elevator capacity will be reduced to 2 people/elevator (in Eagle and Reuter Halls)
- Hand sanitizer stations will be placed in the communities
- Drinking fountains are being closed off
- Plexiglas barriers have been placed in front desk lounge areas

Last modified: 08/14/2020

⊗ 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: 08/14/2020

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

- Acquire a personal [thermometer](#) so you can monitor your body temperature and bring several reusable masks/face coverings (minimum of 2), as they will be required in many public spaces.
- Self-quarantine at home for 14 days, or minimally limit your exposure to those outside of your immediate family, prior to your arrival date on campus.
 - If you are traveling by air, train, or bus, consider packing Lysol wipes to wipe down surfaces such as chairs, seat trays, and armrests prior to use. Wear a mask when using public transportation and when in public spaces, and wash your hands or use hand sanitizer regularly.
 - If you are driving, plan out your stops and try to avoid high-risk areas. You can view these areas on the [CDC website](#). There you will be able to see the breakdown of cases by state, county, and city.

Last modified: 08/14/2020

✕ Can I move in if I am feeling ill?

If you have [symptoms of COVID-19](#) (including fever > 100.0, chills, feeling feverish, body aches, new cough, excess fatigue, shortness of breath, loss of smell or taste, stomach upset or diarrhea) you will not be allowed to move in until you meet the following criteria:

- If you have had a positive COVID-19 test or have not been tested:
 - No fever, defined as less than 100 degrees F, for at least 3 days (that is 72 hours of no fever without the use of medicine that reduces fevers, such as Tylenol, Motrin, aspirin, ibuprofen, paracetamol, etc.), and
 - Other respiratory symptoms have improved (for example, cough or shortness of breath), and
 - At least 10 days have passed since the symptoms first appeared
 - Completed a full 14 day quarantine if you have a known exposure or travel history
- If you have had a negative test (you could still have COVID-19):
 - No fever and a substantial improvement in symptoms for 24 hours
 - Completed a full 14 day quarantine if you have had known exposure or travel history

Last modified: 08/14/2020

Expand all

Residence Hall isolation & quarantine

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



A student will be notified that they need to complete isolation/quarantine by the COVID Disease Investigation Team. A Residence Life Coordinator will reach out to the student to confirm the logistics of their transition to their isolation space or will send an email with quarantine expectations.

Last modified: 09/25/2020

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

Students who need to quarantine or isolate will be asked to return to their permanent home, if it is reasonable and safe for them to do so. If that is not the case, we will provide them an option. Arrangements will be made to ensure the residential community remains safe and will not be further exposed to risk. If a student is told they need to isolate/quarantine, this is not optional. The student must follow directives provided by medical professionals and university staff. Failure to comply with staff directives may result in being held accountable through the student conduct system.

Last modified: 08/27/2020

- ✘ What is the difference between quarantine and isolation?

Isolation

If a resident tests positive for COVID-19 or is demonstrating symptoms and has yet to receive a positive test, they must isolate, for at least 10 days, until they are cleared by the UWL COVID Disease Investigation Team to return to their residence hall.

Quarantine

If a resident has come in close contact with someone who tested positive, they must quarantine, for at least 14 days, until they are cleared by the UWL COVID Disease Investigation Team to return to their residence hall. Roommates of students who test positive will automatically be asked to quarantine.

Last modified: 09/25/2020

- ✘ How are you determining who is assigned to Wentz Hall vs. the off-site hotel?

Location assignments will be determined based on space availability and the student's health status.

Last modified: 08/27/2020

✕ Can a student complete isolation or quarantine off campus?

Students will have the option to complete isolation or quarantine at their permanent home address, or in a space provided by Residence Life. We will not allow students to complete their isolation or quarantine at an off-campus location with friends or other students.

Last modified: 09/25/2020

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

Isolation

Students in Wentz, should only leave their room:

- to use the bathroom facilities,
- pick up and reheat their meals
- for individual outdoor exercise.

Students assigned to the hotel are not permitted to leave their room.

Quarantine

Students completing an on-campus quarantine should only leave their room:

- to use the bathroom facilities
- to pick up their meals
- for individual outdoor exercise
- for essential trips (doctor visits, picking up medication, etc..)

Last modified: 09/25/2020


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

On-Campus Students will be able to pick up their meals from the quarantine and Isolation dining location, details will be provided to them in their intake email

Last modified: 11/17/2020

✕ Will dietary needs be accommodated in isolation/quarantine?

Yes, students at the hotel will have the option of selecting from regular, special dietary needs, vegan or vegetarian, and clear-liquid meals.

For on-campus meals, Vegetarian and Vegan meals will be available. If you have specific dietary needs, please email Steve Martens at smartens@uwlax.edu .

Last modified: 09/25/2020

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

A negative test result will not automatically end your isolation or quarantine. A student can only leave isolation or quarantine when they have been approved to do so by the COVID Disease Investigation Team.

Last modified: 09/25/2020

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

Mail/packages will be held for students at the Eagle Mail Center. They can pick up mail when they have completed their isolation or quarantine.

We may deliver mail and packages to students on a case by case basis. If you have an emergency or a special situation, please contact our office at housing@uwlax.edu

Last modified: 09/25/2020

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

A student will need to wear all requested PPE during the moving process to their isolation/quarantine space (mask, gloves). Once the student has arrived to their isolation/quarantine room they do not need to wear a mask in their room. The student should wear a mask if they are leaving their room for any reason.

Last modified: 08/27/2020

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

No, students will not be permitted to smoke, vape, or use tobacco products while in isolation/quarantine. UWL is a tobacco-free campus and students will be unable to go outside while in isolation/quarantine.

Last modified: 08/27/2020

Expand all

Residence Hall services

- ✕ Can I still use the kitchen?

The kitchens will be available for use. However, there will be no cooking utensils/supplies available for check out. Nothing can be stored in the kitchen (the refrigerator will be turned off). Students must bring all items and ingredients to the kitchen and remove all after their food is prepared. The kitchen must be cleaned by those who use it after every use.

Last modified: 08/19/2020

- ✕ Can I still use the study lounges?

There will be some study spaces available for use by students. Furniture will be reduced and we will promote physical distancing expectations. Masks will be required in all common spaces. There will be some study spaces that are closed because they cannot be configured to support physical distancing regulations.

Last modified: 08/19/2020

- ✕ Are the computer labs in the residence halls open for use?

No, the labs in the residence halls will be closed. The building networks have been upgraded this summer to make sure the network can withstand the virtual campus needs. If there are individual needs around technology

and computer access, we encourage you to inquire about options with ITS.

Last modified: 08/19/2020

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

Yes! ITS has upgraded all the buildings this summer.

Last modified: 08/19/2020

- ⊗ What services will be available at the front desks?

- Desks will be staffed from noon to midnight, Sunday-Thursday and noon to 2 a.m. on Friday-Saturday. They will assist with lock outs and connecting students to campus resources.
- For those of you who are returning to campus, we will not be selling food items from the desk.
- Mail will be processed in a central location (Eagle Hall).

Last modified: 08/19/2020

- ⊗ Where can I get my mail?

To further safeguard our community, we will be having all mail (USPS, FedEx, UPS, etc.) delivered to Eagle Hall. We have shifted the use of a space for mail only. Residents will be asked to enter the mailroom space from the exterior of the building. We will create a process for collection that reduces risk. The Eagle front desk will NOT be processing mail.

Last modified: 10/05/2020

- ⊗ How will I eat on campus?

Campus Dining is committed to providing a variety of food options. Capacity within the dining facilities will be monitored and takeout options will be available. Please check the campus dining website for the most up to date information about hours of operations at each location.

Last modified: 08/19/2020

- ⊗ Will my Resident Assistant and Hall Director be available/accessibile?

Yes! The hall staff will be focusing on making connections with every resident through virtual spaces. They will be seeking out each resident and we encourage residents to connect with their RA for support, access to resources, guidance, and ways to connect with other residents. We do want to reduce risk for hall staff as well, so we ask that you not knock on their door. Instead students will be provided with virtual ways to connect with hall staff. In addition, the staffed front desk can provide answers to questions and resources as well.

Last modified: 08/19/2020

✕ Will hall staff be doing rounds and enforcing policies?

Yes! We are providing necessary PPE items for hall staff to do their jobs in this way. They will document policy issues and report them as they always have. Students documented for a policy violation will still need to go through our standard conduct process.

Last modified: 08/19/2020

✕ 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 coverings, and reducing the number of people in the space.

Last modified: 08/14/2020

Campus events

Expand all

✕ 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. Event organizers are still planning online events or hosting in-person events with added precautions to prevent the spread of COVID-19.

If you are an event organizer, continue using [UWL Share](#) to submit virtual events so that they appear on the campus calendar and events page. See campus events at www.uwlax.edu/events/

Primary office: University Centers, COVE; University Communications.

Last modified: 06/16/2020

- ✘ Are campus visits through the UWL Admissions office still happening?

For information regarding in-person and virtual visits to UW-La Crosse, please see the Admissions website at www.uwlax.edu/admissions/explore/visit-us/.
Primary office: Admissions 608.785.8939.

Last modified: 06/22/2020

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

The UW La Crosse Testing Center is open for testing. We are physically distancing with reduced seating capacity. Masks are required. A health attestation survey is required when you arrive at the Test Center.

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 on the [UWL Placement Testing website](#).

GRE, Praxis, TOEFL

The UWL Test Center is open for GRE, Praxis, & TOEFL exams.

Scheduling is done through the [Educational Testing Service website](#).

ETS is also offering Test From Home options for GRE, Praxis and TOEFL.

See the [ETS website](#) for more information.


Other exam programs

Most other testing programs offered at the UWL Test Center are scheduling again.

This includes the following test providers:

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

Scheduling is done through the respective test provider's websites.

Contact Charles Gilbert at the UWL Test Center if you have questions:
608.785.8074 or cgilbert@uwlax.edu 

Last modified: 11/24/2020

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

In an effort to de-densify indoor spaces and limit viral spread within our campus community, UWL recommends that all departmental, staff and student meetings be held in a virtual format. If a meeting must be held in person, it should also include a virtual option for those who do not attend. All meeting spaces, including departmental conference rooms, must follow the COVID room capacity requirements of 30%, as indicated in the [classroom directory](#).

Student Senate has determined that all Student Organizations should host online meetings until October 19, 2020. After October 19, 2020 students organization can meet in-person for groups of ten individuals or less.

Last modified: 10/13/2020

Expand all

Let's Play Safer

- ✕ What are the hours?

We are open now

- Beginning September 8: Monday-Friday 6am-11pm; Saturday 10am-11pm; Sunday 11am-11pm

Last modified: 10/27/2020

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

The health and safety of patrons and staff is the priority for the REC. The following precautions are in place and required for use of the building:

- Patrons and staff are required to wear face coverings at all times
- Signage and decals indicate traffic flow and zones are designated to

maintain physical distancing of at least 6 feet; strength and cardio equipment pieces are at least 10 feet apart

- Temperature checks are required at the turnstiles
- Contactless entry at the turnstile is available with the UWL REC app
- Plexiglass is installed at all the service counters
- All rooms and spaces beyond the turnstile have limited capacity; [most require reservations](#) ^{PDF} in advance
- Hand sanitizers are available throughout the building
- Rigorous cleaning, sanitizing and disinfecting schedules are implemented throughout the entire building and require teamwork with patrons, staff and custodians

Last modified: 08/17/2020

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

Please do your part to keep the REC a healthy and safe place. You can do that by staying home if you are not feeling well, washing your hands regularly, refraining from touching your face, wearing your face covering, maintaining physical distancing at all times, and complying with the cleaning protocols. You should come dressed to work out, bring your ID or mobile device with the UWL app, and your personal water bottle (refill stations available).

You are encouraged to leave your personal belongings at your residence or in your car. For safety reasons and to maintain physical distancing, lockers and cubbies are available on a limited basis.

Last modified: 08/17/2020

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

To use any space beyond the turnstile, all patrons will need to check their temperature at the kiosk, swipe ID/use app, and walk through the turnstile. Be sure to [reserve your space](#) ^{PDF} in advance according to your desired location/workout. _____

To enter through the turnstile, you will need your ID or your mobile device that has the UWL app installed. Contactless entry is available with the app. We encourage you avoid touching the turnstile with your hands upon entry/exit.

Last modified: 08/17/2020

⊗ What does a temperature check entail?

Temperature checks will be required at the automated kiosks prior to entering the turnstile. Anyone who has a temperature of 100.4 or greater will not be allowed to enter. Patrons are recommended to cool down for approximately 15 minutes prior to the temperature check if they have been active before coming in. Only two attempts allowed per entry. Patrons with a temperature of 100.4 or greater are advised to [visit the Student Health Center website](#).

Last modified: 08/17/2020

⊗ Are face coverings required while I am working out?

Yes, face coverings are required at all times when in the REC, including during your workout. As defined by the Wisconsin Emergency Order #1 that mandates face coverings statewide until September 28, "face covering" includes but is not limited to a bandana, a cloth face mask, a disposable or paper mask, a neck gaiter, or a religious face covering. A "face covering" does not include face shields, mesh masks, masks with holes or openings, or masks with vents. You are encouraged to listen to your body when working out with a face covering on and decrease your intensity accordingly.

Last modified: 08/17/2020

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

Capacity for the REC is based on total number of people allowed in each space to maintain physical distancing. Capacity for spaces beyond the

turnstile are listed below and include staff:

- Fitness Center: 50
- Multipurpose Room (ellipticals only): 13
- Courts 3 & 4 (cardio & core): 30
- Courts 1, 2, MAC, racquetball court (individual use only/space): 9 total
- Group Fitness Classes: aerobics - 24; cycling - 18
- Upper Level (track, cardio and strength equipment): 28
- Climbing Wall: 6

Last modified: 08/17/2020

⊗ What can I do at the REC?

Though capacity is limited per space, there are many options in the REC according to your desired workout/activity:

- Strength: Fitness Center (free weights, racks, machines), upper level (machines)
- Cardio: Fitness Center (treadmills, stair mills), multipurpose room (ellipticals only), court 4 (cycles, rowers), track
- Core: Fitness Center turf, court 3
- Individual work: court 1, court 2, MAC, racquetball court
- Run/walk: track
- Group fitness classes: aerobics room, conditioning room for cycling
- Climbing: bouldering only at this time
- Outdoor activities: rentals available for bikes, roller blades, canoes, kayaks, and stand up paddle boards
- Reservations: can be made up to 48 hours in advance; required for all spaces past the turnstile except courts 3 & 4 and the upper level (track area)

Last modified: 08/17/2020

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

Yes you can shoot, pepper or kick a ball around by reserving a space on courts 1, 2, or in the MAC. There

is a limit of 1 person per hoop or half court. Be sure to bring your own ball as equipment is not available for check out at this time; goals are available

in the MAC. The track is available to walk or run and is limited to 6 people only on a first come, first served basis (no reservation required).

Last modified: 08/17/2020

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

Reservations guarantee you a space and time for your workout/activity and can be made up to 48 hours in advance They also keep the building

safe as the number of reservations are based on physical distancing, capacity, equipment, staffing, and cleaning/disinfecting needs. To make a reservation, [follow these steps](#) PDF .

Last modified: 08/17/2020

- ⊗ What spaces require a reservation? What can I do without a reservation?

Reservations are required beyond the turnstile for the Fitness Center, climbing wall, courts 1, 2, the MAC, and racquetball court. Group fitness classes require a membership and reservation in the specific class you want to attend.

Without a reservation beyond the turnstile, you can use courts 3 & 4 for cardio and core workouts, multipurpose room (ellipticals only), and the upper level to work out on the track, cardio equipment or strength equipment. These spaces have a capacity of 28-30 (patrons and staff) and are available on a first come, first served basis.

Last modified: 12/21/2020

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

It is going to take cooperation, compliance, and assistance from all patrons, staff members and custodians to keep the REC as healthy and safe as possible. Staff members and custodians will follow a rigorous cleaning/sanitizing/disinfecting schedule throughout the building. In addition, we ask all patrons to comply with the following protocol for using and cleaning all machines and equipment:

- Equipment available for use is identified with a “thumbs up” sign that indicates machine is clean
- Recommendation: wipe down equipment prior to use with GymWipe (disposable) or wet rag (spray solution onto rag, then wipe equipment)
- Required: flip sign from thumbs up to stop side prior to use; after use, wipe down equipment with GymWipe (disposable) or wet rag (spray solution onto rag, then wipe equipment)
- Do not use any equipment with stop sign that indicates machine needs to be cleaned
- Staff members will be cleaning free weights after each reservation period.

Last modified: 08/17/2020

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

To maintain physical distancing, organize equipment, and maximize work out locations, most of the cardio equipment has been moved throughout the REC (exception: treadmills and stair mills are still available in the Fitness Center). This also allows physical distancing of 10 feet within the Fitness Center for strength machines, free weights and racks that cannot be moved to any other location in the building. Patrons may also use the turf for individual work (capacity of 8 people).

Last modified: 08/17/2020

- ⊗ What equipment can I check out?

Limited equipment is currently available for check out in the spaces listed below:

- Climbing Wall: climbing shoes
- Outdoor Connection (for rent): bikes, roller blades, canoes, kayaks, stand up paddle boards
- Info Counter: no equipment check out at this time
- Fitness Center: no equipment check out at this time

Last modified: 08/17/2020

- ⊗ Are the locker rooms and restrooms available?

Yes, the locker rooms and restrooms are available. For safety reasons and to maintain physical distancing, lockers, showers and toilets are available on a limited basis.

Last modified: 08/17/2020

- ⊗ Are there group fitness classes this fall, including cycling classes?

Yes there are! 42 classes are available each week, including cycling classes. New this year are virtual classes available only to those with a

group fitness membership. To learn more about the schedule and purchase a membership, check out the group fitness page. All [group fitness](#) members must register for each class separately to reserve a space.

Last modified: 08/17/2020

⊗ What's available at the Outdoor Connection?

Now is a great time to get outdoors! Bikes, roller blades, canoes, kayaks, and stand up paddle boards are available to rent for a very reasonable rate. At this time, we are not offering any trips but hope to plan adventures for the spring semester.

Last modified: 08/17/2020

⊗ Is the REC climbing wall open?

The climbing wall opens on Monday, Sept. 14 and requires a reservation. Currently only bouldering is allowed and the capacity is 4 climbers at a time. No chalk allowed.

Last modified: 08/17/2020

⊗ Are there going to be any in-person intramural activities, sport clubs, and/or special events?

The Rec Sports team is working diligently to plan a semester of healthy and safe programs. Though in-person activities and events will undoubtedly be impacted and limited, we will be offering a full schedule of virtual opportunities within intramurals, sport clubs, and special events. At this time, we have determined that we will not be offering any intramural leagues for contact sports (football, volleyball, basketball, soccer, softball, dodgeball, etc.). Also, all sport club competitions and practices are

suspended for the fall semester. We will continue to post programming updates on the [Rec Sports website](#) and social media pages.

Last modified: 08/17/2020

⊗ Can I purchase a guest pass for my friend?

To maximize space for UWL students and faculty/staff members, guest passes will not be sold until further notice.

Expand all

University Centers/Dining

Student Union

✕ What are the building hours for the fall 2020 semester?

The Student Union hours of operations

Fall 2020 Hours

Monday - Friday: 7 a.m. - 10:30 p.m.

Saturday: 8 a.m. - 10 p.m.

Sunday: 10 a.m. - 10:30 p.m.

Last modified: 10/27/2020

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

Face coverings are required in campus buildings and outside if physical distancing is not possible. One-time use face coverings are available at each of the three entrances to the Union. Reusable cloth face coverings are available at the Information Center in the Union. Bring your ID Card so we can verify that you received a face covering.

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: 08/27/2020

✕ Where can I eat, study and hang out in the Union?

All dining services are to go meals.

We now have seating available between the fireplace lounge and Einstein Bros Bagels on first floor to eat. Seating is limited to 1 person per table for 15-20 minutes.

Rooms available for studying on 2nd and 3rd floor:

9:30 a.m. - 9:30 p.m*.: Rooms 3105, 3110, and Cliffwood (middle section of the Bluffs)

12:30 p.m. - 9:30 p.m*.: Room 3314

**Disinfection breaks schedule will be added*

Face coverings must be worn at all times

Last modified: 10/21/2020

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

Classroom spaces in the Student Union:

Grandad Bluff Room 2130, Miller Bluff Room 2110, Cliffwood Bluff Room 2120, and the Theater 0120 will be used for classes until 4:30pm Monday-Friday.

Last modified: 08/27/2020

⊗ How do I pick up my textbooks?

During the RUSH period people must sign up for a reservation time to ensure limited number of people in the space at a time. Everyone MUST be signed up for a time. Student ID required. Link to schedule an appointment: <http://uwlax.edu/go/textbook-appt>

Last modified: 08/27/2020

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

⊗

Students organization can meet in-person for groups of ten individuals or less.

Last modified: 10/27/2020

⊗ Can I make a room reservation for spring semester?

Reservations for spring semester are suspended until further notice.

Last modified: 08/27/2020

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

Table reservations have been moved outside the southwest entrance to the building, while the weather is still nice. Two table are available in this area. Table reservations are also available at Whitney Center.

Last modified: 08/27/2020

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

DJ trivia, bingo, movies, and crafts are some of the fun activities that are happening this semester. Check out the Student Union, CAB, and the COVE social media for the latest on events.

Last modified: 10/27/2020

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

Ugetconnected will still have options for volunteerism and needs in the community. The Leadership and Involvement Center will also continue to provide leadership development programs via social media videos, as well as online workshops.

Last modified: 08/27/2020

- ⊗ Can I still hang out or study in the COVE?

There are still spaces in the COVE and throughout the Student Union for students to study. Tables have been physically distanced, and chairs are limited to promote distancing. Offices and couches in the COVE have also been arranged to limit the number of people in those spaces. Please respect the room occupant numbers that are posted and follow guidelines listed for these spaces.

Last modified: 08/27/2020

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

Furniture has been moved to allow for appropriate physical distancing. There are still areas for interacting but face covering must be worn while talking to one another.

Last modified: 09/29/2020

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

Additional study tables have been added to the second and third floor, similar to what we do during finals week. Additional rooms will be used to study. All tables will have appropriate physical distancing.

Last modified: 08/27/2020

⊗ How do I use the Campus Food Pantry?

Swipe access to the Food Pantry has been removed for all students, faculty, and staff. Students will come to the front desk in the COVE to swipe their ID's to get their boxes. Students, faculty, and staff can get one box per week. The food boxes will all be prepackaged with items such as pasta, sauce, grain, cereal, ramen, soup, veggies, fruit, protein, and snacks. The boxes will be ready in the Food Pantry and can be picked up between 9 a.m.- 4 p.m. Monday-Friday in the COVE.

Last modified: 08/27/2020

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

We will continue to accept lost and found items at the Information Center. Items will be sanitized by wiping down or spraying with disinfectant before placing in cabinets. IC staff will determine items that will be kept and logged. Plastic water bottles and face coverings will be discarded.

Last modified: 08/27/2020

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

PLAY equipment including pool cues and basketball will be available for students to check out with their ID. The machines have been arranged to allow for distancing. Info Center staff will sanitize equipment when they are returned.

Board games in the lower level E Café have been removed until further notice.

Last modified: 08/31/2020

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

Common use microwaves have been removed. A gluten-free microwave and general use microwave will be available at the Information Center for student use. This allows us to disinfect after each use.

Last modified: 08/27/2020

✕ Can I fill my water bottle at the Union?

Drinking fountains have been covered but bottle fillers are still available.

Last modified: 08/27/2020

✕ Are the elevators available in the Union?

Elevators are limited to 2 people at a time unless people are members of the same household.

Last modified: 08/27/2020

✕ What about hand sanitizer?

Hand sanitizer stations have been added to each entrance and throughout the building. We expect that everyone sanitizes their hands as they enter the building.

Last modified: 08/27/2020

Expand all

Student Union Dining

✕ How has dining changed because of COVID-19?

All food will be served in to-go take out containers, there will be no self-service locations, no self-serve beverages, salad bar, or soda/ice machines.

Last modified: 08/27/2020

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

BOOST Mobile Ordering: mobile ordering can be used at Einstein's and Ebert and Gerbert's. Payment is accepted through the BOOST app when using Maroon Dollars, Campus Cash, or a credit card. When using Block Meals, payment will be taken when the order is picked up at the cash register. Download the BOOST app today:

<https://dineoncampus.com/uwlacrosse/boost-mobile-ordering-now-available>

Last modified: 10/28/2020

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

- **Face Coverings** – A face covering **MUST** be worn while standing in line waiting to order or pick-up an order. If eating in the dining area, the face covering may be removed while eating.
- **Social Distancing** – All patrons are expected to practice social distancing (6 feet). Signage, guidance systems and floor decals are in place help maintain the expected distance.
- **Seating in Dining Areas** – Seating is limited for eating. There is an area between the fireplace lounge and Einstein Bros Bagels for one person seating to eat for 15-20 minutes.
- **Contactless Entry**– Patrons will swipe their student ID card using an external mag strip reader adhered to the counter, near the register.
- **Hand sanitizer stations** – Stations are located throughout the Student Union building.
- **Service in the Dining Areas** – There will be **NO** self-service stations. Food will be served by dining staff.
- **Dishware** – Food will be served using compostable plates, bowls, cups, or single-serve packaging. Plastic cutlery will be used. Beverages will be available in cans, bottles, and cartons.

Last modified: 10/28/2020

-
- ✘ What is new in the Student Union for dining?

- **Dining Plan** – Students on a traditional Dining plan will be able to use 2

meal swipes per day in the Student Union between the Cellar and Sono. These 2 meal swipes can be used daily Monday-Friday.

- **On- The-Go Area** (adjacent to Einstein's) - Will be offering a variety of new grocery items, frozen meals, and bottled beverages. Purchases can be made using Maroon Dollars, Campus Cash, and Credit/Debit Cards.
- **Ozzi System** – Located across from the dish belt, the Ozzi System gives patrons the opportunity to purchase and use a reusable container and flatware for meals purchased in the Student Union dining areas. Purchase a token at the Information Center (\$4.00 for students, \$5.00 for faculty/staff). The token can be used at any dining location in the Student Union when requesting a meal-to-go. When finished using the container it can be deposited into the Ozzi vending machine (flatware is not deposited). Scan the bar code on the container then deposit it in the Ozzi and receive a new token.
- **Cellar** – Pagers are no longer being used. Staff will be assigning numbers and calling them out when the food is ready.

Last modified: 10/28/2020

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

- **Lower Level:** No seating available
- **First Floor:** Seating is now available between the fireplace lounge and Einstein Bros Bagel to eat. Seating is limited to 1 person per table for 15-20 minutes.
- **Second Floor Bluffs Room 2120:** 56
- **Third Floor Room 3105, 3110, and 3314:** 41

Last modified: 10/21/2020

What new dining locations are available on campus?

✕ Cartwright Center Cellar Location

- Lower level Cellar location at Cartwright Center will open Monday – Friday, 11:00am – 1:00 pm.
- Grab and Go Jack & Olive sandwiches, salads, healthy snacks, chips, pastries/desserts, and beverages.

Last modified: 08/27/2020

Expand all

Whitney Center Dining

✕ How has dining changed because of COVID-19?

All food will be served in to-go take out containers, there will be no self-service locations, no self-serve beverages, salad bar, or soda/ice machines.

Last modified: 08/27/2020

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

- **Face Coverings** – A face covering MUST be worn while standing in line waiting to order or pick-up an order. If eating in the dining area, the face covering may be removed while eating.
- **Social Distancing** – All patrons are expected to practice social distancing (6 feet). Signage, guidance systems and floor decals are in place help maintain the expected distance.
- **Seating in Dining Areas** – Currently there is no seating in the dining areas.
- **Contactless Entry**– Patrons will swipe their personal ID card using an external mag strip reader adhered to the counter, near the register.
- **Hand sanitizer stations** – Stations are located throughout the Whitney Center building.
- **Service in the Dining Areas** – There will be NO self-service stations. Food will be served by dining staff.
- **Dishware** – Food will be served using compostable plates, bowls, cups, or single-serve packaging. Plastic cutlery will be used. Beverages will be available in cans, bottles, and cartons.

Last modified: 10/28/2020

✕ What is different at Whitney Center this year?

Personal, reusable beverage containers will no longer be allowed. All beverages will be served in cans, cartons, bottles, or disposable cups. Check out the new wall wrap in the corridor!

- **Dining Plan**– For students living in Reuter Hall, a new Reuter Flex plan has been added. The plan includes 45 block meals and \$85.00 in Maroon Dollars.
- **Chars** – New grilled flatbread sandwiches will be on the menu.
- **On- The-Go Area** (Badger Street Station) - Will be offering a variety of new grocery items, frozen meals, and bottled beverages. Purchases can be made using Maroon Dollars, Campus Cash, and Credit/Debit Cards.
- Concepts in the Whitney Dining areas have been redistributed to better follow the “No Self-Service” guidelines.

Last modified: 08/27/2020

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

MAIN DINING ROOM

- **Morning Drive:** Breakfast-smoothies and yogurt; Lunch and Dinner- salads; All day-fruit
- **Cucina:** Pizza, pasta, sauces, variety of rotating breads (breadsticks, garlic bread, etc.)
- **Homestyle:** Breakfast – eggs, breakfast meat, breakfast potato, syrup soaker(pancakes, waffles, etc.); Lunch & Dinner – hot entrée, vegan/vegetarian hot entrée, vegetables (roasted and steamed), starch (potato, rice, etc.)
- **Grill-Sizzle in Style:** Hot sandwich, side (french fries, onion rings, etc.)
- **End of Sizzle in Style Area:** Breakfast-muffins, bagels & cream cheese, pasties; Lunch and Dinner-desserts, ice cream
- **Innovate** (Area across from the Main Serving Line): Lunch - this area will be used as a 2nd Homestyle line; Dinner – Chef prepared meals
- **Stand Alone Counter Across from Grill Area:** Cereal, juice, coffee

- **Beverages:** Located at most of the serving stations

CHARS

- Chars is currently being used to serve students who have been quarantined.

BADGER STREET STATION

- Mondo's Sub Shop
- Beverages
- Convenience Store Items

Last modified: 11/02/2020

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

Currently there is no seating available in any dining areas located in Whitney Center.

- **Main Dining Room – East side** (facing REC): 49
- **Main Dining Room – West side** (facing parking lot): 53
- **Chars:** 42
- **Badger Street Station** (Mondo's, Design Your Own Salad): 32

Last modified: 09/30/2020

Expand all

Response planning

- ⊗ How does UWL plan to manage accountability related to COVID-19 conduct?

UWL has crafted a COVID-19 Community Safety & Accountability Policy that can be read here: <https://www.uwlax.edu/globalassets/info->

[pages/covid-19/uwl-covid-19-community-safety-accountability-policy.pdf](https://www.uwlax.edu/globalassets/info-pages/covid-19/uwl-covid-19-community-safety-accountability-policy.pdf)

PDF

Last modified: 08/24/2020

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

UWL formed an Infectious Disease Response Planning team that meets regularly discuss how best to address COVID-19 cases on campus. The goal is not to prevent the virus from appearing on campus, but to respond appropriately to contain it and limit its spread as much as possible.

Primary office: Infectious Disease Response team leads Dr. Deyo, Chief Hill

Last modified: 09/14/2020

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

In addition to reduced classroom capacity, students and staff will be required to wear masks or face shields and remain at least six feet apart. Those who are unable to wear masks for long periods of time (due to asthma or other health conditions) should contact the ACCESS Center to arrange accommodations. Protections will be continuously added or modified based on the latest recommendations from health experts.

Last modified: 06/15/2020

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

We encourage students, employees and the broader community to continue to monitor this website- UWL's COVID-19 response planning website. The website will include email updates sent to campus: <https://www.uwlax.edu/info/covid-19/>.

Last modified: 08/05/2020

Expand all

Faculty/staff

- ✕ 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: 08/21/2020

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

Please review HR's "Returning to your Workplace" section on their Return to Work page: <https://www.uwlax.edu/human-resources/returntowork/>. COVID-19 supply ordering and cleaning guidelines can be found on the FPM page: <https://www.uwlax.edu/fpm/covid-19-supplies/>

Last modified: 08/31/2020

⊗ What about COVID-19 campus signage?

The university is procuring 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 and someone from University Communications will assist.

Last modified: 08/31/2020

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

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

Last modified: 08/05/2020

✕ Where do I find an FAQ specifically for instructors?

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

Last modified: 06/16/2020

✕ 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

✕ 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

✕ 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

✕ 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

✕ 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: 06/15/2020

Expand all

Travel

⊗ I am an employee who is traveling outside of La Crosse for personal travel. What should I do?

La Crosse County is under a COVID-19 Severe Risk Category. The Health Department recommends against any travel for leisure. A 14 day quarantine is recommended after any leisure travel outside of our county. Please contact your supervisor before returning to campus

Last modified: 06/19/2020

⊗ 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

- ✕ 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

Expand all

UW System FAQ



UWL COVID-19 communications log

December 16, 2020

[Completing our fall semester email from Joe](#) PDF

December 7, 2020

[UW System news release of COVID-19 surge testing extended](#)

PDF

November 23, 2020

[UWL webinar/eForum tomorrow email from Joe](#) PDF

November 20, 2020

[Essential UWL Thanksgiving information from Joe](#) PDF

November 17, 2020

Mandatory Fall break intention survey for on campus residence

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

Call the COVID-19 Answer Line

608.785.8559



UW-La Crosse
1725 State Street
La Crosse, WI 54601, USA



608.785.8000



Send feedback