

Coronavirus (COVID-19) – Frequently Asked Questions

Updated March 25, 2020

General Questions

Is the university closed?

Harris-Stowe State University will temporarily close its campus to students and all non-essential personnel effective March 23, 2020. This closure will remain in effect until at least Tuesday, April 7.

Where can I get coronavirus updates about HSSU?

For the most up-to-date information on HSSU's policy and procedures regarding the coronavirus (COVID-19), please visit www.hssu.edu/c19. Updates will also be sent by email and posted on social media.

Academics

Classes/Labs

When will Harris-Stowe return to classes (via online and alternative education methods)?

Harris-Stowe State University will extend its spring break for students until Monday, March 23, after which time all instruction will be moved to an online format. Classes can be accessed through our online portal, MYHSSU.edu, and will begin at 8:00 a.m. on Monday, March 23.

Academic Resource Center

Will tutoring services be available?

Yes, students will be able to access online tutoring support via Upswing our online tutoring platform. The HSSU tutors will be available online to serve you at HSSU.UPSWING.IO. Students can visit the ARC website to register.

Will students be able to access ADA accommodations for the remainder of the semester?

Yes, the ADA Coordinator will provide accommodations for all students who self-identify and request services.

How do I contact the ADA Coordinator?

Students can contact the ADA Coordinator by email at withersr@hssu.edu or call 314-340-3647. Students can also copy and paste the following link in their web browser to access the request for services form: http://go.hssu.edu/rsp_content.cfm?wid=41&pid=279.

Will HSSU still administer the HiSet Test?

The HiSet Testing Center is closed until further notice. We will re-evaluate this decision after April 3rd.

AT&T Library and Resource Center

Is the library open?

While the physical library is closed, library staff can provide remote assistance to help access online resources and services. Please visit www.hssu.edu/library for a list of library services and resources.

Bookstore

Is the bookstore open?

No; however, the bookstore will be shipping books for no additional cost. This will also be the method for students looking to purchase books for Spring II. Contact the bookstore at hssubookstore@textbook-agent.com, with the following information:

An example of the information I need is below.

Name: Jane Doe

HSSU Student ID: 4572345 (I need your entire student number)

Mailing Address: 4856 Elm St. / Chicago, IL 97851

Include entire class schedule

Indicate course books needed for: Classes: CRJ 0120 / EDU 0380

Campus Labs & Research

Can students continue their research and work in laboratories?

Students conducting research will be given alternative assignments/research that can take place off-campus. Students will be contacted directly by their program supervisors and are not to return to their workplace, labs, etc. until further notice.

Office of Career Engagement and Experiential Learning

Is the Office of Career Engagement and Experiential Learning open?

The Office of Career Engagement and Experiential Learning is currently meeting with students by Zoom or telephone conferences only. Appointments include but are not limited to career exploration, creating professional documents, internship and career search, graduate school, and any other career-related discussions.

To schedule an appointment, please contact Patricia Butler at butlerp@hssu.edu or Victoria Harris at harrisv@hssu.edu or 636-395-0508.

Admissions and Registrar's Offices

How do I request official transcripts?

Transcript will be available and requests will only be processed through our online ordering service, the National Student Clearinghouse. Effective March 23, 2020, as the University is offering remote services and mail services are temporarily discontinued, transcripts are available for electronic delivery only. We

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have an estimated processing time of two business days. Click [here](#) to order a transcript.

How do I drop a course?

Online access through the MYHSSU student portal is being provided for students to drop classes, in lieu of the required Drop Form requiring the instructor's signature, and the Registrar's Office will secure the required last date of attendance. To drop a course, students should access the MyHSSU-Home tab-Advanced Course Search window then select Add/Drop Courses to select the course(s) to be dropped.

How do I withdraw from the University?

As students are required to meet with an Academic Success Coach and complete an exit survey, the MYHSSU student portal will allow students to drop all but the last course. To withdraw, students should proceed with the steps to drop all but the last course, complete the "Early Withdraw from the University" Survey through the My Dashboard tab of MYHSSU, contact their Academic Success Coach. After meeting with the Coach and completion of the required survey, students may e-mail their official request for withdrawal from the University to the Registrar's Office's at Registrar@hssu.edu. Requests will only be accepted from the student's Hornets e-mail.

How do I get an enrollment, graduation, or other verification?

Students may continue to access official enrollment and verifications from the National Student Clearinghouse Student Self Service through MYHSSU-My Dashboard. For all other enrollment and graduation verifications, students may send forms to Registrar@hssu.edu from their Hornet's e-mail and the Registrar's Office will process in the order received and respond as needed. Any other forms or certifications that need processing can be sent to registrar@hssu.edu, we will be responding as necessary and in the order, they are received.

Is HSSU still accepting applications for admission?

As the University is offering remote services, the Office of Admissions is still accepting and processing applications for admission. Prospective students should apply online at <https://live.hssu.edu/ICS/Admissions/>.

How should prospective and new students contact the Office of Admissions?

Students that know their Admissions Counselor may e-mail them directly. If you do not know your admission counselor, email Admissions@hssu.edu and an admission counselor will contact you within 24 hours.

Events

What events have been cancelled?

Harris-Stowe has cancelled all events until further notice to adhere to the CDC's recommendation for social distancing.

Graduation

Has Commencement been cancelled?

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As of March 16, the university plans to hold Commencement on Saturday, May 16. We will continue to evaluate that decision and keep the campus community informed of any changes.

Faculty and Staff

Working Remotely and Time Off Request

Can I come to the university to pick up things from my office?

Yes, as mandated to close the campus by the City of St. Louis, the University has transitioned to a remote work environment for all employees. Please remember, working remotely does not remove you from the responsibility to work during our normal 8:00 AM to 5:00 PM working hours. Your leader(s) can request individual or team meetings, project updates and assign tasks or additional duties as necessitated by the needs of your department.

All campus buildings will remain accessible until Friday, March 27 for faculty and staff to pick up essential items needed for employees to work remotely. Employees needing to access the Henry Givens, Jr. Administration Building must use the Garrison Avenue entrance (door #3). Those needing access to other buildings must contact Public Safety Dispatch at (314) 340-3333 to request access.

When will we come back to work on campus?

Employees should anticipate returning to back to campus on April 7.

Do we still need to request time off?

Yes, employees working remotely should continue to use our current time off policies to request sick and / or vacation days. Please remember, working remotely does not remove you from the responsibility to work during our normal 8:00 AM to 5:00 PM working hours. Your leader(s) can request individual or team meetings, project updates and assign tasks or additional duties as necessitated by the needs of your department.

If you become ill and you must be off for more than three working days, we will continue to use and follow our current Family Medical Leave (FMLA) policies.

Resources and Training

How should faculty and staff proceed?

Deans will be in communication with faculty members with more details as classes move online. HSSU is also creating a team to provide training and technology to help with the transition.

Staff will also be provided with online training and resources in the event the campus will need to close.

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Public Safety

Will public safety officers continue to patrol the campus?

Yes, Department of Public Safety (DPS) patrol and communications officers will continue to be on campus 24-hours per day, 7-days per week. DPS communications center can be reached at 314-340-3333.

Shuttle Service

Will the shuttle continue to operate?

No, in concert with the closing of all campus housing, shuttle services will end on Wednesday, March 25, 2020, at 5:00 pm until further noticed.

Students

Resident Halls

Can I come to campus to retrieve my personal items?

The Office of Residential Life has developed a schedule for when students may visit residence halls to retrieve their belongings. The schedule is designed to provide order and minimize the number of persons on campus at a time. If you are unable to come to campus to retrieve your items at this time, please contact Residential Life to schedule a time that is more feasible to your schedule. More information can be found on the Residential Life website at www.hssu.edu/reslife.

Will I be issued a refund for housing?

HSSU strongly encourages students not to return to campus residence halls, in order to safeguard their health and well-being. The Business Office will manage refunds on a prorated basis.

Are university dining services open?

The dining hall is closed until further notice.

Student Workers

Will student workers be paid?

The University will continue to pay those students who hold federal work-study (FWS) jobs and those who are funded by grants. Students are not to return to their workplace, labs, etc. until further notice. All active FWS/CWS students will be paid at least 15 hours of time per week starting with the April 15th paycheck. A timesheet will be e-mailed to eligible students to print, sign, and return to the Office of Financial Assistance. Once this is completed, the time will be submitted to the Payroll Office for processing of the paycheck.

Technology Access

What about students who do not have access to devices to complete online classes?

IT Services has made a limited number of laptop and computers available for students who do not have access to a computer at home, the local library or on the HSSU campus. They will be loaned on a first-come, first-serve basis.

Whom can I contact for technology related questions?

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Students, faculty and staff who need technical assistance with accessing campus resources should contact the IT Services HelpDesk at helpdesk@hssu.edu or (314) 340-3327.

To view and/or request technology resources, visit http://go.hssu.edu/rsp_content.cfm?wid=3&pid=1856.

Which computer lab(s) is open?

The computer labs will be closed until further notice.

Travel

Can faculty and staff attend conferences being held in the U.S.?

All non-essential domestic and international university-sponsored domestic travel beyond the St. Louis metropolitan area is suspended until further notice. This includes any non-essential travel connected to university activities or programs for faculty, staff and students, whether the trip is funded by the University, an external grant or other sources.

Can I bring prospective students for a campus tour?

The Office of Admissions will not be scheduling on-campus tours; however, they will be open and available to talk via phone or email.

William L. Clay Early Childhood Development Center

Is the Clay Center open?

No, due to the serious nature of the Coronavirus, we believe that closing the Clay Center is a necessary step for ensuring the health and safety of our staff, students, and their families. The Clay Center will be closed for business beginning Thursday, March 19 through Friday, April 3. The decision will be reevaluated by April 3, 2020 to determine if the Center will reopen on April 6 or remain closed.

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