



FREQUENTLY ASKED QUESTIONS – CORONAVIRUS (COVID-19)

Classes

Why are classes moved online for the remainder of the semester?

The decision was made based on the current trajectory of COVID-19 spread in Iowa and the U.S. as a whole. It was important to give students time to move out and return to permanent residences ASAP.

This global pandemic is stressful and it's hard to focus on learning. Will we be held to the same high standards?

Clarke University will continue to offer quality educational experiences, and faculty have worked diligently to move their on-campus face-to-face courses into a virtual format. We encourage you to practice respectful, effective communication with your instructors about their expectations and support for your ongoing learning.

Are grades going to be curved?

The University is not changing grading policies, and students should contact their instructors if they have questions about the grading of their courses.

Will fall classes be online?

Although we will continue to keep our Clarke Community's health and safety as our number one priority, current plans are for on-campus, face-to-face classes to meet as scheduled in the fall semester.

Support

Is Writing Support available?

Writing Support is going fully online. Starting Monday, March 23, send your papers to aimee.taylor@clarke.edu. Feedback may take up to 72 hours, so please be patient. Find writing resources on marc.clarke.edu by clicking on Writing Support.

I am a current student, what should I do if I do not have reliable internet?

We encourage you to be in communication with your instructors about your internet availability or challenges. Additionally, Clarke's Information Technology department has posted information about free or reduced rate internet services for students online in the my.clarke.edu portal. Click [here](#) for more information.

Advising/Registration for Current Students

Are advising and registration still happening as scheduled?

Advising and registration will continue as scheduled. Students should watch their email and reach out to their advisor(s) with any questions they may have.



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Campus Facilities

Will campus facilities be open?

Campus is closed at this time. If you need access to a building, please call Security at 563-588-6393. Recreational facilities will remain closed through the Spring Semester. Essential services will operate on limited hours. We recommend you only come to campus to pick up materials if absolutely necessary.

What are the library hours?

The library is open by appointment only.

You must contact the library in advance to get books, print off materials, or gain access to the library for other reasons. Please try to give a day's notice so we can gather the materials for you.

Patrons will need to contact the library directly at library@clarke.edu to make an appointment. Library staff will let you in the building for your appointment. You may have to let them know you have arrived by emailing or calling 563-588-6320.

We are also able to assist you virtually if you are not needing library materials. See below for several ways to contact library staff.

- **Email**
 - library@clarke.edu all library staff will see this
 - You can email individual staff members
- **Chat**
 - Here: <http://libguides.clarke.edu/?b=s>
 - If available, there will be a chat box under the "Ask a Librarian!" heading.
- **Microsoft Teams**
 - In the chat feature, find Jamie Byerly, Susanne Leibold, or Jenny Parker to begin a chat, or phone session.

Campus Events

Are all on-campus events cancelled through May?

Given all forms of instruction will be virtual for the remainder of the semester, all events on campus will also be cancelled, postponed, or offered in a virtual format. Future email communications will provide more information on these decisions.

Is Commencement cancelled?

Clarke University's 2020 Commencement has been rescheduled and will occur on Saturday, October 3, 2020 at 10 a.m. in the Robert and Ruth Kehl Center. For more information, please visit www.clarke.edu/commencement.



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Refunds

Will there be a tuition or room/board refund?

Adjustments will be provided to students who are no longer living in campus housing due to the transition to remote instruction for the remainder of the semester. If you were unable to return to campus to remove your belongings, but have been in contact with Residence Life, you will be eligible for these adjustments. Adjustments for residence halls and meal plan will be calculated on a prorated basis adjusted for financial aid as appropriate, and will follow the same schedule as Clarke University's published tuition refunding policy.

For students who left campus housing on or before Monday, March 24, 2020, the adjustment will be 40% of room and board costs, adjusted for applicable financial aid. Students that leave campus housing after that date will have their refund further prorated based on their move out date. Students that continue to live in campus housing after Sunday, April 19 will not be eligible to receive these adjustments.

Adjustments will be applied to a student's account balance, and account credits and/or checks will be available after record processing. Once adjustments have been posted to a student's account, the payment plans will adjust accordingly. We appreciate your patience as we work our way through this process. Adjusted amounts should start showing up on student accounts by Friday, April 3. Questions should be directed to student.accounts@clarke.edu.

Will there be a refund for course fees or graduation fees?

Given courses have not been cancelled and commencement has been rescheduled, course fees and graduation fees stand as posted.

Summer

Will we be able to stay on campus this summer?

This remains under review and when decided will be included in a future update.

Prospective Students/Campus Visits

Is CU Registration still happening?

While the April and May dates will not take place on Clark's campus, the events will be offered virtually with the use of video conferencing. The April and May dates are full, but there is space available for the June 19 and July 24 New Student Registration sessions for first-year students. Please visit the [CU Registration](#) page for more information. Transfer students may register by individual appointment through the [CU Registration form for Transfer students](#).



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Will personal visits be postponed? If so, how do I reschedule?

In order to slow the spread of the COVID-19 virus and protect our visitors and campus community from potential infection, daily on-campus visits have been suspended until further notice.

In place of in-person visits, sign up for a virtual visit including video chat with your admissions counselor and a current Clarke student, along with information about your major of interest.

You may request a virtual visit [here](#).

Please check our [COVID-19 webpage](#) for updates and return of on-campus visits.

Campus Store/Mail Center/Books

What are the mail center hours?

Mail Room will only be open on Wednesdays from 8-11 a.m.

Visitors must go to the mail room to pick-up mail.

Students may access their mailboxes from the back entrance of the Student Activity Center, adjacent to the Wahlert parking lot. The front doors of the Kehl Center will remain locked until further notice.

How do we return rented books at the end of the semester?

We are extending the rental period to what makes sense for students to be able to return their books. If you are able to drop books off, you may do so during the open times of the mail room. You may also call the campus store at 563-588-6307 or email sarah.haas@clarke.edu and they will send you a prepaid envelope to send it back to Clarke.

How can I forward my mail and packages?

If students have questions regarding mail service or need to provide a forwarding address, please email sarah.haas@clarke.edu.

Student-Athletes

Are student-athletes eligible for another year?

In an effort to provide relief, no spring sport student-athlete will be charged a season of competition. Any spring sport student-athlete who was enrolled full-time in 2020 will be awarded two additional semester terms of attendance or the equivalent. The NAIA is continuing to address outstanding questions related to these unprecedented changes and will share new information as it becomes available. <https://www.naia.org/covid19/index>