

## Live Chat from '24 Town Hall on Sunday 7/26

*NOTES: only questions (not introductions/greetings) are included here; individual names have been redacted to show only initials. Q = Question, A = Answer, C = Comment*

**Q: EF**

Question; will there be a replay number?

**A: Wake Forest University**

This will be archived on Our Way Forward after the event.

**Q: DLB**

Why can't the kids have fall semester all online?

**A: Wake Forest University**

Students who want to stay home and do all online will be able to.

**Q: DLB**

who will be responsible if the kids get sick?

**A: Wake Forest University**

You will hear more on that in a few mins thanks for your patience

**Q: MLA**

When does the second semester start?

**A: Wake Forest University**

We have not announced spring dates yet and have not indicated if the current academic calendar stands as is or will be adjusted

**Q: MLA**

If it stays as is, when will they start?

**A: Wake Forest University**

Jan 11

**Q: PM**

Is Wake requiring a two week quarantine of all students prior to arrival on campus?

**A: Wake Forest University**

This will be covered in the presentation

**COMMENT: EGM**

Ya'll are doing an awesome job. Very appreciative of all the university is doing.

**COMMENT: KD**

yes thanks. My wife and I are feeling more reassured

**A: Wake Forest University**

EGM and KD - We're glad to hear that!

**Q: PM**

If we had a roommate request that isn't fulfilled, will our requested roommate be in the room across the hall from us?

**A: Wake Forest University**

PM, we cannot guarantee that. We hope if you are in a different res hall than the roommate, you will make friends in two halls (yours and theirs).

**Q: NC**

Will we be allowed to have other people in our dorms

**A: Wake Forest University**

Dean Clifford may address that during the conversation.

**Q: PM**

were the roommate requests decided randomly or first come first serve?

**Q: MB**

Due to the interest expressed in doubles, how did you determine which students will receive roommates, if that desire was expressed when we were given the opportunity?

**A: Wake Forest University**

PM and BM - we don't have that information.

**Q: KD**

Sorry if we're repetitive but will they be addressing the move in process ie how long we can be on campus for move in etc

**A: Wake Forest University**

KD,- Move-in appointments will be two hours in length. This topic might be part of later Q&A in this session. if not, know that there will be a LOT more info to roll out over coming weeks

**Q: KC**

What is the new refund policy?

**A: Wake Forest University**

KC, there is a university disruption refund policy. Please reference <https://ourwayforward.wfu.edu/>. Please review the Latest Communications tab.

**C: EGM**

All - Wake did an amazing job with the move out in the spring, so am confident move in this fall will be the same.

**WFU Information Systems**

Hello from Wake Forest - please find below the link regarding modalities that Dean Gillespie referenced: <https://prod.wp.cdn.aws.wfu.edu/sites...>

**Q: PM**

Where can we see the health statistics Dr. Rue just described?

**A: Wake Forest University**

PM, I think that site is still being developed.

**Q: PY**

Do parents have access to that information? Is that in an app?

**A: Wake Forest University**

PY look up NC Department of Health and Human Services - they have covid info. Sneeze is an app. I am not sure if you will have access.

**Q: LG**

Will COVID testing be performed on a fixed cadence across all students, be available on-demand, or only administered based on displayed symptoms?

**A: Wake Forest University**

LG- Dr. Rue may speak to that.

**Q: CM**

Once students move into their dorm are they allowed to leave?

**A: Wake Forest University**

CM, that may be addressed in the Q&A, if not I imagine it will be published closer to school

**Q: MG**

Can you provide more details on the 2 week quarantine policy?

**A: Wake Forest University**

MG- there will be guidance students receive.

**Q: MB**

What will happen in regards to new student orientation once we arrive on campus?

**A: Wake Forest University**

MB, Dr. James will speak to that point in a few I believe

**Q: GJ**

If a class is a face to face class, is there access to the class online in case a student contracts the virus, is isolated, but is well enough to do school work?

**A: Wake Forest University**

GJ, faculty will work with students who are in isolation or quarantine about the specifics of their class. It could vary from class to class

**Q: AA**

I'm super confused - tests are wholly unreliable. Is there a timeframe? It's hard to get access to testing in certain states.

**A: Wake Forest University**

AA - More information will be coming to all students about testing and quarantine pre-arrival. We are anticipating there will be test but also asking students to self quarantine for 2 weeks

**Q: AA**

I can't be given an order by the school a week before "move in" to get a test...that's not enough time

**A: Wake Forest University**

AA, you will get notice before that

**Q: PY**

So if a student is named as exposed to someone who tests positive, they will be required to quarantine for a full 2 weeks? Even if they test negative?

**A: Wake Forest University**

PY - I believe more info will come as we explain medical requirements to students, so stay tuned

**Q: JL**

How close to move in do we need to submit our COVID test?

**A: Wake Forest University**

JL - More details to come on that!

**Q: HA**

I got on a bit late. Did they explain how parents can move students in?

**A: Wake Forest University**

HA- you will sign up for a move in time after housing assignment. Appointment times are 2 hours in length

**Q: HA**

Do parents need COVID testing prior to move-in?

**A: Wake Forest University**

HA- I don't have that information.

**Q: AA**

When will information be released? Move in is supposed to be in three weeks. And like I said before, I do not think testing is accurate at all - at least where we live, they mean nothing.

**A: Wake Forest University**

AA - As we release assignments this week, we will quickly begin to communicate with you about move-in including the testing and quarantine requirements.

**Q: HM**

Any news about sports?

**A: Wake Forest University**

HM - still waiting on guidance from NCAA and ACC is my understanding

**Q: JR**

Can you recommend a safe hotel for parents during move in

**A: Wake Forest University**

JR- there is a hotel page on wfu.edu. You can search for hotels there.

**Q: KM**

Question about registration. Can you tell me what it means if a course has 'reserved' spots?

**A: Wake Forest University**

KM- that might mean seats are reserved for incoming students. Not sure since I can't see your screen. May want to follow up with Academic Advising, I don't know that term for certain.

**C: AA**

It's hard to get testing in our area right now with no symptoms.

**A: Wake Forest University**

AA - I believe that is the role of the mail-in test Dr. Rue mentioned. We will share that comment with our leadership team post-event

**Q: LG**

With respect to mask wearing, can you share under what circumstances is mask wearing NOT required?

**A: Wake Forest University**

LG- we have not sent final requirements to students yet. We do say mask wearing is required. but I expect more guidance is to come

**Q: MG**

So would a student who is moving in on 8/17 be expected to start quarantining on 8/3? When will you provide the quarantine requirements?

**A: Wake Forest University**

MG - we know that needs to go out shortly. Stay tuned

**Q: PS**

If you test positive for antibodies do you have to be quarantined if you are exposed to someone who tests positive?

**Elizabeth Chapman**

PS- that is beyond my expertise. but our leadership will see these questions.

**Q: TG**

Is there any way to ensure that a student with underlying health conditions will receive a single room or be able to contest a double room assignment?

**A: Wake Forest University**

Hi TG - We have an accommodations process, students received information on that back in June

**Q: DD**

Will there be a parent's weekend this fall?

**A: Wake Forest University**

DD - Dr. Rue may answer that.

**Q: VZ**

For first-year students who are not on campus this fall, will there be any sort of orientation / bonding experiences in the Spring or next fall when they are able to attend in person?

**A: Wake Forest University**

VVZ- we are working on those ideas right now.

**Q: JO**

Will theater dept have a show in the Fall?

**A: Wake Forest University**

JO - I don't know that, but they are a creative group and they are probably working on that option right now.

**Q: MG**

Can you further clarify the testing expectation prior to coming as it is difficult to get a test w/out exposure.

**A: Wake Forest University**

MG - guidance on options will be forthcoming.

**Q: CP**

I had a negative COVID test in June. Do I have to get another one?

**A: Wake Forest University**

Coconutpants - I believe the test is not valid if it is months old

**Q: KM**

If you are on a waitlist, should I register for another class?

**A: Wake Forest University**

First year students are normally not supposed to be able to waitlist - student should check with Academic Advising

**Q: KHR**

Is the assumption that engaging in campus life is restricted to students living on campus, or are there ways for all students, including online students, to engage in campus life.

**A: Wake Forest University**

KHR - Great question! We are working on how to engage all students, esp those at home. Details will come as our plans are finalized

**Q: NC**

Can other people be in our dorm rooms?

**A: Wake Forest University**

natalie - Dean Clifford might answer that - stay tuned

**Q: BF**

Do the students need to bring a specific type of thermometer for the app updates or are those being provided?

**A: Wake Forest University**

BF - Every student will receive a thermometer at check-in. There will be lots of guidance on symptom tracking

**Q: JL**

A month ago when the course listing were posted...the F2F courses all appeared to be full. Have any of the 10% of F2F been held for first years?

**A: Wake Forest University**

JL - I have not looked at the schedule tonight, but yes I would expect so

**Q: BW**

My estimated housing fee is replaced by a higher actual housing fee? Does it mean I am already assigned to a single room?

**A: Wake Forest University**

BW- Charges and assignments are all tentative until we release them later this week, if an adjustment shows on your account it may simply reflect our planning.

**Q: CP**

Do we get masks when we check in? If so, how many?

**A: Wake Forest University**

CP - more info to come on that

**Q: JW**

Hi there, when is the deadline for a student to decide whether or not coming to campus or staying at home for Fall 2020?

**A: Wake Forest University**

JW - - not sure there is a deadline per se, but presumably fall charges are due 8/1 so you might choose by then.

**Q: DD**

Is the 2hr time restriction at move-in specifically for time in the residence hall or on campus in general? Would parents be allowed to visit or the student leave campus a day or two after move in?

**A: Wake Forest University**

DD - The 2 hrs is about your active move-in in the hall. We want to keep density on campus low, so we would not expect families to hang around campus a lot. With the understanding families want to be able to see/say goodbye to students before you return home.

**Q: AA**

As a freshman parent, I need to know about move in date, quarantine, and testing requirements. These are not small requests to just toss out last minute.

**A: Wake Forest University**

AA - Move-in dates are August 17-20; and more details will be coming on the other items.

**Q: JW**

Can the student change the decision after 8/1.

**A: Wake Forest University**

JW, I would need to check on that

**Q: VZ**

Will the campus be "closed," or will students be allowed back and forth to Winston-Salem (for example) for shopping and outdoor restaurants?

**A: Wake Forest University**

VZ - Campus currently remains closed, but students are able to come and go from campus with their IDs.

**Q: LG**

On to a topic not yet addressed: the volume of information coming at new families is very high. attention on Email inboxes is spread across WFH demands, in addition to WFU updates/requirements. What is really needed is a call center experience to help address 1st year questions.

**A: Wake Forest University**

LG - we are running call center M-F from 10-3 (336-758-7500) - *NOTE: I had originally responded in live chat that hours were 9 am-3 pm Eastern, but that is incorrect. It is 10 am-3 pm.*

**Q: JO**

When do students get their student ID?

**A: Wake Forest University**

JO- At check-in

**Q: AZ**

What is the current turnaround time for testing at WFU if someone needs results?

**A: Wake Forest University**

AZ - I don't know that offhand. I do know that Dr. Rue has said it will be prompt

**C: JM**

thank you so much for your careful thought and excellent communication. In the face of total uncertainty, we really appreciate it.

**Q: BW**

What will happen if students make payment few days after 8/1?

**A: Wake Forest University**

BW - we know it may be a bit late. You can contact [sfs@wfu.edu](mailto:sfs@wfu.edu) if needed

**Q: JO**

Do they sign up for parking at check in?

**A: Wake Forest University**

JO- Parking details will be coming out via email in early August

**Q: NC**

Can we have other people in our dorms?

**A: Wake Forest University**

NC - We are still finalizing our residential expectations. Stay tuned!

**C: JL**

Wouldn't it make more sense to have students quarantine when they arrive to campus?  
Students will be flying in/driving in

**Q: VS**

Thank you for tonight. If we have additional questions, how do we reach out?

**A: Wake Forest University**

VS - there is a submit question form on ourwayforward or call call center

**C: JK**

As a physician in Dallas, a very cost effective approach is to assume that everyone has the virus and be sure the students understand the importance of wearing masks.

**C: JL**

Thank you WFU. This is a difficult and uncertain time globally....appreciate this webcast.

**C: PK**

The communication has been terrific. We appreciate all you are doing to deliver the best experience for the students and families!

**C: TV**

Thank you Wake Forest for all of your hard work to protect our children!

**Q: PM**

when do we specifically have to get our covid test?

**A: Wake Forest University**

PM - Those details will be coming out in the coming days.

**C: LL**

Amazing communications and transparency thank you!

**C: EF**

Thank you!!