

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 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!!