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!!