

Live Chat from Returning Student Town Hall on Wednesday 7/29

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: JJ

Will the university timely report to his parents any contact my son has had with symptomatic individuals?

A: Wake Forest Forest

JJ, I do not know the answer to that, given HIPAA, etc.

Q: JJ

If that is the case, can you send him a HIPAA waiver?

A: Wake Forest Forest

JJ - your student can/should talk to their Dr. about what they are happy to have their parents know about their healthcare

Q: SG

Wouldn't it be better to test kids once they arrive to campus? After traveling? Especially people who need to travel by plane etc.

A: Wake Forest Forest

We understand the concern about travel, however, if we all wear a mask and practice social distancing and hand washing the probability of transmission is extremely low. We believe in the merits of identifying positive tests and requiring quarantine before students travel to the area as our responsibility to our faculty and staff, and Winston-Salem community.

Q: MZ

Can you clarify the availability for eating for the students. What will be open? do you recommend they keep more food in dorm/housing? What would be hours?

A: Wake Forest University

MZ - We plan for most options to be open but operating at limited capacities so we are increasing the grab and go options.

Comment: KC

I am impressed with the school's broad and also very specific considerations for health, academic quality, socialization, and transparency. We will get through this together!

Comment: VC

I agree, KC - well said!

Q:JB

Would like to know Student Health services plans to staff up. Fall is full of typical flu, strep & crud just from coming back to school. Will a list of local, recommended clinics be provided?

A: Wake Forest University

JB - Dr. Rue may speak to that still

Q: MCR

what about greek life on camp

A: Wake Forest University

Maria - that may yet be covered here

Q: LM

What good does self quarantine do for students who have parents and family members who are still working outside the home?

A: Wake Forest University

LM - While quarantining they are asked to minimize contact with other individuals in the home. We ask that students and families do the best they can with safe practices

COMMENT: BT

I just want to thank all of those involved for your hard work and efforts during these unprecedented times.

Q: JA

Will students get a detailed view of how their blended classes will operate before getting on campus. A bit concerned about my son going and having mostly virtual classes.

A: Wake Forest University

JA, Students typically receive syllabi from their professors on the first day of class. Keep in mind there is a drop/add period at the beginning of the semester when adjustments can be made.

Q: IG

Will the gym be available for students?

A: Wake Forest University

IG - Dr. Rue may speak to that.

Q: SB

How will we know how many students at campus have tested positive

A: Wake Forest University

SB- there will be a dashboard, as Dr. Rue just said

Q: EW

Could the university add to their forms a health release form signed by the student (maybe this already exists) so parents can be given health information about their kids?

A: Wake Forest University

EW - that is more complicated than you think. A student might be OK with talking to mom and dad about the flu, but not about something more intimate. We do not want students NOT to seek healthcare they need for fear of that being "told" - this is why we recommend they tell Dr. what they can share about that visit

COMMENT: JA

Thank you all for your hard work and dedication to this cause. You are appreciated and we will get through this together!

Q: MG

If a student is placed in a suite how can they find out who their suitemates are?

A: Wake Forest University

MG - In our housing portal. Feel free to reach out individually for more details.

Q: JM

Since student health doesn't take insurance, will students be charged by student health if they contract the virus?

A: Wake Forest University

JM- I do not know that

Q: CM

Will the daily check in if kid is sick, and food delivery include sick students that live in off campus housing?

A: Wake Forest University

CM- That is a focus for students on campus, but I know our dining partners have considered how to be flexible for a friend or others to pick up meals.

Q: TJ

Is there a specific threshold in place to determine when the number of active cases and positive case rate will cause students to have to return home?

A: Wake Forest University

TJ, I am not aware of that

Q: SG

How will you control off-campus parties? Will there be repercussions for students who violate those rules?

A: Wake Forest University

SG- there are going to be student conduct rules shared. We have been working with students on this

Q: JJ

Does the university plan to report daily COVID-19 positive results and testing volumes?

A: Wake Forest University

JJ this information will be available in a weekly dashboard, according to Dr. Rue

Q: LD

will parents be notified by the university if their child is cover positive

A: Wake Forest University

LD - SHS would work with the student and encourage them to inform their family as they desire.

Q: AS

If the students have to quarantine before coming on campus what about parents coming?

A: Wake Forest University

AS - quarantine is only requested of the student. It is prudent for all of us to be practicing good hygiene, social distancing, and mask wearing where appropriate. We would encourage folks to reduce exposure, but our focus needs to be on the students who will be living and staying with us.

Q: VB

Dr. Rue didn't state whether regular COVID testing will be done proactively or only if symptomatic? Can anyone address that?

A: Wake Forest University

VB - medical team will work with who needs testing. Testing will be guided by our medical team based on guidance from various organizations (NCDHHS, CDC).

Q: KTT

Will there be a Nurse in the Quarantine Building?

A: Wake Forest University

KTT- I don't have that information at this time.

COMMENT: DJK

We are impressed and deeply appreciative of all your planning, thank you!

Q: j9chi

It wasn't addressed. Who is accountable for data security for Azova and SneezSafe?

A: Wake Forest University

j9chi - that may yet be covered. I can say that we did extensive diligence work on Azova and are confident in their ability execute the program effectively and respect PCI and HIPAA requirements for confidentiality

Q: AR

Does WFU have plans regarding the testing of students once they have arrived on campus? Will WFU provide testing to students on a regular basis or will testing be limited to those that display symptoms?

Q: RS

Proactive, required regular COVID testing of all students would be optimal. Is this in place, or being considered?

A: Wake Forest University

AR and RS- I do not have that information. Our leadership team will see this chat and your comments

Q: MRJ

Where can we find detailed written information about the new academic experience?

A: Wake Forest University

MRJ - See the link shared early in the chat for more on the modalities. There is great information on the Our Way Forward website under the Academics section as well. Dean Gillespie also did a great message on the academic experience. You can find that on Our Way Forward under the Latest Communications tab

Q: JL

I am also worried about the cost of testing. Many universities will test for free, Wake charges us. How will this cost add up during the semester?

A: Wake Forest University

JL, I do not have specifics of what that might look like. Believe student health would definitely give paperwork you can file with insurance

Q: LG

will wake downtown be open?

A: Wake Forest University

LG- I believe so

Q: JM

When will we receive info on how to pickup Wake stored dorm items? What if we may have to make multiple trips to pick up items?

A: Wake Forest University

JM - You will pick those up as a part of move-in. We will work with you if you need to make multiple trips.

Q: AH

Where will quarantine and isolation take place?

A: Wake Forest University

AH- we have dedicated space for quarantine and isolation. We have contracts with local hotels for quarantine and isolation if we cannot quarantine or isolate a student in place.

COMMENT: RW

My son had COVID and was soooo lonely...even quarantined in the house. I can't imagine being without contact in a hotel

COMMENT: JB

I too was surprised we have to pay for testing. At least the initial test should be covered by the college in my opinion.

COMMENT: JL

Well, in these times student health should accept insurance like most other universities do.....

COMMENT: VB

Thank you to all of the speakers for pulling together their remarks and for making themselves available for this zoom call!

Q: AC

is the move in window assignment for two hours? What if we need more time?

A: Wake Forest University

AC- We are asking folks to focus during the two hours on getting items into the room, then you can spend time in the room focusing on unpacking/set-up, run errands, etc.

Q: KF

what will happen when 1 student in a face to face class becomes ill, will all students in that class be quarantined

A: Wake Forest University

KF- I don't know that offhand. suspect the circumstances of exposure would factor in that decision (was everyone masked, etc.)

Q:KF

Do you have a medical protocol - ie medicines you will be administering students who will become ill?

A: Wake Forest University

KF- We have a medical team who would work each case under their expertise.

Q: LG

Are there any activities planned for students as they move in much earlier this year? Are campus food outlets open and meal plans applicable starting 8.17.20 with move-in?

A: Wake Forest University

LG - Yes, our partners are working on that now.

Q: OB

If a student in an apt. / shared suite tests positive will their roommates then have to isolate (and how does that impact their courses)

A: Wake Forest University

OB- students in that situation will get guidance from the medical team. Regarding courses, professors will work individually with students who have tested positive and/or in quarantine or isolation.

Q: JM

If students are isolated in a hotel, I assume that will be paid for by the university, unlike our required testing?

A: Wake Forest University

JM- Correct for on-campus students that would be an extension of their housing costs.

Q: CM

Which hotels does Wake have contracts with for quarantine purposes?

A: Wake Forest University

CM, I don't have that info

Q: KF

Will you attend to off campus students who become ill, with meals or do they have to arrange for that?

A: Wake Forest University

KF- I'm not sure that dining has a setup for off-campus delivery. our students (in normal times) use Grubhub, etc. all the time

Q: MZ

Do students need to pick up their belongings or is it delivered to their dorm? My daughter's belongings were picked up by the WF she was not able to return to campus.

Q: RDN

If wake helped store items if we weren't able to get back to campus in the spring will they be delivered to the rooms at move in?

A: Wake Forest University

RDN- No they will be picked up during move-in. We are also working with our partners at Storage Scholars to make some other options available - more details to come soon.

Q: AP

What day would we need to take the test by be? And when will we have to order the tests by?

A: Wake Forest University

AP- we would refer you back to the email that students and families got today. there are charts in there about that

COMMENT: KW

mmmmmm CDC still advising that staying at home and avoiding travel is BEST way to stay healthy...just checked today...

Q: CR

Will these Azova tests be overnighted? Not confident in USPS...

A: Wake Forest University

CR - not sure of delivery offhand

Q: SB

Will an international student be subjected to quarantine at port of entry and then again in Winston-Salem?

A: Wake Forest University

SB- We messaged our students who might be returning from overseas today.

Q: DK

How is Wake handling food allergies within dining services amid the pandemic?

A: Wake Forest University

DK- food allergies are still considered

Q: KF

Will Wake be calling parents if your child becomes ill?

A: Wake Forest University

KF- Student Health will work with the students on an individual basis. It is up to the student to decide if they want to disclose any private health information. Students over 18 are HIPPA protected. We encourage all families to have a conversation about what they want their students to tell them re when they get sick

Q: JS

When will undergrad science students know if teaching labs will be open for in person labs

A: Wake Forest University

JS- I believe labs show modality in WIN

Q: TM

What if you child cannot complete a 14 day quarantine?

COMMENT: SB

All the major medical societies are advising staying at home.

A: Wake Forest University

SB, students can take 100% of classes online and stay home if that is their preference

Q: BK

WFU can you consider delivering items to their rooms in advance since you now know which rooms the students will be in? It seems like so many people will be picking up their items

A: Wake Forest University

BK - we are working with a third party to make that an option, but it won't be thru the University

Q: JL

I'm still unclear if a student, living in an off-campus house, will be allowed access to a quarantined hotel if he/she comes down with COVID

A: Wake Forest University

JL, I believe students in off campus house would quarantine at home, but would need to reread the message about that

Q: MZ

Clarify please. Does the student need to pick up their belongings during the two hour pick up if Wake picked it up because student was on able to return to campus?

A: Wake Forest University

MZ- Correct, items will be picked up.

Q: KW

Will students be penalized grade-wise if they DONT see their professors regularly, in -person or online?

A: Wake Forest University

KW- I would not expect that to happen. expectations for each course will be communicated through the syllabus and professor. There is definitely no academic penalty for taking classes online.

Q: LC

Will students who chose to take classes all online be penalized in any way if those classes are being taught in person?

A: Wake Forest University

LC Please see answer to KW's question.

Q: EA

What is penalty for violating mask policy.

A: Wake Forest University

EA- students will be getting info on code of conduct soon

Q: OB

if additional tests are required mid-semester will that be covered by Wake or will the students be billed each time? Most other universities are offering free testing.

Q: DK

Will COVID-19 tests be sent overnight and will a signature be required?

A: Wake Forest University

OB & DK - I don't have that information at this time.

Q: EA

What is an 'approved religious service'

Q: AH

If our student requires isolation or quarantine measures, could parents make the choice to bring them home to spend that time?

A: Wake Forest University

AH - Yes, if they could safely travel there. They would need to acknowledge declining university quarantine.

Q: RS

Will parents receive the info on the student code of conduct as well?

A: Wake Forest University

RS- I'm confident our web team will put that on OWF

Q: BR

Dr lacouvou mentioned that testing data will be regularly reviewed with regards to percent of positive tests. Will random and serial test be done throughout the semester?

A: Wake Forest University

BR - I don't have that information

Q: RW

Parking pass? What if my student is a sophomore living off campus in Deacon Place...will he have to option to drive and park on campus? What if there aren't enough spaces on the shuttle?

A: Wake Forest University

RW- information on parking is forthcoming. Will go in Daily Deac and parents and families website as soon as i have it.

Q: BR

how do we get that information?

A: Wake Forest University

BR- which information?

Q: BR

Dr Iacouvou mentioned that testing data will be regularly reviewed with regards to percent of positive tests. Will random and serial test be done throughout the semester?

A: Wake Forest University

We do not have that information at this time.

Q: AC

what if someone is unable to self quarantine for 14 days prior to leaving for WF?

A: Wake Forest University

AC- we ask for all students to do their best to comply with the safety recommendations and use their best judgement for the health of the whole student body.

COMMENT: EA

You have a nationally renowned med school

Q: KC

When will RAs be COVID tested and what is their quarantine period. I believe we are returning to campus for training on the 9th.

A: Wake Forest University

KC - RAs received info from our office this week

Q: EA

what is involvement of infectious disease experts in making policy?

A: Wake Forest University

EA- Our leadership works closely with public health and ID experts regularly. We work with the infectious disease section at our hospital, state DHHS, CDC and others. it is robust

Q: JA

There have been a few mentions of a COVID dashboard. Where can we find that.

A: Wake Forest University

JA - not up yet

Q: PY

Will you be delivering meals and any other needed medical supplies to students living off-campus at places such as Crown Oaks?

A: Wake Forest University

PY- I am not 100% sure on extent of that. we got some great advice from our health team here and that is all students might want a small supply of food and drinks in case they are sick.

whether that is a head cold, flu, etc. - stuff you don't have to cook (granola bars, gatorade, etc.) as well as basic meds they might take (cold, cough, headache etc)

Q: EA

Is there any info on the distribution of single/double ratios in housing based on group leader class and building? Are all students in equally dense housing around campus?

COMMENT: SR

Thanks so much to everyone on this call and to those answering questions in the chat. You guys are terrific!

Q: LH

How many students are living on-campus, and how many are off?

Q: LW

Is there any plan for the counseling center to increase capacity or hold sessions remotely? I imagine all of the changes in policy are going to be fairly stressful for a lot of students

A: Wake Forest University

LW - the University Counseling Center continues to provide robust support for individuals and groups of students on campus. An important priority for all of us.

Q:PY

Is it mandatory to attend blended hybrid classes in person for places like the business school?

A: Wake Forest University

PY- that will depend on the type of "blended" course it is and the course itself. Blended-online courses are able to be taken 100% remotely.

Q: LG

will the shuttle continue to run from Wake Downtown to the main campus?

A: Wake Forest University

LG- Our transportation team is working to finalize shuttle plans now

B: WM

Student test positive for COVID and quarantines and recovers. Two weeks later roommate tests positive. Does first student have to quarantine again? How many times could a student quarantine?

A: Wake Forest University

WM - health team would advise on that

COMMENT: MJP

Students are in great hands! Thank you all for your many hours of planning and thinking about all the scenarios with detail.

COMMENT: MG

Thank you so much for your ongoing efforts and for tonight's session.

A: Wake Forest University

MJP - thank you!

Q: CM

Will shuttles still run to target, etc. or should students hoping to do most of their own cooking plan on having transportation to grocery store, etc.

A: Wake Forest University

CM, we will still have shuttles

COMMENT: Wake Forest University

We really appreciate all of you joining us here this evening. We can't wait to welcome back our Deacs very soon.

COMMENT: Wake Forest University

WAKE FAMILIES ARE THE BEST