

# FREQUENTLY ASKED QUESTIONS DURING COVID-19

## About COVID-19

### **Definition**

What is 2019 novel coronavirus (COVID-19)?

*Watch a [video from the World Health Organization \(WHO\)](#) with basic facts about the disease.*

### **Symptoms**

What are the symptoms of COVID-19?

*The severity of symptoms varies but most with this illness begin within 6 days from exposure and more than 80% of people infected have a fever and a cough for 4-6 days. However, some sick people may go on to experience worsening symptoms such as severe respiratory distress and difficulty breathing. Even when the illness is mild in one person, that person is contagious and could infect a close contact. The CDC considers close contacts those who spend prolonged time together (within about 6 feet) and those who share a bathroom or bedroom.*

I am sick and am not sure if I have COVID-19. What should I do?

*If you are experiencing symptoms and are concerned you may have this virus, please click here to complete the [Student Health Screening Form](#). The form will help you remain connected to Student Development during your illness. In addition please contact your doctor or visit the [Spectrum Health Online Resource Center](#) where you can do an online or telephone screening. Please keep Student Development informed regarding your actions and what you learn. In addition please fill out the [Student Health Screening Form](#) if you have been diagnosed and send your test results to Curt (cessenburg@kuiper.edu).*

Why isn't everyone getting the COVID-19 test when they present with upper respiratory illness?

*In short, officials have put rules in place for who is able to be tested because there are not enough supplies to cover everyone in each state who may want to be tested. With this in mind, the CDC's guidelines suggest that COVID-19 tests should be reserved primarily for people who have traveled recently or have had known contact with a laboratory-confirmed COVID-19 patient, even if someone has all the symptoms of the disease.*

*The enforcement of these guidelines, however, varies from state-to-state, and even from hospital-to-hospital.*

## **Transmission**

### What do we now know about transmission of COVID-19?

*Based on what is currently known about the virus, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets. Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented. Transmission of coronavirus in general occurs much more commonly through respiratory droplets than through fomites. Current evidence suggests that novel coronavirus may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.*

### What can I do to slow the spread of COVID-19?

*The best way to slow the spread is to take preventive measures, namely practice good hygiene and social distancing. The latter cannot be stressed enough. We encourage you to educate yourself on why this is so important. There are many good articles that explain this. This [Forbes article](#) is a quick read. To summarize, you don't need to show symptoms in order to be a carrier of the virus. So, we must consider ourselves infectious – as well as those around us. This is not to invoke fear, but rather remind us that social distancing is an absolutely necessary precaution we must take to slow the spread to protect ourselves and the most vulnerable among us.*

## **Preventative Care**

### What is all this about the 14-day incubation period?

*Initially there were some concerns that the incubation period was not accurate. However, there is recent evidence that the 14 days of self-monitoring seems to be adequate. Results, published in the *Annals of Internal Medicine*, showed that the median incubation period was estimated to be 5.1 days and 97.5% of those who develop symptoms will do so within 11.5 days of infection. These estimates imply that, under conservative assumptions, 101 out of every 10,000 cases will develop symptoms after 14 days of active monitoring or quarantine.*

### What is Kuyper doing to protect the community?

*We have been monitoring the global outbreak of COVID-19 and planning for a variety of contingencies as the virus has spread. Our highest priority is to ensure the health, safety, and wellbeing of every member of the Kuyper community. We are also working collaboratively with government authorities at*

*the federal, state, and local levels as we seek guidance and contribute to the general welfare of our communities.*

### Is it necessary for Kuyper students to wear masks?

*Masks are only recommended for those with symptoms (fever, cough, shortness of breath, runny nose) to reduce the spread to others. The evidence regarding using masks for prevention is mixed. The CDC and leading public health authorities are not currently recommending masks for prevention of this virus. We understand that many individuals are concerned about exposures outside of Kuyper. Again, the best prevention that we know of is good personal hygiene habits.*

*Many of us may see individuals moving about with face masks. While Kuyper is currently not recommending widespread use of masks for asymptomatic people outside the clinical setting, we should remember that it is a social norm in many countries to wear a face mask during cold and flu season, and in situations where air quality is of concern. Please know that the wearing of a mask by any member of the community is not a signal of infectiousness nor an invitation for stigmatization. We strongly encourage everyone in the Kuyper community to help to reinforce this sentiment.*

### I've been in contact with a confirmed case of COVID-19. What should I do?

If you have been on Kuyper's campus in the last 14 days and just learned that you have been in close contact with a confirmed case of COVID-19 OR you are experiencing symptoms and are concerned you may have this virus, please complete the [Student Health Screening Form](#). The form will help you remain connected to Student Development as the situation develops.

### How can I practice social distancing and avoid congregate behavior?

- *Avoid close contact with individuals who are sick and limit close contact with others as much as possible by maintaining appropriate social distancing (about 6 feet).*
- *Avoid touching your eyes, nose, and mouth.*
- *Avoid sharing personal items (water bottles, toothpaste, etc.) with roommates, housemates, friends, or family members.*
- *When preparing meals, avoid serving food buffet style even within your college home or apartment.*
- *If possible, when buying food, shop in a grocery store that is in a low risk region and plan meals to avoid restaurants.*
- *Isolate in place if you become ill and stay out of the communal kitchen while recuperating. If possible, the sick person should have their own bathroom.*

- *Lysol and hand sanitizer may not be readily available upon arrival to your destination. Plan ahead.*
- *Be prepared if there is COVID-19 in your household or disruption of daily activities in your community. For example, maintain a supply of medications, food, and other essential items in your home. Consider alternative shopping options such as curbside pickups or online deliveries.*
- *Purchase a reliable thermometer. Do not share with others.*
- *Access services as much as possible online or by phone.*

#### What are tips to limit my risk of contracting an infection?

- *Learn about the signs and symptoms of COVID-19. Symptoms include fever, cough, and for some, difficulty breathing.*
- *If you have any respiratory signs and symptoms, STAY HOME WHEN YOU ARE SICK. Call your healthcare provider's office in advance of your visit.*
- *Communicate and reinforce that sick people should stay home. Avoid close contact with people who are sick.*
- *Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.*
- *Hand sanitizers should be at least 60% alcohol – use frequently. Works best when rubbing your hands until they are dry.*
- *Avoid touching your eyes, nose or mouth with unwashed hands.*
- *Cover your mouth and nose with a tissue when coughing or sneezing; throw the tissue in the trash and immediately disinfect your hands.*
- *Avoid handshakes.*
- *Clean and disinfect high touched objects and surfaces frequently like door knobs, keyboards, cell phones, and light switches.*

#### Who is most at risk of severe illness? Tips for this population?

*Individuals include, but are not limited to, older adults and persons of any age with underlying medical conditions, such as persons with a blood disorder (e.g., sickle cell disease or a disorder being treated with blood thinners), an endocrine disorder (e.g., diabetes mellitus), or a metabolic disorder (such as*

*inborn error of metabolism); those with heart disease, lung disease (including asthma or chronic obstructive pulmonary disease), chronic kidney disease, or chronic liver disease; those with a compromised immune system (e.g., those who are receiving treatments such as radiation or chemotherapy, who have received an organ or bone marrow transplant, who are taking high doses of immunosuppressant, or who have HIV or AIDS); those who are currently pregnant or were pregnant in the last two weeks; and those with neurological or neurologic and neurodevelopment conditions.*

*Individuals at risk of severe illness should stay at home and keep away from others who are sick, except in exceptional circumstances. Wash your hands often, particularly after contact with high-touch surfaces. Avoid crowds and closed-in settings with little air ventilation as much as possible. Avoid cruise travel and non-essential air travel.*

- *Regularly clean and disinfect frequently touched surfaces, like doorknobs, keyboards, cell phones, and light switches.*
- *In households with individuals at risk of severe illness, provide a protected space for those individuals and have healthy people conduct themselves as if they were a significant risk to those individuals. For example, healthy people should wash their hands before feeding or caring for an at-risk individual.*
- *Have a plan for if you get sick and stay in touch with others by phone or email.*
- *Watch for symptoms and emergency warning signs that require immediate medical attention.*
- *Know what medications you are taking and ensure there is an extra supply on hand.*
- *Monitor food and other necessary medical supplies (e.g., oxygen, incontinence, dialysis, and wound care supplies) and create a back-up plan for securing those essentials if they run out.*

### What can I do to maintain my mental well-being during this period?

*As we are urging members of the Kuyper community to practice social distancing, we also want to encourage people to remain connected to those they care about during this time. As events, gatherings, and social interactions are significantly reduced, replace them with other forms of communication (e.g., video-chats and texting). Think about what typically supports your mental health and find ways to do things that don't require in-person interactions—activities like prayer, journal writing, dancing, listening to music, and looking at happy photos can go a long way in supporting our wellbeing during challenging times. Take time to engage in activities that ground you and help you to remain healthy—go for a walk or hike, take a jog, or bike outdoors. The more ventilated an area, the lower the risk of transmission as long as you are practicing proper social distancing. Many campus departments are finding creative ways to*

*support students and foster intentional virtual connection during the weeks ahead—we encourage you to stay engaged!*

## **Campus Life**

### **Campus Housing and Dining**

#### **Are the Residence Halls closed?**

*All campus housing (residence halls & apartments) were closed as of March 19 to all students except those given exemptions to remain on campus.*

#### **Will foodservice continue to be available to students?**

*For those who remain on-campus food service will continue to be provided and details will be communicated directly to those students.*

#### **I live off-campus. How does the decision to close down residence halls affect me?**

*After Thursday, March 19, residence halls will be closed, and access to non-residential students will be closed to all but staff providing support to those buildings.*

#### **What residence hall or apartment policies will be in effect during this time?**

*All residential policies will continue to apply to residence halls. In addition, supplemental policies for the residence halls related to visitor policies, rules concerning public spaces, and expectations regarding social distancing have been communicated to those residential students remaining on campus.*

#### **Are mail services still available?**

*At this time mail and package services continue, packages, however, will be available for pick up in the Student Center Recreation Room for those remaining on campus. All packages for students no longer living in the residence halls will be held until offices can return normal in-person operation.*

#### **Are trash services still available?**

*Students remaining in the residence halls will need to remove their personal trash to the external dumpster located in the parking lot across from Schaal. Students are not permitted to use the trash in the kitchen for personal trash outside of meal preparation and cleanup in the kitchen.*

#### **Are cleaning products, toilet paper, and other supplies available?**

*We provide toilet paper but cleaning products are generally limited and students are expected to use their own cleaning products for their rooms.*

Who do I contact if I have questions?

*If you have questions about housing or dining please reach out to either Mike ([mmccarty@kuyper.edu](mailto:mmccarty@kuyper.edu)), Brooke ([brooketietsma@kuyper.edu](mailto:brooketietsma@kuyper.edu)), or Curt ([cessenburg@kuyper.edu](mailto:cessenburg@kuyper.edu)).*

## **Community Life**

Will there be events on campus?

*No. All college events are canceled through the end of the semester and all meetings have been moved online. We WILL be doing virtual events however, so check the Student Development Newsletter and keep an eye on social media for information about these virtual activities.*

Will we have Chapel or Ora et Labora?

*In the traditional sense - no. However the spiritual life team is working hard to develop some online content. Keep an eye out for that to start soon!*

Will there be chances to hang out virtually?

*Yes! The student development staff and student leaders are working on a variety of opportunities for you to connect with others in the community. Keep your eyes out on social media and the Student Development Newsletter*

## **Student Employment**

How does this affect KuyperWorks?

*Students who were not able to fulfill their work requirement for this semester (80 hours) will not be required to make up the hours in subsequent semesters, rather any remaining required work hours will be forgiven.*

Will I get the full KuyperWorks tuition credit?

*It depends. We will be contacting you individually regarding how this situation impacts the KuyperWorks tuition credit on your account and how that may impact your overall student bill.*

Can I keep working during the online period?

*It depends. Most students will not be able to continue to work. Those who remain on campus will have the opportunity to work if there is work their supervisors can provide. A limited number of students may be able to work remotely and will be contacted by their supervisors if this is the case.*

What if I have more questions?

*Further questions can be sent to [kuyperworks@kuyper.edu](mailto:kuyperworks@kuyper.edu)*

## **Health and Wellbeing**

Is counseling still available?

*Yes! 3rd Chair is offering virtual counseling visits and you can continue to connect with them via [counseling@kuyper.edu](mailto:counseling@kuyper.edu)*

## **Office Operations/Accessibility to staff and faculty**

Will all offices still be open and will Kuyper faculty and staff be available to support me?

*The movement to online instruction and the stay-at-home order from the Governor disrupts the normal flow of the offices at Kuyper. During this transition, the hours of operation and timing of communication is something that we will continue to work hard to address. All departments across campus are working to establish ways to be available and engage students during the online and off-site instruction and support time.*

What is the best way to reach out to an office, faculty, or staff member?

*You can click to see the [Office Directory](#) which helps to provide the best general contact point for most general questions. For reaching out to individual faculty or staff members please e-mail or use google chat to reach out. Most faculty and staff members have the ability to set up video calls to talk with you about whatever you may need.*

## **Campus Safety**

Will campus safety continue to be available during the online period?

*Yes. Campus safety will be available on an on-call basis during the remainder of the semester. Officers unlock and lock the buildings each day and carry the campus safety cell phone in order to respond to any emergencies as they arise. Please make sure that the campus safety cellphone (616)745-0560 is a saved contact.*

## **Academics (online classes)**

## **Academic Support / Writing Center**

Will Kuyper continue to provide academic support during this time?

*Yes. Professor Zwart will be available virtually M-F 10am-4pm - please email [azwart@kuyper.edu](mailto:azwart@kuyper.edu) to set up a meeting. Evening academic support can be scheduled through contacting Madelyn McConnon ([madelynmccannon@kuyper.edu](mailto:madelynmccannon@kuyper.edu)), Abby Zeller ([abbyzeller@kuyper.edu](mailto:abbyzeller@kuyper.edu)), or Allie Roehl ([allisonroehl@kuyper.edu](mailto:allisonroehl@kuyper.edu)).*

## **Finances and Financial Aid**

### **Housing, dining, and tuition costs and credits**

Will Kuyper be adjusting students' costs for room and board with the residence halls closed?

*Yes. The college will be placing a credit on the account of students on a pro-rated basis for the weeks when housing is no longer available.*

What will be done with the credit when I move out?

*Your credit will be placed on your student account and any remaining positive balance will be sent directly to the student. If you have any questions please email [business@kuyper.edu](mailto:business@kuyper.edu)*

If I have received an exemption to stay on campus will I receive a credit on my account?

*Students who receive an exemption will not be provided a credit for housing on their account as these services will still be utilized.*

Do I still need to pay my bill?

*If you are signed up for a payment plan or have a balance owed, you are still responsible for paying your tuition bill in a timely manner. Please note that financial holds may be placed on a student's account in the event of an unpaid bill, which could affect a student's ability to register for classes for the Fall 2020 semester.*

What are my options for paying off my bill?

*Please refer to the [Billing Information](#) page on the Sakai Student Portal. You are always free to mail a check to the college to pay your bill. Please contact [business@kuyper.edu](mailto:business@kuyper.edu) for further questions regarding your bill.*

## **Financial Aid**

Will a credit for room and board charges, if issued, impact my current financial aid (2019-2020)?

*No, we checked every refund and determined none needed to be treated as federal aid to be returned. If you choose to carry it over as an advance payment for next year, yes, it would have to be counted as part of next year's aid.*

How will my financial aid be affected for the 2020-2021 academic year?

*Your financial aid was determined by your FAFSA which used 2018 tax year information. At this time neither the federal or state governments have said they would adjust aid downward. The award letter you received was preliminary since we do not have your end of school year information. Final awards should come out in May.*

If my family circumstances change as a result of COVID-19 what should I do?

*Go online and complete the [Supplemental Information Form](#). This is sent directly to Agnes so she can access it even when not in the office. She can use the updated information to adjust your FAFSA and determine if you are eligible for additional aid.*

How can I contact Financial Aid if I have other questions?

*Please contact [financialaid@kuyper.edu](mailto:financialaid@kuyper.edu) for further questions regarding your financial aid and to set up a phone meeting.*

## **Travel**

### **College Sponsored**

Is all college-sponsored travel canceled?

*All college-sponsored domestic and international air travel is suspended. All courses requiring travel for the courses for the first summer session have been canceled.*

## **Personal**

### Should I travel?

*Pursuant to the Governor's March 23 executive order (EO-2020-21) all Michigan residents are directed to stay in their homes unless they are a part of critical infrastructure, engaged in outdoor activity, or performing tasks necessary to the health and safety of themselves or their family, like going to the hospital or grocery store. This order is currently in place until April 14, 2020.*

## **Precautions**

### What can I do to protect myself if I must travel?

- *If possible, when buying food, shop at local food stores such as Ken's Market which may be less trafficked (and support your local businesses), shop in a grocery store that is in a low-risk region and plan meals to avoid restaurants.*
- *Avoid sharing personal items (water bottles, toothpaste, etc.) with roommates, housemates, friends, or family members.*
- *Cough or sneeze into your elbow to minimize the spread of germs.*
- *When blowing your nose, blow into a tissue, immediately discard the tissue into the trash and wash your hands each time.*
- *Maintain proper hygiene practices. Wash your hands frequently with soap and water for at least 20 seconds, especially after using the restroom, before and after eating and after blowing your nose, coughing, or sneezing. When soap and water are not available, use hand sanitizer that is at least 60% alcohol. Rub sanitizer between and behind fingers and continue rubbing until hands are dry.*
- *If possible, when buying food, shop in a grocery store that is in a low-risk region and plan meals to avoid restaurants.*

## **Events**

### **Status**

#### Are all meetings and events canceled on campus?

*We have suspended or canceled all meetings and events on-campus through May 1 at this time.*

Are there still events going on?

*Yes! A host of virtual events is currently being planned. Please read the Student Development Newsletter and keep an eye on Kuyper's social media pages for more information.*

**Commencement**

Has commencement been canceled?

*At this time we have suspended our April, 2020 commencement event. We are currently exploring ways to acknowledge this milestone and celebrate our graduates' accomplishments.*

**Facilities (building hours)**

**Building hours and information**

Is the campus still open? What are the building hours?

*At this time campus is closed to all but those students who have received an exemption to live on campus during this online period. For those remaining on campus, the Student Center will be open M-F from 6am-6pm, Saturday from 10am-2pm, and will be closed on Sunday.*

**Still have Questions?**

*If you still have questions please reach out to Curt (cessenburg@kuyper.edu).*