



## COVID-19 coronavirus

### Q&A FROM THE OFFICE OF THE PRESIDENT

#### **What are we doing for our student workers?**

Over spring break, we asked the Career Center to survey all 6,000+ students who worked for the University to ask them if they planned and hoped to return to their CSU jobs with the onset of online classes. We received more than 2,600 responses from students and we used that data to inform our decisions.

As of now, some of our students are still working on campus, in places like our residence halls, Dining Services, and CSUPD; others are working remotely. Some of our student workers simply could not feasibly continue their university work, because their work was in-person but not critical. Regardless of students' current work status, however, CSU has committed to paying all those student workers who did not voluntarily vacate their university jobs through May 15. Student workers who were let go from their university jobs initially by supervisors who were unsure how to proceed are included in this commitment; our Human Resources department is working with supervisors to add those students back onto payroll.

We have worked with the Career Center, Human Resources, supervisors, and key offices to communicate this information to students. Detailed answers to questions that student workers and their supervisors may have are available at <https://safety.colostate.edu/covid-19-human-resources-faqs/>.

#### **What are we doing for our students who don't have connectivity or learning technology, or who need accommodations?**

We have encouraged our faculty and instructors to be extremely flexible in how they connect with their students, including those who are registered with the Student Disability Center, who may be experiencing physical or mental health challenges due to COVID-19, who may be caring for others, or who have limited access to technology. A detailed overview of our accommodation expectations and resources can be found

at <https://disabilitycenter.colostate.edu/message-to-regarding-covid-19-outbreak-03-11-20/>.

We have also extended important academic deadlines to help all our students as they adjust to online courses and we have moved to a satisfactory/unsatisfactory grading scale for all classes. You can read more details at <https://safety.colostate.edu/covid-19-extended-academic-deadlines-and-new-final-grade-options-for-courses-march-25/>.

Student Case Management and other student-support offices have identified students without access to the Internet and helped them connect through free or low-cost Wi-Fi and Internet services (<https://www.acns.colostate.edu/keep-learning/#tech-resources>). While service for some students is not optimal, all students are connected. Meanwhile, the Morgan Library has loaned 138 laptops to students, in some cases shipping across the country at no cost to the student. The library has purchased additional laptops to fill the identified needs of students still without access to a computer; students can request a laptop at <https://lib.colostate.edu/covid-19-library-updates-and-resources>. Students who are still experiencing connectivity or technology-based obstacles to their online learning should reach out to the Institute for Learning and Teaching, Student Case Management, or the Morgan Library for more help.

#### **What else are we doing for the our students?**

We know that our students, both undergraduate and graduate, in-state and out-of-state, have been tremendously impacted by our necessary responses to COVID-19. Many of them have given up their college homes and their on-campus jobs; all of them are grappling with disruption to their schedules, their academic routine, and their support network and friendships.

As noted above, we've committed to paying our students who did not voluntarily vacate their university jobs through the rest

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## COVID-19 coronavirus

of the semester, and Rams Against Hunger is continuing to provide food to students who need it. We've also taken the following steps to provide support and resources specifically for our students:

- We continue to offer critical student-focused services through Student Case Management, the Student Disability Center, the SDPS Offices, Student Legal Services, the Rec Center, and Off-Campus Life;
- An extensive list of resources for students has been developed to help students Keep Learning (<https://www.acns.colostate.edu/keep-learning/#campus-resources>) and Keep Engaging (<https://keepengaging.colostate.edu/>);
- We are offering online tutoring to students who need it (information also available at Keep Learning);
- Academic advisors and success coaches have been reaching out to students via phone, email, and other communications platforms.

We also are offering extensive ongoing, online mental health resources for students, thanks to the CSU Health Network's 75 mental health service providers who are operating at nearly 100 percent through telehealth appointments. Current services include:

- Crisis counseling services, available to students 24/7;
- Students with established counseling relationships are able to continue sessions through secure technology;
- Students currently located out-of-state who do not have an existing relationship with a CSU mental health care provider are being referred to providers in their home communities;
- Our pharmacy continues to fill, refill, and mail prescriptions;
- We are offering ongoing support groups, programming, and consultation with staff and students in each of the Student Diversity Programs and Services offices;
- Group counseling sessions and workshops continue to be held with online technology;
- We are offering ongoing consultation with staff, parents, and friends of students who are struggling with mental health concerns;
- DAY (Drugs Alcohol and You) continues to operate mandated programs, including Back on Track, Open to Change, Taking Steps, and BASICS;

- Mental health experts continue to consult with medical providers and students who visit the Health and Medical Center with mental health concerns in the medical clinic;
- The Health Network has offered specific tips to students through this link: <https://health.colostate.edu/managing-anxiety-coronavirus/> and via content on social media platforms;
- YOU@CSU has a very robust suicide prevention algorithm that immediately provides emergency contact information if students are seeking information related to suicide or self-harm. Significant content related to dealing with COVID-19 have also been added to this program's site.

### How is the University protecting our essential-in-person workers?

Even as many CSU employees have shifted to remote work, others doing critical in-person work have continued to report to our campuses every day. These incredibly valuable professionals include staff in Housing and Dining, the CSU Police Department, the CSU Health Network, Facilities, and other key university units. We know that these employees are risking exposure to COVID-19 when they come to work; minimizing their risk and supporting them is and will remain a university priority. Here are some of the key steps CSU has taken, led by public health experts at both CSU and the CSU Health Network.

- We are providing our employees across the University who risk exposure through their job duties with COVID-19-specific differential pay.
  - This pay is retroactively effective from Monday, March 23;
- Supplying personal protective equipment and training in how to use it:
  - Provided frontline individuals with 2,200 bandanas as a stop-gap facemask, while working with multiple groups of university volunteers who are sewing more than 1,000 reusable, washable masks for CSU employee use;
  - Worked with scientific labs from across the University to deliver available PPE to a central campus location, where it can be made available to protect frontline workers from

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## COVID-19 coronavirus

exposure, according to CDC recommendations for when it should be used;

- Currently procuring 12,000 surgical masks for frontline employees;
- Fitted masks and gear to in-person employees reporting to campus;
- Provided extra training about COVID-19 and public-health-advised exposure reduction techniques;
- Provided disinfection chemicals that are effective against this virus;
- Developed and implemented cleaning, meal service, and other protocols that meet or exceed CDC recommendations for frontline staff, as well as protocols for responding to employees or students who live on campus who become ill;
- Implemented additional measures to protect staff, such as providing cleaning kits to students who continue to live in university housing to clean their own suite restrooms, minimizing risk of exposure to custodial staff.
- Providing general education about COVID-19, including:
  - Disseminating important communications in both English and Spanish;
  - Hosting informational Zoom meetings for frontline employees with the co-chairs of the Pandemic Response Taskforce to provide university updates and answer employee questions.
- Developing public-health-informed response protocols should we have a confirmed case of COVID-19 in one of our residence halls or other areas on campus. (At this time, there are no positive cases among our students who continue to live on campus.)

### **How is the University addressing the fiscal and mental health concerns of our employees?**

There are deep concerns right now across our CSU employee community, including state classified employees, administrative professional employees, and faculty. These concerns encompass the impacts that the COVID-19 crisis may have on employees' personal and family finances, their employment-related leave, their job security, and the mental health concerns that naturally accompany a global pandemic. We are committed to supporting all our employees during this difficult time, as specifically evidenced by the following:

- Rams Against Hunger is distributing food to our community members in need (800 boxes distributed the first week of April alone);
- Information about financial, family, mental health, and other resources have been developed and shared centrally and by many offices across the University. This information can be found at <https://safety.colostate.edu/coronavirus> and <https://keepengaging.colostate.edu/>;
- Offices across the University have mobilized to offer additional mental health resources, including:
  - The Center for Mindfulness's Mindful Mondays meditation program offered via Zoom (<https://commitmenttocampus.colostate.edu/media/sites/129/2020/04/CSU-Mindful-Mondays-1.pdf>);
  - The Employee Assistance Program;
  - The CSU Adult Fitness Program;
  - The CSU Health Network Counseling Center (<https://health.colostate.edu/about-counseling-services/>);
  - The CSU Spiritual Care team (<https://health.colostate.edu/spiritual-care/>).

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### ADDITIONAL RESOURCES:

Learn more: [www.safety.colostate.edu/coronavirus](http://www.safety.colostate.edu/coronavirus) | Ask a question: [www.safety.colostate.edu/covid-19-question-form](http://www.safety.colostate.edu/covid-19-question-form)