



COVID-19 coronavirus

Q&A REGARDING STUDENTS WHO MAY BECOME ILL AND CANNOT COMPLETE COURSEWORK

This FAQ provides guidance for faculty and instructors on what to do if a student reports to them that they are ill with COVID-19.

If a student becomes ill, how should faculty and instructors help them navigate academic concerns?

Faculty and instructors are expected to exercise as much flexibility as possible for all students, and particularly for students who become ill with COVID-19, or who are the caretaker of someone who is ill with COVID-19.

Students should be directed first to medical care, if they have not consulted with someone already and they are experiencing symptoms of COVID-19. Students should be directed to Centers for Disease Control and Prevention resources for what to do if they are sick: [cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html). Students who live in Larimer County may choose to report their symptoms to county health officials: datastudio.google.com/u/0/reporting/1zPj0yZ3WXhzO996NhQzF1c1otkzHyjB/page/plb1B. Additional guidance for CSU community members who are not feeling well is available at safety.colostate.edu/coronavirus.

For academic concerns, students should reach out to their advisors, faculty, and instructors directly. Students may also reach out to Student Case Management (studentcasemanagement.colostate.edu) and parents or family members may do so in their stead if the student is too ill to initiate an outreach. Student Case Management is a good resource for students who are in crisis. Student Case Managers consult with students, faculty, instructors, staff, families, and providers to offer guidance on the next best steps. Every student situation is different and Student Case Management cannot make academic decisions for a student. They help find the best approach to support students in the immediate

situation and help students connect with other offices and resources for ongoing care.

An ill student may also choose to stay in classes for a brief time to see if they recover quickly enough to resume their studies and successfully pass their courses before the end of the semester. This is also a valid choice, and faculty and instructors are to work with students to help them succeed with course requirements as much as they can. This might include referring students to learning assistants' Knowledge Builder sessions, if available, or to online tutoring.

Can students withdraw from a class, multiple classes, or all of their classes?

Yes, each of these options is available. The University has adjusted withdrawal dates and other policy matters.

Course withdrawal deadlines have been extended: https://www.acns.colostate.edu/media/sites/100/2020/03/Spring-2020-Practices-for-Withdrawals-R-D-COM_.pdf.

Should incompletes be an option for some students?

While students may choose to request an incomplete, the standing University policy pertaining to such requests remains in place. Four criteria are required: students must be passing the course at the time of the incomplete; a well-detailed contract of expected work and timeframe must be provided to the student by the faculty member or instructor; this agreement must be lodged with the department and progress checks should be conducted.

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Please be very thoughtful before deciding upon an incomplete grade.

- Students may continue to be challenged in remote learning over the months ahead and may find themselves overwhelmed if they push too many incompletes into future terms.
- Incompletes that require attendance in a latter part of a course may create course capacity issues if students are expected to join an existing course late in the semester.

More information about incomplete grades is available at catalog.colostate.edu/general-catalog/academic-standards/grading.

What are the financial impacts of a withdrawal or incomplete?

The published tuition refund date was Feb. 5. Students received half a semester of instruction prior to adjustments on coursework delivery in light of COVID-19.

When students choose to submit a tuition assessment appeal, we:

1. Ask, "at what point was the student unable to attend or do the work?"
2. Then we backdate the appeal to the date when a student became unable to continue in a course. In most instances that will mean that a COVID-19 related appeal would fall outside of the tuition appeal timeframe.

If a student is unable to complete course requirements because of illness or caregiving, it would be preferable to encourage the incomplete rather than the appeal.

A university withdrawal is more extensive than a course withdrawal. Students who need to leave the University for the

semester and who will not complete any of their registered courses can complete a university withdrawal. Students must go to RAMweb and find "University Withdrawal" under "Records" to withdraw. Students may complete a university withdrawal through the last day of the regular semester (the Friday prior to finals week on May 8). See this link for help: advising.colostate.edu/faqs-about-university-withdrawal/#2.

Students seeking more information on withdrawing and tuition and fees assessment should be pointed to the following resources:

- Registrar's website at <https://registrar.colostate.edu/>.
- A tuition assessment appeal is available to students one year after a university withdrawal: <https://registrar.colostate.edu/>.
- A retroactive withdrawal is a withdrawal from all classes for a semester AFTER grades have posted: <https://secure.studentachievement.colostate.edu/RetroactiveWithdrawals>.

Are students required to provide medical proof that they have COVID-19 or care for someone who does?

No. At this time, recognizing the challenges nationwide with testing for the coronavirus and social distancing mandates in place across the country, the University is not requiring proof of a COVID-19 diagnosis. This applies to students who self-report that they have COVID-19, students whose family members report such a diagnosis on their behalf, or students who report care-taking responsibilities for someone else diagnosed with COVID-19.

However, Student Case Management may request verifiable documentation to assist students with navigating academic concerns with faculty and instructors.

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ADDITIONAL RESOURCES:

Learn more: www.safety.colostate.edu/coronavirus | Ask a question: www.safety.colostate.edu/covid-19-question-form