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From: USM President <usm.president@MAINE.EDU>
Sent: Friday, March 13, 2020 10:10 AM
To: USM-CURRENT-S@LISTS.MAINE.EDU
Subject: COVID-19 Directives — FAQ — March 13, 2020

Dear USM Community,

As part of our ongoing communication and updates, we are sharing frequently asked questions, all of which have been answered directly. We thank Nancy Griffin, USM's ombudsman for COVID-19, for fielding these questions and working closely with our leadership team to provide the best answers we can during this unprecedented challenge. The following is the first of an ongoing series of FAQs which will be posted. Please continue to channel your questions to [Nancy Griffin](#).

USM COVID-19 FAQ's **March 13, 2020**

ADMITTED STUDENTS OPEN HOUSE – APRIL 3rd

Q. Is USM still having the Admitted Students Open House on April 3rd?

A. No, that event has been canceled. The Admissions team is reaching out to all admitted students and will be conducting a variety of online events for prospective students.

EMPLOYEE RECOGNITION DAY – APRIL 10th

Q. Is USM still having the Admitted Students Open House on April 3rd?

A. No, this event would exceed the 250 limit. The planning committee will work together to find a way to celebrate and honor our employees in another format.

ATHLETIC SPRING SEASON

Q. Will students still participate in athletic events?

A. No. The spring season for all USM sports teams has been canceled along with several other Division I, II and III programs and leagues across the country. .

CLEANING

Q. How is USM cleaning buildings?

A. Our facilities management staff are following CDC cleaning guidelines for cleaning all USM buildings:
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>

COMMENCEMENT

Q. What is the status of Commencement (May 9th)?

A. No decision has been made regarding Commencement at this time.

DINING DOLLARS

Q. If a commuter student purchased dining dollars, what happens to those dollars if they leave campus?

A. As far as any meal plan dollars that were purchased voluntarily, those will continue to be able to be used indefinitely, anywhere we are open.

EVENTS

Q. What is happening with events, conferences, athletic events and outside groups coming to campus at USM?

A. Effective yesterday (3/12) at 5:00 pm and through April 12, 2020, UMS will follow Governor Mill's recommendation to postpone all gatherings expected to or actually involving 250 attendees or more. This restriction includes any events on University property, events being hosted by the University in a non-University location, and official participation by university students, staff and faculty in such events regardless of location.

TOURS

Q. Will there be tours offered to prospective students, high schools, and visiting families?

A. Effective today, the Admissions department at USM along with peer departments across the University of Maine System are pausing tours until April 1, at which point a reassessment will be made. Staff will be working to expand and implement virtual tours, video chats and other online ways for accepted students to connect with our campus.

RESIDENCE HALL STUDENTS

Q. Do students have to leave the residence halls and what happens for students who can't return home?

A. In an effort to ensure the safety and well-being of all residential students we are asking all students to move out of the halls and return home on or before March 22, 2020.

For residents with extenuating personal circumstances, there will be options to remain on campus. Evaluation and review to stay on campus will be determined by a professional staff member.

If you have any questions, please don't hesitate to contact your Resident Director:

Anderson / Woodward Hall - Christopher Broere - christopher.broere@maine.edu

Philippi Hall - Katie Yeaton-Hromada - katie.yeaton@maine.edu

Robie Andrews Hall - Orlando Hernandez - orlando.hernandez@maine.edu

Upperclass Hall - Roland Brassard - roland.brassard@maine.edu

Upton Hastings Hall - Kelley Bague - kelley.bague@maine.edu

ROOM & BOARD REFUND

Q: Will residential students be reimbursed for room and board for the remainder of the semester?

A: University of Maine System students and their families will not be financially disadvantaged by the University's move to online classes and residence hall restrictions in response to the Coronavirus public health crisis. Students will be able to complete the course of study they have paid for this semester. The University of Maine System will post guidance on requesting room and board refunds on our [public health advisory website](#) by noon on Wednesday, March 18th.

The University is working quickly and responsively to address individual student and family concerns as we take unprecedented steps as a public institution to protect student health and help limit the spread of the Coronavirus in Maine.

STUDENT HEALTH PLAN COVERAGE

Q. Will students who signed up and paid for the Student Health Insurance Plan (SHIP) still have coverage if they return home?

A. Yes. Current SHIP coverage doesn't expire until 7/31/2020.

STUDENTS ON CAMPUS/RESOURCES FOR STUDENTS

Q. On March 23rd all UMS campuses will move all courses online. Can students come to campus to access computers, services and resources?

A. Yes. All UMS campuses are open and students can come to campus to use computers, services, and library resources, etc.

CANCELED UNIVERSITY TRAVEL

Q. How do I cancel or deal with my university related travel?

A. If you have questions about your travel reservations, cancellations, etc., visit our [Travel Advisories](#) page.

- If you booked through the University's preferred travel agency **Short's Travel** or on the **Concur** booking tool
- If you booked directly with your airline or through a non-university travel company (e.g. Expedia, Travelocity, Orbitz, another travel agency, etc.)

Strategic Procurement: (207) 581-9101 or procurementservices@maine.edu

VETERAN BENEFITS

Q. How will the online directive influence the benefits for students who are veterans?

A. The VA is very supportive of the emergency, and our Director of Veteran Services has provided outreach to every Veteran who receives GI benefits to provide guidance.

WORK - EMPLOYEES

Q. What are my options as an employee at USM (staff and faculty)? Can I work from home, etc.?

A. As outlined in yesterday's update from our VPHR (3/12/2020 @ 9:55am), employees should provide inquiries directly to their supervisor and human resource partner.

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M.A. Watson - maryann.watson@maine.edu

Meghan Schratz - meghan.schratz@maine.edu

Chris Williams - christopher.w.williams@maine.edu

STUDENT WORKERS

Q. Can students work on campus (payroll or federal work study students)?

A. Yes, our student employees are permitted to continue their work study jobs if able to perform their duties given their proximity to campus or modality. If a federal work study student employee has extenuating circumstances, they can contact their financial-aid counselor for assistance.

ZOOM

Q. How many people can Zoom support and how many concurrent meetings can take place at one time?

A. ZOOM can support 300 participants and UMS does have a large meeting license that supports up to 500 (users need to be added individually in order to use this feature). There is no limit to the number of concurrent meetings.

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President

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