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STUDENTS Q&A

April 13, 2020

The most up-to-date information on CWU's response to the COVID-19 outbreak is available at cwu.edu/COVID-19

Will CWU be hosting a Commencement ceremony this year?

No. The university canceled its June ceremony last month and has decided not to reschedule Commencement 2020 for this fall.

Why did the university decide to cancel Commencement?

As the public health situation has deteriorated, CWU determined that a full cancellation of Commencement 2020 was the only responsible decision to make. The safety of our students, staff, and community is our top priority, and we believe that bringing so many people close together — even six months from now — would present too much of a risk.

What options are available for graduates?

CWU still plans to celebrate the achievements of our graduates by offering three options:

1. All 2019-20 graduates will be invited to participate in the 2021 Commencement exercises next June.
2. Students who do not wish to participate next year will receive their diploma cover, a copy of the Commencement book and any special honors in a package delivered to their home. (In the coming weeks, Commencement officials will be sending out a survey to complete regarding each graduate's anticipated decision.)
3. We will hold a virtual Commencement address to recognize the class of 2020 on Saturday, June 13, 2020. Details are still being finalized and will be available soon.

Where can I learn more about future plans for Commencement?

Please visit the [Commencement website](#) if you have questions or need additional support.

How do I receive a refund for Commencement regalia?

Due to the cancellation of this year's ceremonies, all regalia purchases may be returned for a full refund. Email wildcatshop@cwu.edu if you would like to cancel or return your order.

However, grad fees go toward the processing, printing, and mailing of diplomas, not toward the commencement ceremonies, so those fees are non-refundable.

Since classes are online in the spring quarter, what fees will I still have to pay?

CWU will waive all fees not linked to instruction, to student support, or to legal financial obligations, including the support of bonds that pay for student facilities, such as the SURC.

For a complete list, visit cwu.edu/registrar/tuition-and-fees.



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What fees have been waived?

1. *Athletics fee*
2. *Central Transit fee*
3. *Dining Contract Cancellation fee* (for students who have purchased but won't be able to use a meal plan)
4. *Housing Contract Cancellation fee* (for students not residing in Ellensburg-campus housing)
5. *Late Payment fee*
6. *Late Registration fee*
7. *Library fee*
8. *Parking fee*
9. *Web-course fee*
10. *Wellness fee*

What fees have not been waived and why?

Continued Fees include:

- *Student Health and Counseling Center Fee* support important student services, and will remain operational both in Ellensburg and in a web-based format.
- *The Technology Fee* will provide critical support for moving all instruction online.
- *Tuition Fees* continue to be the same for online and in-person instruction.
- *Math and writing tutoring* will continue online.
- *The Student Union and Recreation Center Fees* support bonds that were used to build the facility and cannot be waived.
- *The Service and Activities Fee* supports bonds that were used to construct student mandated projects, as well as paying for direct student services and student programs.

Why do I have to pay for the Student Union and Rec Center when I won't be using it?

The Student Union and Rec Center Fees support bonds that were used to build the facility and cannot be waived. Students voted to obligate these bonds in order to build the SURC.

I'm a student, can I return my parking permit for a refund?

Yes, please remember parking permits are still required for all on-campus parking. If you will not be returning to campus and would like to return your parking permit for a partial credit, the following steps are required:

- Permits must be mailed to CWU Parking Services, 400 E. University Way, Ellensburg, WA 98926-7527. Please include your name and CWU ID number. **Receipt of permit** is required prior to credits being issued.
- Credits will be issued in the same manner as the original purchase was completed (i.e., student charge, credit card, or cash).



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- The credit issued will be \$52.46 for Student Calendar permits returned by May 1, 2020. Summer permit prices will be \$92.

Can students cancel their housing and dining contracts?

The university will not charge students for early termination and all spring quarter housing and dining expenditures will be refunded if the student indicated by March 20 that they were not on campus at that time. The process of crediting student accounts may take time, but credits are expected to be posted by April 6th. More information can be found on the Housing and Residence Life website: cwu.edu/housing or Dining website: cwu.edu/dining.

I have property in my residence hall/apartment that I would like to retrieve. What can I do?

Your property will stay in place in the state you left it. CWU staff has verified occupancy in each room/apartment and enforced health and safety standards such as removing perishable items. The University has changed the locks on campus living spaces to restrict access until the Health Department terminates current restrictions.

Housing and Residence Life will develop a plan, in accordance with the Kittitas County Health Order, to allow residents reclaim personal items once the current restrictions around “stay in place” is lifted. An e-mail will be sent to all residents when the protocol is complete.

How does this affect academic advising, career advising, and tutoring?

All three services are still offered but by virtual means only. Tutoring and academic coaching are available via Zoom. Students can self-schedule by visiting tutortrac.cwu.edu. Students can also connect by clicking on the "Tutoring" link on the left-hand menu of their Canvas course or at cwu.edu/academic-success/schedule-appointment. Tutoring hours have been expanded and academic coaches are ready to work with students who want to learn more about online study.

What other resources are available for first-time online students?

The CWU [Multimodal Learning Center](http://cwu.edu/multimodal-learning-center) and [CWU Technology Services](http://cwu.edu/technology-services) are available to help students prepare for the online-based curriculum. Individual departments may also offer training sessions, advising opportunities, and other resources.

Which facilities and resources are available on the CWU-Ellensburg campus?

Most CWU buildings are closed; however, campus housing, the SURC dining services, and the Student Medical and Counseling Center are still available to students who are living on campus. Information specific to housing is posted at cwu.edu/housing. Dining options are available only in a food-to-go style. Due to the changing situation, all hours are subject to change without notice. Information specific to dining is available at cwu.edu/dining. Call student medical before arriving at (509) 963-1881.



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How can I request Information Services?

Although Samuelson Hall is closed, the Service Desk staff is working remotely. Any technology pickup/drop-off or in-person assistance will need to be scheduled to take place outside of Bouillon Hall. Contact the Service Desk to coordinate any hardware- or software-related support. E-mail servicedesk@cwu.edu or visit cwu.edu/its-helpdesk.

How will this affect my financial aid?

Financial aid packages for virtual and online classes remain the same as they would have been for in-person instruction. Funds will be disbursed according to the revised spring quarter calendar. For financial aid questions, e-mail the Financial Aid Office at financialaid@cwu.edu. Students can also book a phone appointment with a counselor at the Financial Aid department's [website](#).

For questions regarding a student's account, including charges, billing, and refunds, contact Student Accounts via email at studentaccounts@cwu.edu or cwu.edu/student-accounts/contact-us. Your student ID will be required for all communication and messages.

Will I still have my student employment?

Student employment is one of the University's top priorities to sustain. Please contact your supervisor regarding your employment status.

What does this mean for students with disabilities?

Students with disabilities should continue to work with Disability Services staff. Please email ds@cwu.edu for more information.

What did the CWU Board of Trustees decide at its special meeting on April 9, 2020?

The Board of Trustees agreed that our Fiscal Year 2019-2020 outlook will not necessitate a reduction in our workforce this quarter. The board reaffirmed its commitment to university employees and urged all to stay healthy and to continue to work together to navigate the current situation.

What happens after June 30? If there is a potential reduction in force, when might that occur?

The board will continue to evaluate the university's financial state through the spring quarter in order to determine any future actions. The board said that the situation remains dynamic and that the university continues to confront uncertainties, such as future "Stay-at-Home" orders, the timing of federal financial support, and the pandemic's impact on our state's economy.

Does this change the current "Stay-at-Home" orders?

No. All CWU students, faculty, and non-essential staff will continue to Stay-at Home until at least early May and it could be extended to the end of the current spring quarter term.