

Dear GU Students,

I know this has been a very stressful time and we are continuing to try to provide as many answers as we can to the common questions we are receiving. We are here for you and our goal is to support you as best as we can!

I am writing to provide an update on services offered by Greenville University as we transition to online education for the remainder of the semester. These changes are being made to adjust to guidance from the CDC and IL Department of Public Health regarding social distancing. This is a long email with lots of information so please take your time reading all of it before you ask questions.

The health and wellbeing of all students is our priority and we are committed to serving you well as the university transitions to online instruction.

Please see the following changes that will be implemented.

Moving to Online Classes:

- We know this is a challenging time and there are a lot of questions surrounding how we are transitioning face-to-face courses to an online format. We will continue to use the GU Alert [website](#) and email as our main form of communication. Faculty will be using D2L for specific class announcements. If you are already not in the habit of getting on D2L and checking your email every day, *please do so now!* The faculty are working this week to change their courses and will need time to respond. Please be patient and more information will be provided as it becomes available.

Student Activities and Events

- Commencement – I know many of you have questions about Commencement weekend and associated events. Our Commencement committee is meeting this Thursday and will be talking through numerous options. We will continue to update the community as we know more.
- All campus events will be canceled/postponed until April 6th. We are continuing to reevaluate as new information comes in and will update as necessary. If you have specific questions about an event, please contact the appropriate GU employee hosting the event with questions.

Residence Life

- If you need to return to campus to pick up computers, books, medicine, etc, please fill out the following [form](#) with your travel plans. We will be in contact with you to follow up. When you return to campus, please come to the library for check in and you will need your ID to access the library. Our business hours will be 9am-4pm.
- If you need to stay on campus the rest of the semester (common reasons include – international student, lack of computer/internet at home, lack of housing), please fill out the following [form](#). We will be in contact with you for approval.
- We will send information about the annual Housing Lottery at the end of March. Please be patient about next year's housing.

Counseling

- We are talking with Jubilee House and George Smith to try to offer virtual care during this time. Once we figure out a new service model, I will send a follow up email with details.

International Office

- International students, we know this is a very stressful time. The Office of International Affairs is here to support you! Please read and follow up on emails from Gret Tindall. Also, please communicate with your families overseas regularly to let them know you are safe. If you have not done so, please add Gret's number to your phone. The Office of International Affairs is working very hard to keep you updated.

Dining Services

- Dining Commons will be open for Brunch and Dinner 7 days a week. We are closing the Dining Commons to the public and it will only be open for students and employees during the following hours:
 - Brunch: 11am-1pm, Dinner: 5-7pm
- All items served at the Dining Commons will be served as to-go items and you may not eat in there until further notice.
- Union is closed until further notice.

Student Success

- Library - Only current students and faculty/staff will be allowed in the library until further notice. You will need your ID to access the building. Faculty and Library staff are working on making as many textbooks as possible available through online format this week. We are also looking at eBook options. We are suspending all borrowing and lending of books through I-Share to try and prevent spreading any more than we need to. You are still able to request articles or chapter of books to be sent digitally. For library support, please use email, phone or our [chat options](#).
- Tutoring and Academic Coaching - We are working with our current tutors and academic coaches to determine how we can continue to offer both services. Our goal is to provide a seamless transition so we can continue to support students through online classes. If you have specific questions, please contact Student Success at studentsuccess@greenville.edu.
- Disability Services and Accommodations - If you have specific questions about your disability services/accommodations, please contact Terrell directly at terrell.carter@greenville.edu.
- Advising/Registering for Classes - The Records Office will be sending follow up information about advising and registration for the upcoming academic year. Please know this is a high priority, so please watch for and respond to emails from the Registrar and your advisor(s).

Rec Center and Annex

- Annex will be closed until further notice
- Burritt Gym closed until further notice

- The Rec Center and HJ Long gym will be open 8am-5pm until further notice – no evening hours.

Spiritual Formation and Programming

- We want to continue to make Spiritual Formation a priority through this transition to an online format. We are looking at alternative options to offer Chapel, Small Groups, and other programming opportunities through a virtual format. More information to come! We do not want to lose our sense of community during this time – this is a big priority for us!

Student Workers

- We are requesting student workers to *not return* to campus. Your supervisor will be in contact with you (if they haven't been already) to discuss plans for the rest of the semester. If you have any questions, please contact your supervisor.

Mailroom

- We are limiting the hours when the mailroom will be open for operation. We will be posting the operating hours on the mailroom doors once we determined the updated hours. Students who will be living on campus can continue to use the mailroom as normal – please pick up your letter mail at the mailroom as well instead of the student union.
- If you are not planning on staying on campus you have until this Friday, March 20th to change your mailing address to your home address. Starting Saturday, March 21st, we will be refusing mail for students who are not living on campus and it will be returned to sender.
 - If you have mail here already, we will be forwarding your mail to your address on file. If that address needs to be changed, please email mailroom@greenville.edu.

Jo's Java

- Jo's Java will be the reducing operation hours until further notice: Monday-Saturday: 7am-12pm. All orders will be to-go and Jo's Java will not be available use to as a meeting space.

Student Union:

- The Upper Union and Esports studio will be closed until further notice.

Refunds/Credits

- Fair treatment of our students and their families is one of our highest priorities at Greenville. **We want all students and families to rest assured that we are currently working out the details of how to provide refunds/credits for portions of the room and board fees for the Spring 2020 semester for students who are not continuing to live on campus.** While this work will take some time, there is something you can do immediately to help expedite the process. In order for any kind of refund/credit to be issued, you must fill out this [form](#). Further information regarding refunds/credits will be forthcoming in future days and weeks.

Thank you,

Ross Baker
Dean of Students