FREQUENTLY ASKED QUESTIONS (FAQ) by NATIVE AMERICAN STUDENTS about ONLINE LEARNING MODE at THE UNIVERSITY OF ARIZONA (COVID 19 PANDEMIC)

1. What options do I have when there is no internet or unreliable wifi where I live for online classes?

   Students must reach out to their instructors as soon as possible to let them know that they will need an accommodation to allow for “distance” learning, rather than “online” learning, because of limited access to internet and/or a computer. The faculty know they must make these accommodations and are fully expecting to hear from students.

   Spring 2020 term classes will be taught online for the remainder of the semester.

   If any questions about Student Online Learning, go to: https://student.it.arizona.edu or call 520-626-TECH (8324)

   Staff and students at San Juan College started a Google doc spreadsheet that lists sites on and off the reservation communities in Arizona that have internet and technology services for students:

   https://docs.google.com/spreadsheets/d/10PCIYHhUvucM2f0qsO7_oZ4ebGHK6cSEwqIW75KgjXY/edit?fbclid=IwAR2eGeFKzwaStlY9QfVfAovQZR4pYOHOXsdg3dgL2U3vyzh4SH4zODXIQA#gid=384480072

2. What do I do if I start to have challenges with my online or distance courses?

   Contact your instructor immediately. Continue to seek out all means of academic support services either to be provided online or by phone. The goal is to keep you on track to completing the semester in good standing and towards graduation.

3. How will withdrawals impact my scholarships and other financial aid funding?

   Potential withdrawals, incompletes, and “E” grades will impact a student’s Satisfactory Academic Progress (SAP) for federal aid eligibility. The Office of Scholarships & Financial Aid (OSFA) will encourage students to submit appeals where appropriate and will be as lenient as possible within the federal and institutional policies.

4. Will there be financial assistance for students who need to move but don’t have the means to pay for moving costs (e.g., gas, storage, airfare)?

   Temporary loans of up to $200 are available for students who need access to additional funds for travel costs or other unanticipated expenses. The application fee will be waived, and approved funds will be disbursed nightly.
5. If I choose to stay in Tucson but have no place to live, what alternatives do I have to support me while I remain in school?

_The campus is making residential halls and rooms available for all students who need living quarters._

6. Is the Student Union dining facilities and eateries open for the remainder of the semester?

_The Student Union restaurants are closed and have moved to box meal options. There are different distribution sites and hours of service. The Campus Pantry is also open and in a new, larger location in the basement level of the Student Union. Distribution sites and hours can be found at: [https://www.union.arizona.edu/coronavirus/index.php](https://www.union.arizona.edu/coronavirus/index.php)_

7. How do I access other campus services such as the Disability Resource Center and Think Tank?

_Visit the Disability Resource Center website as there is an FAQ page that provides basic information on how to utilize their services remotely._

[https://drc.arizona.edu/students/covid-19-faqs-drc-students](https://drc.arizona.edu/students/covid-19-faqs-drc-students) (520-621-6238)

_The Think Tank tutoring services are all online. They do have an asynchronous writing center service called “Feedback Loop” where a student can submit a paper and get feedback once a tutor reviews the submission. You can find that here: [https://thinktank.arizona.edu/writing-center](https://thinktank.arizona.edu/writing-center). For students who don’t have reliable internet, the Think Tank is willing to try and offer tutoring support by phone. [https://thinktank.arizona.edu](https://thinktank.arizona.edu) (520-626-0530)_

8. As an on-campus student, will I get a refund on my housing and meal plan payment(s)?

_Students who live on campus must contact Residence Life and the Meal Plan office by March 20th of their plans to remain on campus or to move out._ Residence Life will be giving a 10% refund on your spring 2020 payment. For the Meal Plans, there will also be a 10% refund on your purchased meal plan that will be credited to a future academic term. Visit the Residence Life and Meal Plan website for more information.

[https://housing.arizona.edu/ua-news/student-response-needed-housing-plans-credit-options](https://housing.arizona.edu/ua-news/student-response-needed-housing-plans-credit-options) (520-621-6501, undergraduate); 520-626-0336, graduates)

[https://union.arizona.edu/mealplans/](https://union.arizona.edu/mealplans/) (520-621-7043; 800-374-7379)

9. Will my spring 2020 tuition be refunded if I chose to withdraw?

_No tuition refunds. Deadline dates on spring tuition payments remain as is._
10. If I am a student working on campus, will I be paid?

Student workers will be paid. However, check-in with your supervisor as the nature of your job may change if the job you were doing is no longer in active (e.g., Student Union dining facilities).

Federal Work Study employees who are unable to work remotely or report to the workplace due to a partial or complete closure will continue to be paid for the hours they are normally scheduled to work (as approved by a supervisor).

ADDITIONAL ADVICE to STUDENTS:
- Check your email and D2L daily, if possible. There are many updates and instructions being provided by campus units that you need to be aware of.
- Check in with your instructors on a regular basis. Let them know if you are struggling with online learning and what type of additional support you need.
- Do not withdraw from the semester without talking with your instructors, an academic advisor, or a staff support person. The university is doing everything possible to help you successfully complete the spring term.
- Due to the internet challenges, it may be best for students to return to (or remain) on campus or in Tucson. Many measures being taken to keep members of the campus community safe and to minimize transmission of the virus. The risk of contracting the virus on campus is very low but things do change day by day.
- If you need help to get food, transportation, or pay for your housing, contact Karen Francis-Begay, Assistant Vice Provost for Native American Initiatives, to let her know what your needs are. A side note, GrubHub is offering free delivery services of food to the residence halls ordered from the Student Union eateries.
- Due to the recent closure of K-12 schools in Arizona, if you are having challenges caring for your children at home and also being a student, contact Karen Francis-Begay with your concerns. We will do what we can to work through to provide the support you need.

CONTACT:
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