Accessing Student Resources and Services

At ASU, we understand that a critical part of college life occurs outside of the classroom, and we want to protect the health and safety of students, faculty, and staff during these interactions as well. Students visit many offices on a daily basis to participate in activities and receive services. The following protocols will be in place for offices such as Financial Aid, Student Accounts, Registrar’s Office, Admissions, Academic Labs, Academic Advising, ACES, Career Services, Diversity and International Affairs, etc.

 Whenever possible, meetings between students and staff, and meetings among staff members should occur virtually.

- Please contact the offices by phone or email and schedule a virtual meeting.
  
  A list of office phone numbers is located on page 32.

- ASU offices are working to transition from paper to digital forms and processes that can be completed virtually.

 Whenever a virtual meeting is not possible, ASU faculty, staff and students must follow the institutional protocols:

- Make an appointment to meet with someone in person to minimize the number of people waiting in line.

- For the following offices, appointments should be made using the Hornet Q app www.alasu.edu/cost-aid/hornetq: Financial Aid, Student Accounts and Records, and Registration.

- Students served through ACES or the Advisement Center must make an advising appointment by using the Navigate Appointment link found in their ASU emails sent from their assigned advisor.
Please note the following office specific information:

**DIVERSITY AND INTERNATIONAL AFFAIRS**
- Schedule an appointment with Diversity and International Affairs by scanning or clicking this QR Code:

**ADMISSIONS AND RECRUITMENT**
- Virtual tours will continue; however, on-campus tours will be conducted for groups of 6 or fewer people. Schedule an appointment by contacting the Office of Admissions and Recruitment at [www.alasu.edu/admissions/campus-tours](http://www.alasu.edu/admissions/campus-tours).
- In person Recruitment events will be offered on a case-by-case basis. In the event of in-person recruitment efforts, health and safety protocols must be followed.
- ASU will continue to accept applications for admission through its website: [tinyurl.com/ALASUAPP](http://tinyurl.com/ALASUAPP).

**THE OFFICE OF FINANCIAL AID**
- Information sessions will be held virtually including Entrance Counseling Groups, Master Promissory Note Sessions, Parent Information Sessions about PLUS loans, and Meet & Greet with Financial Aid Counselors, etc.

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**Making an appointment is as easy as 1-2-3.**

1. **DOWNLOAD**
   - the QLess App from the App Store

2. **TEXT** "ASU Financial Aid" to 334-581-9907

3. **VISIT** [alasu.edu/HornetQ](http://alasu.edu/HornetQ)
ACADEMIC LABS
- Students may make appointments for virtual academic support by calling 334-229-8420.
- In-person academic support will be provided by maintaining appropriate social distancing guidelines.

COUNSELING CENTER
- Students who desire counseling services relative to COVID-19 should contact the ASU Counseling Center at 334-229-4894.

BOOKSTORE
- The ASU bookstore encourages all students to order textbooks through our online store. Please place your order via the online bookstore at this link: https://www.bkstr.com/alabamastatetestore. Your books will be shipped directly to you. Note that the online bookstore can be used for both digital and hard copy textbooks. The bookstore opened in the fall with modified operating procedures; however, we ask that students try to order their books online to help follow health and safety guidelines.

Stay Aware. Stay Safe. Stay #HornetStrong.

This guide will be updated as we monitor data and information related to the COVID-19 pandemic. We will continue to keep the campus family and ASU stakeholders informed as developments occur.
OFFICE OF TECHNOLOGY SERVICES (OTS)
Use the OTS ticket system to submit any requests for support with ASU computers, internet, Blackboard, email addresses, ASU ID cards, etc. alabamastateuniversity.freshservice.com/support/home
In-person meetings will be by appointment only.

ASU IDENTIFICATION CARD
All students and employees will need to have an ASU Identification Card. The photo used in the ID Card can now be selected by the students/employees by following the instructions at this link: tinyurl.com/ALASUID.

ID-Station Operation

>> Faculty & Staff
- All faculty and staff members will have the option of uploading their IDs or coming into the office to have an ID processed.

>> New Students
- New students will be instructed to upload their pictures for processing.
- OTS will package the new student ID cards by the residential facility.
- The disbursement of the new student IDs will be done in the residence halls as part of students’ check-in and key pickup process upon their arrival.
- If new students arrive on campus without previously uploading their pictures, they will be instructed how to do so and an OTS team member will deliver the ID to the residential facility for disbursement.

>> Returning Students and Commuter Students
- Students will be instructed to upload their pictures for processing.
- Replacement card fees will be applied to all lost cards before they can be processed. (If applicable)
- Students must present their receipts to the ID station before cards can be re-issued.
- Social distancing guidelines will be followed when serving students in this area. Only 2-3 students will be allowed in the ID station at one time.

Direct any questions to the Office of Technology Services at 334-229-4560.
On-Campus Housing
For Summer and Fall 2021, all students must be tested for COVID-19 14 days prior to checking into the residence halls and should send their results to https://forms.gle/xPrCeF5CYKWhTiA7. Students who have not been tested OR have not presented proof of vaccination will not have access to check in to the residence hall (see page 10 for more information about testing requirements).

**Summer Move-in**
Students will be able to move into the residence halls May 31, 2021 from 9 a.m. - 3 p.m. Students will report to their assigned Residence Halls.

Only students who have submitted negative COVID-19 results OR proof of vaccination prior to their move-in date will be allowed access to the residence halls.

For Fall 2021, students will sign up online at www.alasu.edu/housing for one of the daily time slots available for moving in.

* Summer 2021 will report to their assigned Residence Halls May 31, 2021 from 9 a.m. - 3 p.m.

ONLY TWO parents/guardians/guests may assist with move-in. (Strictly adhered to)

Students and two guests will be screened at designated entrance checkpoints and will receive a clearance slip to move into the residence hall.

Students and guests must wear masks at all times.

Refer to the map on page 7 for Summer 2021 move-in traffic flow information.

**Summer move-out is July 23, 2021 by 5 p.m.**

**Fall Move-in**
Students will be able to move into the residence halls **August 10-15, 2021** with staggered move-in times. This will allow the students to check in and go through the move-in process without a large number of people on campus. **Sign up online at www.alasu.edu/housing for one of the daily time slots available.**

Fall move-out date is December 3, 2021.

**Resident Assistants (RA) Training**
- Resident Assistants shall participate in extensive training focusing on safety within the residence halls relative to COVID-19, programming and professional development.

**Resident Assistants Should**
- Ensure that hand sanitizer dispensers are filled in the residence halls.
- Ensure that signage is posted regarding the new normal related to COVID-19.
- Clean and sanitize office space.

**Students Should**
- Ensure that rooms are cleaned and sanitized weekly.
- Wear masks (or face coverings).
- Wash their hands.

**Students Will**
- Clean moving carts in between each use.

**Cleaning Staff Will**
- Enhance sanitizing of common areas daily.
FALL 2021 STUDENTS will sign up online at www.alasu.edu/housing for one of the daily time slots available for moving in and will follow the entrance instructions for their assigned Residence Hall outlined below.

A  KING HALL + BESSIE BENSON HALL
   Enter at the Tullibody Street gate from Carter Hill Road and follow the red flags!

B  BESSIE ESTELLE HALL + PEYTON FINLEY APTS.
   Enter at the West University Drive gate from Carter Hill Road and follow the orange flags!

C  CARD HALL, FACILITY II AND MCGINTY APTS.
   Enter at either of the Harris Way gates and follow the blue flags!

D  C.J. DUNN TOWER + FACILITY I
   Enter at the Harris Way gate from Carter Hill Road and follow the green flags!

E  BIBB GRAVES HALL, SIMPSON HALL + ABERCROMBIE HALL
   Enter at the South Jackson Street gate from Carter Hill Road and follow the gold flags!

Summer 2021 Students refer to the map on page 7.
Academic Affairs

Alabama State University and the Office of Academic Affairs are preparing for Summer and Fall terms that provide a positive learning environment, while protecting the health and safety of our students, faculty and staff. We are committed to providing students with high quality instruction using multiple modes of delivery, when possible. The Office of Academic Affairs has collaborated with other divisions across the campus to adapt to a “mixed methods” instructional model that maximizes social distancing.

The University will adhere to the current approved academic calendar, giving priority to the health and safety of students, faculty and staff.

GOALS OF SUMMER & FALL 2021

ACADEMIC PROGRAM DELIVERY

Provide instruction while minimizing the risk or the spread of COVID-19

Deliver flexible instruction through face-to-face, hybrid and online methods

Ensure that ASU students have the appropriate academic progress towards graduation

Ensure enhanced strategies are in place to support academic and student success
ACADEMIC CALENDAR MODIFICATION FOR SUMMER 2021

ASU will adhere to the current Summer 2021 academic calendar to ensure that the proper protocols are taken to ensure the safety of all faculty, staff and students. The delivery of academic courses will be delivered to minimize the potential spread of COVID-19 and will result in the following:

- The **Summer 2021** semester will begin on **June 1, 2021**.
- Classes are scheduled to end on **July 23, 2021**.
- All finals for will occur **July 26-27, 2021**.
- All grades are due by **August 2, 2021 by 5 p.m.**

**Important Note:** Should there be challenges due to the uncertainty of the coronavirus pandemic, all courses will continue through an online delivery format based on the contingency plan developed by each faculty member and approved by the departments. This will ensure that all students enrolled will be afforded the opportunity to continue progress toward degree completion without interruption.

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**ACADEMIC DELIVERY MODEL**

- Increased Online Learning Opportunities
- Increased Hybrid/Blended Learning Opportunities
- Increased Eight-week Term Courses in both Online and Hybrid Models

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**CHOOSE TERM 1 + TERM 2 OPTIONS, OR...**

<table>
<thead>
<tr>
<th>Term 1 Options</th>
<th>Term 2 Options</th>
</tr>
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<tbody>
<tr>
<td>Hornet F2F Mini Term 1 4 Weeks JUNE 1-25 FACE TO FACE</td>
<td>Hornet F2F Mini Term 2 4 Weeks JUNE 28-JULY 23 FACE TO FACE</td>
</tr>
<tr>
<td>Hornet eLearning Mini Term 1 4 Weeks JUNE 1-25 ONLINE (ASYNCHRONOUS)</td>
<td>Hornet eLearning Mini Term 2 4 Weeks JUNE 28-JULY 23 ONLINE</td>
</tr>
<tr>
<td>Hornet Hybrid Mini Term 1 4 Weeks JUNE 1-25 HYBRID</td>
<td>Hornet Hybrid Mini Term 2 4 Weeks JUNE 28-JULY 23 HYBRID</td>
</tr>
</tbody>
</table>

**GO THE TRADITIONAL ROUTE**

- **Hornet Traditional Semester 8 Weeks JUNE 1-JULY 23**
  - F2F, ELEARNING AND HYBRID
  - Select Courses, Clinical Rotations, Internships, Practicums and Labs

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Stay Aware. Stay Safe. Stay #HornetStrong.

This guide will be updated as we monitor data and information related to the COVID-19 pandemic. We will continue to keep the campus family and ASU stakeholders informed as developments occur.
**ACADEMIC CALENDAR MODIFICATION FOR FALL 2021**

ASU will adhere to the current Summer 2021 academic calendar to ensure that the proper protocols are taken to ensure the safety of all faculty, staff and students. The delivery of academic courses will be delivered to minimize the potential spread of COVID-19 and will result in the following:

- The **Fall 2021** semester will begin on **August 16, 2021**.
- Classes are scheduled to end on **December 3, 2021**.
- All finals for will occur **November 29 - December 3, 2021**.
- All grades are due by **December 6, 2021 by 5 p.m.**

**Important Note:** Should there be challenges due to the uncertainty of the coronavirus pandemic, all courses will continue through an online delivery format based on the contingency plan developed by each faculty member and approved by the departments. This will ensure that all students enrolled will be afforded the opportunity to continue progress toward degree completion without interruption.

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**ACADEMIC DELIVERY MODEL**

- Increased Online Learning Opportunities
- Increased Hybrid/Blended Learning Opportunities
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<th>CHOOSE TERM 1 + TERM 2 OPTIONS, OR...</th>
<th>GO THE TRADITIONAL ROUTE</th>
</tr>
</thead>
</table>
| **Hornet F2F Term 1**  
8 Weeks  
**AUGUST 16 - OCTOBER 8**  
FACE TO FACE | **Hornet Traditional Semester**  
16 Weeks  
**AUGUST 16 - DECEMBER 3**  
F2F, ELEARNING AND HYBRID  
Select Courses, Clinical Rotations, Internships, Practicums and Labs |
| **Hornet eLearning Term 1**  
8 Weeks  
**AUGUST 16 - OCTOBER 8**  
ONLINE (ASYNCHRONOUS) |  |
| **Hornet Hybrid Term 1**  
8 Weeks  
**AUGUST 16 - OCTOBER 8**  
HYBRID | **Hornet Hybrid Mini Term 2**  
8 Weeks  
**OCTOBER 11 - DECEMBER 3**  
HYBRID |
| **Hornet F2F Mini Term 2**  
8 Weeks  
**OCTOBER 11 - DECEMBER 3**  
FACE TO FACE |  |
| **Hornet eLearning Mini Term 2**  
8 Weeks  
**OCTOBER 11 - DECEMBER 3**  
ONLINE |  |
Course Mode Considerations
Alabama State University has conducted a comprehensive analysis of the makeup of its face-to-face, online and hybrid courses across all colleges.

- 8-week courses provide the same course material and course outcomes as 16-week courses.
- 8-week courses are more intensive and require the same amount of work and confer the same amount of credit. Note: This alternative format requires more dedicated focus for a shorter amount of time to achieve the course outcomes.
- Depending on a student’s program of study, we expect that most undergraduate students who would prefer to take most or all of their courses remotely would be able to do so.

Virtual Training and Development
- The Academy of Excellence for Research & eLearning (AEReL) will continue to provide training and any materials to assist faculty with instructional design needs (syllabi, course objectives, rubrics, etc.) when needed.
- Faculty professional development will be delivered through a variety of virtual modes, including videos, online resources focused on online teaching and research, consultations, and webinars focused on specific technologies.
- Faculty, staff and student meetings will be held virtually, whenever possible.

Levi Watkins Learning Center
- The Levi Watkins Learning Center (LWLC) will provide learning opportunities, assistance with research, resources and services to support scholarly communication, learning assistance and training.
- The LWLC will provide Information/Reference/Research Consultation via Live Chat, SMS, Email and telephone to help faculty and students learning and working remotely.
- Library Online Catalog databases are available 24/7 for remote access.
- The National Center for the Study of Civil Rights and African-American Culture will be available to provide learning opportunities supporting research in the areas of cultural heritage, human rights and social justice.
  http://www.lib.alasu.edu/

Online Readiness for Students
Alabama State University is committed to providing students with tools to develop necessary online learning skills to promote learning and achievement in an online environment. This will be accomplished by providing students with access to the ASU Online Readiness Modules to assist with mastering taking an online course.
Campus Services

**Mail Services**
Social distancing, strategic queuing and a comprehensive communications plan are being developed to ensure efficient operations. Receiving of mail and packages will continue through safe and proper hygienic practices. Vendors will be required to remain outside the building, wear masks and maintain social distancing.

**Copy Center**
Pickup and delivery will be managed by adhering to social distancing guidelines. Faculty and staff are encouraged to continue using the request portal: [www.alasu.edu/faculty-staff/technology-services/copy-exchange/copy-exchange-request-form](http://www.alasu.edu/faculty-staff/technology-services/copy-exchange/copy-exchange-request-form)

**Camps and Programs**
Camps and programs are being modified with limited access and virtual options. Contact Campus Camps at (334) 229-8487 or email at [campuscampus@alasu.edu](mailto:campuscampus@alasu.edu).

**Food Service Operations**
Residential dining has implemented new health and safety protocols for all dining establishments, including observing social distancing guidelines, decreasing capacity in locations, re-imaging serving stations, removing self-service items and increasing to-go meal options. Cashiers will count students’ entrances and exits to ensure occupancy levels are not exceeded. ASU’s current food service provider, Aramark, is developing a cashless option to eliminate cash handling. Students, faculty and staff will be encouraged to utilize to-go meal options.

**Ticket Operations**
While the ticket office continues to maintain business hours, a comprehensive communications plan for ticket operations is being developed to ensure efficient operations. The ticket office will continue to encourage season ticket holders to renew online or over the phone. In addition, renewal-by-appointment options are being developed.

**Bookstore**
The University’s bookstore will follow COVID-19 procedures that are aligned with the campus reopening guidelines and are applicable to all customers and vendors. Visit the bookstore website for details at [www.bkstr.com/alabamastatestore/home](http://www.bkstr.com/alabamastatestore/home).
Department of Public Safety
The Department of Public Safety continues to ensure the safety and security of the campus community, 24 hours day, 7 days a week. Students and employees should call Public Safety at 334-229-4400 or 334-229-4717 if they have an emergency or would like a courtesy escort at night from a building, residence hall or car. Students and employees may also contact Public Safety if they would like to speak with the Violence Against Women Program. Students and employees should ask all visitors to check in at the Public Safety office, located at 1453 Carter Hill Road, prior to entering campus.

Access to Human Resources Services
Telehealth services are available to ASU employees and their families through Blue Cross Blue Shield (BCBS). Employees should check with their in-network provider to see if they participate in Telehealth. To locate a current listing of in-network providers, login to myBlueCross.com and visit FindADoctor. Telehealth services:
- Give employees the option to receive care remotely in order to limit their exposure to COVID-19 and other illnesses;
- Serve as an initial screening when one needs testing for COVID-19;
- Provide consultations and visits rendered by in-network providers for low complexity or routine health conditions; and
- Provide ongoing health evaluations and care management based on the in-network provider’s medical judgment.

Employee Assistance Program
ASU’s employee assistance program (EAP) is provided by Integrated Behavioral Health. The EAP assists employees with personal problems and/or work-related problems that may impact their job performance, health, or mental and emotional well-being. EAP provides confidential counseling in a number of areas, including anxiety and depression; divorce and separation; drugs and alcohol; grief and loss; and legal and financial. EAP is available 24 hours a day, 7 days a week. The specific access details are as follows: 1-800-386-7055 or www.ibhworklife.com. To access EAP, contact HR for the username and password.

COVID-19 Results
Employees who are tested off campus for COVID-19, during normal operations and beyond, are required to notify the Human Resources Department. Tested employees are to email the following information to dcarr@alasu.edu: name; position; school/department; date of and location where the test was conducted; Results (if available); and Contact phone number. Upon receipt, Human Resources will notify the Health Center.

Please note that the ASU Health Center administers testing for COVID-19. For appointments and more information, contact the Health Center at 334-604-8431.
ASU REOPENING
MOVING FORWARD

**Athletics**

ASU Athletics aims to positively transform the lives of our students academically, athletically, and personally through a competitive intercollegiate athletics program that enhances the reputation and visibility of the University, by creating champions in sport, and most importantly in life.

ASU Athletics represents an integral part of the campus fabric and supports the University in achieving its goals through impactful, holistic exposure. Consistent with the guiding principles established by Alabama State University, the health and well-being of student-athletes, coaches, and staff is a top priority for ASU Athletics.

Several elements of the ASU Athletics’ return-to-play plans are identical to university plans, including the requirement to stay home if specified symptoms are present, daily wellness self-screenings, training for coaches, staff, and student-athletes, continuation of virtual meetings, physical distancing when face-to-face interactions do occur, face coverings required in Athletics buildings, and enhanced cleaning protocols focused on frequent touchpoints, restrooms, and common areas. In addition, ASU Athletics will implement the following protocols:

- All athletic facilities will remain locked and a single point of entry will be designated to manage building access and administer the on-campus wellness screening process for student-athletes, coaches and staff.
- Student-athletes will be grouped into smaller cohorts for activities to minimize potential for cross-contamination.
- Workout schedules (including cardio and weightlifting sessions) will be staggered to promote physical distancing.
- Coaches and support staff will wear masks during indoor training sessions when physical distancing cannot be maintained.
- Increased mental health services will be available to student-athlete population.

Student-athletes will return in waves to campus. Identical to the university’s protocol, student-athletes will be required to present a negative COVID test or proof of vaccination before being allowed to move into their on-campus housing. Student-athletes who reside off-campus will be required to submit the same documentation in order to enter campus and athletic facilities. Vaccinated student-athletes will not have to continue surveillance testing, but will be tested if they are identified through contact tracing. Non-vaccinated student athletes will follow the testing guidelines recommended by the NCAA and Southwestern Athletic Conference (SWAC).

At this time, the primary focus for the ASU Athletics Return to Play Committee is to bring student-athletes, coaches and staff back to campus safely and efficiently and to participate in athletic activity in the summer and fall.

The ASU Athletics Return to Play Committee has developed a subcommittee that will work through gameday operations and fan experience for all athletic contests, particularly in regards to football and basketball. Information on game day operations will be forthcoming.

ASU Athletics, in conjunction with the University, will continue to develop contingency strategies for the summer, fall and beyond in relation to the state’s phase system and how that affects operations, as well as any changes to the intended in-person instruction model for the fall semester.

For more information regarding the Department of Intercollegiate Athletics “Return to Play” plan, please visit bamastatesports.com