

## CLASS INSTRUCTION AND SERVICES FAQ

### **Will classes be online for the summer 2020 term?**

Yes.

### **What if students do not have ready access to the internet or equipment to do so?**

Some cable companies and cell phone carriers are providing free access to internet service for students in need. We encourage students to contact their local cable and cell phone companies for availability of service. It is also good to check with any local libraries (public or on other university campuses) that may be remaining open and allowing access to the internet. Please contact the Office of the Provost at [marshar@ab.edu](mailto:marshar@ab.edu) if you are still uncertain about access to the internet to complete your courses.

### **How are students registering for fall 2020 classes?**

New Student Registration Days have been moved online for the duration of the summer. Students will receive information in the mail with preliminary schedules and messages from academic advisors. The Business and Financial Aid Offices will be contacting each student about their bill and financial aid awards. Students will be contacted by email, so please check your AB email frequently.

### **How are classes going to be delivered for the fall 2020 semester?**

We fully anticipate to hold face-to-face class instruction for the fall semester, starting on Monday, August 10, 2020.

### **Will current online classes being altered at all?**

No. Current online classes will continue as scheduled.

### **Who should students contact with questions about clinical rotations, internships, etc.?**

Specific transition information for laboratory, clinical, internship, and similar experiential courses will be provided by your professor or instructor.

### **Will the main AB offices be open in the fall?**

Yes. Over the summer months, all AB offices will maintain normal business hours to serve students and families remotely, including academic advising and personal counseling. For personal counseling, contact [counselingservices@ab.edu](mailto:counselingservices@ab.edu).

### **Will the Academic Center for Educational Success (ACES) still provide tutoring services and writing lab assistance?**

Yes. Please email [aces@ab.edu](mailto:aces@ab.edu) for both services. ACES offers electronic tutoring and study groups by appointment only. The writing lab will operate as normal through the remainder of the semester.

## CAMPUS EVENTS FAQ

### **Is Commencement canceled?**

In-person Commencement is postponed at this time; a Virtual Commencement is planned for **Saturday, May 30, at 1:00 p.m.** Details will be sent to graduates via mail and AB email.

### **How do I return the books I rented from the AB Bookstore?**

Students with U.S. home addresses will receive an email from UPS Quantum View ([pkginfo@UPS.com](mailto:pkginfo@UPS.com)) that will include instructions on how to mail back rented books. The rental return deadline is May 29, 2020. Any questions can be directed to Ed Burda at [burdaep@ab.edu](mailto:burdaep@ab.edu).

### **Can I sell my books to the AB Bookstore?**

Yes, students can sell non-rented textbooks to the Bookstore when returning in the fall or by using the following sites:

[https://www.bookstore.ab.edu/sell\\_main.asp](https://www.bookstore.ab.edu/sell_main.asp)

<https://onlinebuyback.mbsbooks.com/index.php?jde=6368>

## CREDITS, REFUNDS, AND CARES ACT FAQ

### **Is AB offering pro-rated credits and refunds on room and board?**

Yes, checks were mailed to students at the end of April to the address on file with the University. For all questions related to prorated credits and refunds, please email the Business Office at [bo@ab.edu](mailto:bo@ab.edu).

### **Am I eligible for the CARES Act Emergency Grant funding?**

Checks were sent to all eligible AB students on May 20, 2020. Funding for this program was received by the University through the CARES Act Emergency Grant issued by the Department of Education. Questions about the CARES Act Emergency Grants may be addressed to the AB Financial Aid Office at [fa@ab.edu](mailto:fa@ab.edu) or to the AB Business Office at [bo@ab.edu](mailto:bo@ab.edu). For the previous correspondence to students about the CARES act, click [here](#).

## HOUSING FAQ

### **What if I have questions about on-campus housing for the fall 2020 semester?**

Please email [housing@ab.edu](mailto:housing@ab.edu) for any help with finding a roommate, commuting, or questions about on-campus housing.

### **I wasn't able to return to campus to collect my belongings at the end of the spring semester. Will they be thrown away?**

No. Student Affairs and Campus Safety personnel will maintain regular patrols through the residence halls, and all doors and windows have been secured. If you need an emergency item in your room, please contact the Office of Student Affairs at [studentaffairs@ab.edu](mailto:studentaffairs@ab.edu).

### **Will any residential students be allowed to remain living in the residence halls over the summer?**

Students who are unable to move out must receive approval to remain on campus by contacting the Office of Student Affairs at [studentaffairs@ab.edu](mailto:studentaffairs@ab.edu). Only those who meet the following criteria will be allowed to remain:

- International Students
- Those who have student-teacher, clinical, and/or Internship placements (will be confirmed by academic department)
- Students for whom AB is their permanent address and have no other housing options

### **Will food service be available to students who have to remain in the residence halls over the summer?**

Yes. Sodexo Food Service will continue for those remaining in the residence halls. Meal options and times will be posted.

### **Will students who have to remain in the residence halls over the summer be able to stay in their current housing assignment?**

Most likely not. Students who remain on campus will be consolidated into one residence hall in early April, and the remaining buildings will be closed for the rest of the semester.

### **Reliable and current information can be found utilizing the following resources:**

[Centers for Disease Control and Prevention](#)

[World Health Organization](#)

[WV Department of Health & Human Resources](#)