

IOWA



RETURNING TO CAMPUS

A GUIDE FOR UNIVERSITY OF IOWA STUDENTS



WELCOME

The University of Iowa is taking deliberate steps to reduce the risk of exposure to the COVID-19 virus for our students, faculty, and staff, as well as our surrounding community. This requires shared responsibility, and the university expects our students, faculty, and staff to take reasonable precautions to protect their fellow Hawkeyes and themselves.

This document outlines some of the policies and procedures developed by the university's [Critical Incident Management Team \(CIMT\)](#) with detailed input from multiple stakeholders, including UI and outside experts in medical and public health science; facility managers; research administrators; emergency managers; educational specialists; and others.

As a student of the university, we are asking for your commitment to this shared responsibility.

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HEALTH AND SAFETY GUIDANCE

Reducing the risk of exposure to COVID-19 for everyone in the UI community is critical to our shared mission of teaching, research, service, and patient care. This requires shared responsibility, and the university expects our faculty, staff, and students to take reasonable precautions to protect their fellow Hawkeyes and themselves.

Everyone entering a university building is expected to follow [Centers for Disease Control and Prevention \(CDC\)](#) recommendations to reduce the spread of the COVID-19 virus. Unless otherwise indicated, all faculty, staff, and students must wear applicable face coverings ([cloth covering](#), disposable or cloth mask, face shield) when on campus, including classrooms, unless they are alone in a private office or with their roommate in a residence hall room. Face coverings also should be worn outside if keeping at least 6 feet away from others is not possible.

Upon their return to campus, students, faculty, and staff will be provided with a protective equipment (PE) kit for the fall 2020 semester, which will include:

- 2 reusable cloth face coverings
- 2 disposable masks
- 1 face shield
- 1 small bottle of hand sanitizer

Appropriate Use and Care of Face Coverings

Wearing a face covering is a behavior that can help reduce the spread of the virus when everyone complies. Face coverings are meant to protect other people in case the wearer is unknowingly infected with COVID-19 and is asymptomatic. In other words, you are wearing a face covering to help protect the health of fellow students, faculty, staff, and members of the community.

Face coverings:

- Students should wear face coverings in accordance with [CDC guidelines](#) and the local [Iowa City](#) and [Johnson County](#) mandates.
- To remove: wash hands and remove the face covering without touching the front; grab the covering from the bands on the sides and pull away from the face.
- If disposable, properly dispose. If reusable, launder routinely. Wash hands after removal.

Face shields:

- To remove: wash hands, remove the face shield without touching the front; grab the face shield from the top or the bands on the sides and lift it off the head.
- If reusable: carefully wipe the inside, followed by the outside using an approved cleaner/disinfectant ([EPA List N](#) covers disinfectants approved for coronavirus), inspect for damage.
 - › If damaged, properly dispose.
 - › If not damaged, fully air dry, place in a clean location, and wash hands.

The university will do all it can to ensure our campus community understands and follows the university's health and safety guidelines. Students, faculty, and staff will be asked to acknowledge the expectations in writing and watch an educational video before the start of the semester. Ample signage will be placed around campus to communicate the expectations.

Our primary goal is voluntary compliance with this effort. However, if absolutely necessary, repeated failure to meet these procedures may be addressed through University Human Resources and the Office of Student Accountability.



Additional Preventive Measures

As you return to campus, please consider taking these everyday [preventive actions](#) recommended by the CDC to help lower the risk of spreading the virus, including:

- Social distancing (keeping at least 6 feet between yourself and others when possible).
- Avoiding close contact with people who are sick.
- Avoiding touching your eyes, nose, and mouth.
- Staying home when you are sick.
- Covering your cough or sneeze with a tissue, then throw the tissue in the trash.
- Cleaning and disinfecting frequently touched objects and surfaces by using a regular household cleaning spray or wipe.
- Washing your hands often with soap and water for at least 20 seconds, especially after using the restroom; before eating; and after blowing your nose, coughing, or sneezing. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.

Self-reporting Illness Related to COVID-19

COVID-19 Symptoms

Do **NOT** go to class or work if you are experiencing any of the following COVID-19 symptoms:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you begin to develop any symptoms consistent with COVID-19, do **NOT** walk into QuickCare, Student Health, any UI Health Care clinic, the State Hygienic Lab, or any emergency room.

For students who have tested positive or are presumed positive for COVID-19 by a healthcare provider:

- Students are strongly encouraged to complete the university's [self-report form](#).
- Students should also:
 - › Respond to questions from Johnson County Public Health regarding contact tracing
 - › Inform their household [close contacts](#) as defined by the Centers for Disease Control and Prevention (CDC).
- If you live on campus in a residence hall, [self-reporting](#) your status will initiate the process for arranging your isolation/quarantine space. Please self-isolate, wear a face covering, and [order your meals online](#) until a member of the Housing and Dining team contacts you to discuss your relocation needs and next steps.
- If you live off-campus you should self-isolate until you meet [CDC criteria to discontinue self-isolation](#)

For students who have been contacted by a county health official (such as Johnson County Public Health) that they have been in close contact with someone who tested positive for COVID:

- Students are strongly encouraged to complete the university's [self-report form](#).
- Students should quarantine until [guidelines from the CDC](#) are met. Quarantine includes: staying home until 14 days after your last contact, checking your temperature twice daily, and watching for COVID-19 symptoms.
 - › Students living on campus will quarantine in a designated area coordinated by UH&D.
 - › Students living off campus should quarantine in their residence.

For students who have symptoms consistent with COVID-19:

Students who are experiencing symptoms or have concerns about a potential exposure should follow this process:

- If you have symptoms consistent with COVID-19, stay home.
- Do not go to class or work while symptomatic. If you develop symptoms while on campus, go home or return to your dorm room.
- Call a health care professional who can assess your symptoms and risk factors and help you make a plan. DO NOT walk in to QuickCare, Student Health, any UI Health Care clinic, the State Hygienic Lab, or any emergency room.



- Call or email the Student Health Nurseline (319-335-9704, studenthealth@uiowa.edu) or your local health care provider. After hours and on weekends, call the UI Hospitals & Clinics (319-384-9010 or the 24-hour helpline, 319-384-8819) or schedule a video visit through MyChart.
- The health care provider you work with will determine whether you qualify for COVID-19 testing.

Additional Information and Services

- Dealing with this evolving situation can cause stress and anxiety. Students are encouraged to utilize [University Counseling Service](#) by calling 319-335-7294.
- Students experiencing difficulties due to COVID such as financial concerns, housing insecurity, and academic challenges are encouraged to contact [Student Care and Assistance](#) at 319-335-1162.
- Accurate information, preparation, and evidence-based practice are powerful tools to help ease feelings of uncertainty and anxiety. Find accurate information about COVID-19 from reliable sources such as the [Centers for Disease Control and Prevention \(CDC\)](#), the [National Institutes of Health \(NIH\)](#), the [World Health Organization \(WHO\)](#), and more locally the [UI's coronavirus website](#), where frequently asked questions for students, faculty, staff, and parents are updated regularly.

Testing and Contact Tracing

Asymptomatic Testing

As we return to campus, some students and families have asked if the University of Iowa will require students to be tested for COVID-19 before moving into the residence halls. We recognize this may provide some comfort for families, but it is not recommended by the [Centers for Disease Control and Prevention \(CDC\)](#) for the following reasons:

- One-time testing only provides data for a specific point in time and can miss cases in the early stages of infection, giving students a false sense of security.
- One-time testing requires significant resources, including trained staff to conduct the tests, personal protective equipment, and physical space for conducting testing safely and ensuring privacy.

Poorly administered mass testing can result in damaged or inconclusive results and excessive false negatives. For this reason, the university is focusing its resources on [CDC recommended](#) infection prevention measures including:

- Reducing campus density
- Modifying classrooms and facilities
- Providing and mandating face coverings
- Enhanced cleaning and disinfection

Symptomatic Testing

The UI is prepared to test symptomatic individuals and asymptomatic individuals with a known COVID-19 exposure in coordination with Johnson County Public Health (JCPH). The UI will only administer tests approved by the [U.S. Food and Drug Administration \(FDA\)](#).

A student who believes they have been exposed to the virus or is [experiencing symptoms](#) (fever, cough, difficulty breathing) should call or email the Student Health Nurseline (319-335-9704, student-health@uiowa.edu).

The university will proactively engage with students throughout the semester to gauge their health and well-being and provide resources to support both their physical and mental health.

A student who has been in contact with someone who has tested positive for COVID-19 should:

- Maintain social distancing
- Monitor their symptoms
- Contact Student Health Nurseline with questions, 319-335-9704
- Follow instructions provided by public health officials, which may include being tested for COVID-19
- Contact tracing will be done by Johnson County Public Health (JCPH)

The UI is coordinating with JCPH on a unified response for contact tracing and disease investigation for UI community members.



Protection for Populations with Vulnerability

- Students who have a [medical vulnerability](#) or live with others more vulnerable to COVID-19 are encouraged to request a temporary alternative learning arrangement (TALA), which may include all-online coursework. To request a TALA, please [visit this site](#).
- Students who need to request an adjustment for other COVID-related reasons may also complete the form and it will be directed to the appropriate office.
- Incoming, first-year international students are encouraged to first contact International Student and Scholar Services to discuss needed adjustments or alternative arrangements regarding this fall semester.
- Students who need adjustments unrelated to COVID-19 and are already working with their advisor or collegiate student support office should continue to do so.

Cleaning

The UI will follow [CDC recommended](#) cleaning procedures for:

- High-touch areas, public areas, and equipment.
- Surfaces or equipment used by the general public (such as credit card terminals, fitness center equipment, etc.). Such surfaces and equipment will be cleaned by the user or a UI employee after each use.
- Areas known to be occupied by a person COVID-19 positive/presumed positive. The areas will be closed off for at least 24 hours, if feasible. If more than seven days have passed since the person was in the area, only routine cleaning and disinfection is needed.
- Students will be responsible for practicing recommended hand hygiene before using items that might be shared by others, as well as cleaning items after use.





LIVING ON CAMPUS

Housing

University Housing and Dining will remain open after the university moves to online instruction after Thanksgiving break in order to serve those who rely on university services. Housing and Dining staff must comply with university and public health guidance regarding density, social distancing, and protective equipment for those staffing residence halls, dining, and retail operations.

Most students living on campus are in a double occupancy room with one roommate. Single, triple, and quad rooms are limited across campus. Wait lists are open and changes will be offered as space allows. Room change opportunities are paused from Aug. 10 to Sept. 7.

Housing and dining contracts are for the full academic year. After a student's contract binding date, contract release requests or deferment of the contract until the spring 2021 semester will be granted without financial penalty for students who learn that all of their courses will be online for the fall 2020 semester and plan to live at home. If a student decides that living in a residence hall is not a safe option, or if they decide not to come to campus for other reasons, they should contact [University Housing and Dining Contracts and Assignments](#).

Housing release requests made after Aug. 14 will be evaluated based on the terms of the housing contract. Students may submit a release request using the Contract Cancellation Request Form at housing.uiowa.edu/contracts.

During the virtual instruction period from Nov. 30 to Dec. 19, residence halls will be open. Students can remain in their residence hall room, should they need to do so. Students who plan to stay on campus during that period will be asked to complete a form in November so we know who will be on campus.

Isolation and Quarantine

Residence halls will have isolation rooms available in the event of student illness or emergency. It is anticipated that students who have symptoms consistent with COVID-19 or test positive will be temporarily relocated to these spaces. Medical care will be provided virtually by Student Health, the provider who made the diagnosis, or the student's primary care provider.

Students should follow the guidance on pages 2-3 to self-report a positive COVID-19 diagnosis.

Dining

University Housing and Dining has made significant changes to dining operations for the fall 2020 semester. All dining and retail locations will implement the following measures:

- Hands-free payment
- Enhanced sanitation
- Installation of physical barriers
- Signage and stickers to encourage social distancing and hand washing

All three market places will have two styles of service, express and online ordering.

Express allows a student to enter the market places, select their menu items, and take them to go. No seating will be available. Reservations will be required to enter the market place, and can be made [using this link](#).

Online ordering allows a student to order a meal through the [Grubhub](#) online ordering platform, pick up their order, and take their meal to consume elsewhere. This option is available in all market places Monday through Friday, and at Hillcrest Market Place on Saturdays and Sundays.

There will be no dine-in seating in market places, and no self-service of menu items (except for beverages). Made-to-order options will be reduced and menu items will be redesigned to ensure quick service.

All retail locations have discontinued self-service of all menu items, minimized made-to-order stations, and placed restrictions on refillable beverage stations. In each retail location, customers should follow signage for entrances and exits. Additionally, the [River Room Café](#) will be online orders only. The Street Hawk Food Truck will not be in service during the 2020-2021 academic year.

Outdoor dining spaces will be available across campus.



Campus Building Practices

Facilities Management reviewed Centers for Disease Control and Prevention (CDC) and Iowa Department of Public Health (IDPH) guidelines, information from industry experts and peer institutions, and input provided from Return to Campus unit plans.

- **Restrooms:** Students are encouraged to check occupancy before entering restrooms and to limit their time per visit. All restroom fixtures will remain in operation – none will be disabled, covered, or restricted to avoid congestion and encourage thorough handwashing. Hand dryers will remain in place.
- **Touchless options:** Americans with Disabilities Act (ADA) compliant (foot operated) door pulls will be installed, as possible, in 300 restrooms. Hand sanitizer will be available at primary building entrances.
- **Elevators:** All elevators will be operational, with added signage and guidance for social distancing. Stair use is encouraged when practical/possible.
- **Drinking fountains:** Drinking fountains and bottle fillers will remain operational to provide necessary hydration options for building occupants. Fountain handles are considered high touch common area items to be cleaned at a higher frequency. Building occupants are encouraged to bring beverages from home to avoid these touchpoints if desired.
- **Building circulation plans (foot traffic):** Building architecture will drive the circulation plan, but when possible, visitors should expect to use a counterclockwise circulation pattern. Primary entrances and exits for each building will be identified. When routes are not ADA accessible, people with disabilities are exempt from following suggested routes. Facilities Management will create an interactive campus map for viewing building circulation plans online.

Any changes will follow ADA and fire code requirements. To read the most up-to-date information about building practices for fall 2020, see the [Facilities, Buildings, and Grounds](#) section of the [Fall 2020 Steps Forward Plan](#).

Hand sanitization stations (distributed and restocked by Facilities Management) will be available at the entrances of each university building. See UI Facilities Management's [COVID-19 response page](#) for more.

Student Space Reservations

With many classes being held virtually and limited density in public spaces, we recognize that students may need to reserve a space outside of their residence hall or apartment for virtual instruction, private appointments, or other needs.

The University of Iowa has made available a number of spaces for students to make reservations for these purposes. Reservable spaces are marked by signage with instructions on how to reserve, or by visiting studentspace.uiowa.edu.



CAMPUS SERVICES

Please visit a campus office's website prior to visiting in person to determine their specific hours, operations, and protocols.

University Counseling Service

University Counseling Service (UCS) continues to remain fully operational while serving students via telemental health services, as it has been since March 2020. [Group therapy](#), [outreach programming](#), workshops, support groups, and [Let's Talk, Hawks!](#) will resume in the fall semester and will be offered via Zoom.

Should the use of telemental health not be readily accessible for a student, UCS will support that student in considering and accessing options that meet their needs (including use of alternative private space, accessing technology, and/or use of phone communication).

Virtual options

All available counseling services will be offered virtually through the fall 2020 semester.

- View all of our virtual service options [here](#).
- [Schedule an appointment](#) in advance to meet with a counselor virtually via phone or Zoom.
- You will receive detailed information for completing paperwork online prior to your initial appointment.
- Students also can email UCS therapists with whom they have already met (or are scheduled to meet with) if they have questions.

In-person options

There will be no in-person options available for the fall 2020 semester.



CAMBUS

CAMBUS service will continue to operate. For the latest service updates, see the service alerts page on the [CAMBUS website](#). Riders are strongly encouraged to use the mobile app, [Transit](#), for live tracking and departure predictions.

Rider information:

- Unless otherwise indicated, applicable face coverings (cloth covering, mask, face shield) must be worn by all CAMBUS drivers and riders.
- Buses are cleaned twice daily with an EPA-approved cleaner effective against COVID-19. CAMBUS also completes an intensive deep cleaning of each bus weekly.
- Drivers are screened at the beginning of shifts, including taking temperatures, and must wear face coverings. Employees are provided with protective equipment and cleaning supplies for their work areas.
- Riders will board and exit the bus using the rear doors until further notice. Riders are asked to do their best to practice social distancing as much as possible while on the bus.
- Additionally, service to commuter parking lots has been increased during the morning and evening commute to allow for increased distancing between riders.

Recreational Services

- Face masks are required for all users at indoor facilities. Users are expected to wear a face mask while entering and leaving facilities, while moving to and from activities, and while exercising. A face shield alone without an accompanying face mask will not be permitted.
- Machines, equipment, and program participants will be reconfigured to be spaced a minimum of six feet apart for lower intensity activities, and a minimum of ten feet apart for higher intensity activities.
- Open space workout areas will be marked to promote physical distancing for individual use.
- Activity rooms will be marked to promote physical distancing during programming, such as fitness classes.
- Common spaces, such as lounges, will be reconfigured to limit gatherings and promote physical distancing.
- Individual and pickup basketball, volleyball, or soccer/futsal will not be available in indoor facilities.
- Saunas and steam rooms will be closed until further notice.
- Equipment checkout and towel service will not be available until further notice.
- The climbing wall and running tracks will adhere to guidelines and social distancing.
- Swimming pools will adhere to guidelines provided by USA Swimming in accordance with state of Iowa guidelines.
- Tennis will adhere to guidelines provided by the US Tennis Association in accordance with state of Iowa guidelines.
- Rowing will adhere to guidelines provided by US Rowing in accordance with state of Iowa guidelines.
- In-person programs, events, and activities will be limited to individual sport play only, provided social distancing and protective equipment is feasible. Online or remote delivery formats may be available.
- In-person lessons will be limited to individual lessons, provided social distancing, and protective equipment is feasible. Online delivery formats may be available.
- Access to cardio and strength training equipment and machines will be limited to allow for social distancing.
- The Department of Athletics will coordinate and partner with Recreational Services regarding use of the facilities in accordance with NCAA, university, and public health guidance.
- Custodial procedures will follow CDC guidance.
- Signage will be posted throughout the buildings to notify users of social distancing expectations and additional cleaning procedures.



UI Libraries

UI Libraries have implemented a phased reopening of buildings to faculty, students, and staff following the [public health and university guidance](#) regarding protective equipment, social distancing, and CDC guidelines for cleaning.

To begin the semester, the Hardin Library for the Health Sciences, the Main Library, and the Sciences Library will allow building access only to UI members with a valid Iowa One Card or UI Health Care badge.

All campus libraries will have shorter hours, closed book stacks, and some study areas will be unavailable. These measures will allow for appropriate quarantine of returned materials, reduce concerns about cleaning, and support social distancing due to COVID-19.

Though in-person access to the Libraries will be restricted, campus and community members can request books from the stacks for pick-up or delivery. While book stacks are closed, the Libraries will continue to offer [HathiTrust Emergency Access](#) to e-versions of nearly 50% of its print collection, as well as access to robust collections, databases, and services available online.

The libraries provide updated information on how to access resources, expertise, and services at www.lib.uiowa.edu/coronavirus.

Library staff at these campus libraries are online ([see list of virtual office hours](#)) and ready to assist:

- [Main Library](#)
- [Hardin Library for the Health Sciences](#)
- [Art Library](#)
- [Pomerantz Business Library](#)
- [Law Library](#)
- [Lichtenberger Engineering Library](#)
- [Rita Benton Music Library](#)
- [Sciences Library](#)
- [Special Collections](#)
- [Iowa Women's Archives](#)
- [SEAM research consultations for undergraduates \(with evening hours\)](#)

Student Organizations

The university has developed guidance for student organizations that outlines how to host events, meetings, and outside gatherings. This guidance:

- Follows public health and university guidance regarding density, protective equipment, large gatherings, and social distancing.
 - › Programs, meetings, and event capacity for all essential in-person events (indoors or outdoors, on or off campus) will need to align with room capacity guidelines that allow for 6 feet of social distancing.
 - › Event organizers are responsible for working with the building coordinator of the event location, obtaining updated room capacity information, and making needed adjustments.
 - › All events must follow public health and university guidance regarding protective equipment and social distancing or be offered through a virtual format.
- Creates opportunities for hybrid engagement through online meetings and online events/programs similar to the spring 2020 semester.
- Collaborates with academic affairs and campus partners to create and sustain engagement opportunities, including service-learning.
- Provides support and engagement advising for student organizations by the Leadership, Service, and Civic Engagement team; Student Engagement and Campus Programs team; and Fraternity and Sorority Life Programs team.
- Allows for the continued development and implementation of the Hawkeye Engage online tool.

Events

Attendee numbers for all essential in-person events (indoors or outdoors, on or off campus) will need to align with room capacity guidelines that allow for 6 feet of social distancing. Event organizers are responsible for working with the [building coordinator](#) of the event location, obtaining updated room capacity information, and making needed adjustments.

All events must follow public health and university guidance regarding protective equipment and social distancing or be offered through a virtual format. When necessary, building coordinators should review and verify appropriate space use with Campus Planning. Contact Maggie Vogel (margaret-vogel@uiowa.edu) for support.

Exceptions

Hosts of events that do not align with these parameters need to complete [this form](#) for review by the UI's Critical Incident Management Team (CIMT).



Fraternity and Sorority Life Programs (FSL)

The Fraternity and Sorority Life Programs office, located in 157 Iowa Memorial Union (IMU), will remain open and fully operational for the fall 2020 semester. The FSL office will have one staff member working per weekday. Students are encouraged to stay up to date with the FSL office and future programming through the [FSL website](#) and social media channels listed below.

FSL staff members look forward to continuing to provide students with the opportunity to belong, serve, lead, thrive, and succeed.

- Students and staff can stay updated on offerings by checking our social media for updates along with the [FSL website](#).
- All FSL staff members will have virtual office hours, if an in-person meeting is necessary, please schedule all meetings in advance. Please note that some staff will only be able to meet virtually.
- Students who plan to come to the FSL office in order to speak with a staff member must follow these steps:
 - › Use the laptop provided at the front desk of 157 IMU. Skype for Business will be open on this laptop.
 - › The student will be connected with the staff member of their choice.
 - › When finished with the virtual meeting or phone call, students will be asked to wipe down the area with provided wipes. Staff also will clean this area.

Student Disability Services (SDS)

All Student Disability Services assistance will be offered virtually.

- Students can call 319-335-1462 or email sds-info@uiowa.edu.
- All appointments will be conducted by Zoom or phone.

Multicultural and International Student Support and Engagement/ Cultural Houses

Multicultural and International Student Support and Engagement (MISSE) will not reopen the four Cultural Centers for the fall semester. Instead, MISSE will be utilizing the Academic Resource Center (ARC) space located on the ground floor of the Iowa Memorial Union.

- Zoom links for services and programming will be provided, please continue to check the [MISSE website](#) and social media channels for updates.

Student Health

The main Student Health clinic in Westlawn is open and will maintain normal business hours and have times set aside for scheduled in-person visits with providers and nurses, as well as times for telehealth (phone and video) visits.

The IMU Nurse Care location in the lower level of the IMU will NOT reopen at the start of the fall semester.

When you visit in person:

- Students should call first for an appointment; walk-ins will not be accepted.
- Everyone, including Student Health staff, is screened for fever and symptoms before entering the clinic.
- Wear a face covering and follow [university COVID-19 guidelines](#).
- Protective equipment (PE) will be available including hand sanitizer and disposable masks.
- Be sure to check out the [Before you Visit](#) page to prepare for your visit in advance.

To access Student Health services:

- Call to set up a telehealth (phone or video) appointment: 319-335-8394
- Message a provider through [MyChart](#)
- Visit our [information page](#) for all the ways students can contact us by phone, email, MyChart messages

In-Person Options

- Call to set up an in-person appointment: 319-335-8394
- Message a provider through [MyChart](#).
- Visit our [information page](#) for all the ways students can contact us by phone, email, and MyChart messages
- Students who need to complete requirements for a health science program, or need immunizations, can call to schedule an appointment with a nurse in our Nurse Care Room: 319-335-9704

Student Care and Assistance

Student Care and Assistance, located in the Office of the Dean of Students, provides assistance to University of Iowa students experiencing crisis and emergency situations. These situations may include:

- Hospitalization
- Medical emergencies or long-term illness
- Mental health concerns
- Chronic conditions
- Death of a family member
- Natural disasters - fire, tornado, flood
- Off-campus living concerns
- Unexpected events or challenges

Student Care and Assistance may be reached in-person and virtually. Please do not hesitate to contact them if a situation with a student arises or you have questions, concerns, or need more information. Their offices may be reached in person in room 135 Iowa Memorial Union (IMU), by phone at 319-335-1162, by [email](#), or by sharing a concern through this [form](#). The team is more than willing to meet through Zoom, Skype, or over the phone.

The Office of the Dean of Students will be open from 8 a.m. to 5 p.m., Monday through Friday, and will be a point of contact for students who need to connect with support resources. Staff members will be present and an individual office space is available to connect with additional support resources virtually. The Office of the Dean of Students will also have additional PE, while supplies last, for students in case a mask or shield is defective or is forgotten during the first couple weeks of classes.



Information Technology Services

Information Technology Services (ITS) will continue to provide support services to faculty, staff, and students throughout the fall semester, including resources for teaching, learning, and working remotely.

[Keep Learning at Iowa](#)

Drive-up WiFi

[Drive-up wireless service](#) allows UI students, faculty, and staff access to high-speed internet without having to enter campus buildings.

The service is currently available at:

- Hancher South Lot (Lot 55)
- Hawkeye Commuter Lot (Lot 85) and Hawkeye Storage (Lot 39)
- Multi-Tenant Facility and Biomedical Research Support Facility parking lots at Oakdale
- Myrtle Avenue Lot (Lot 48)
- Library Lot (Lot 3)
- Biomedical Research Support Facility (BRSF)

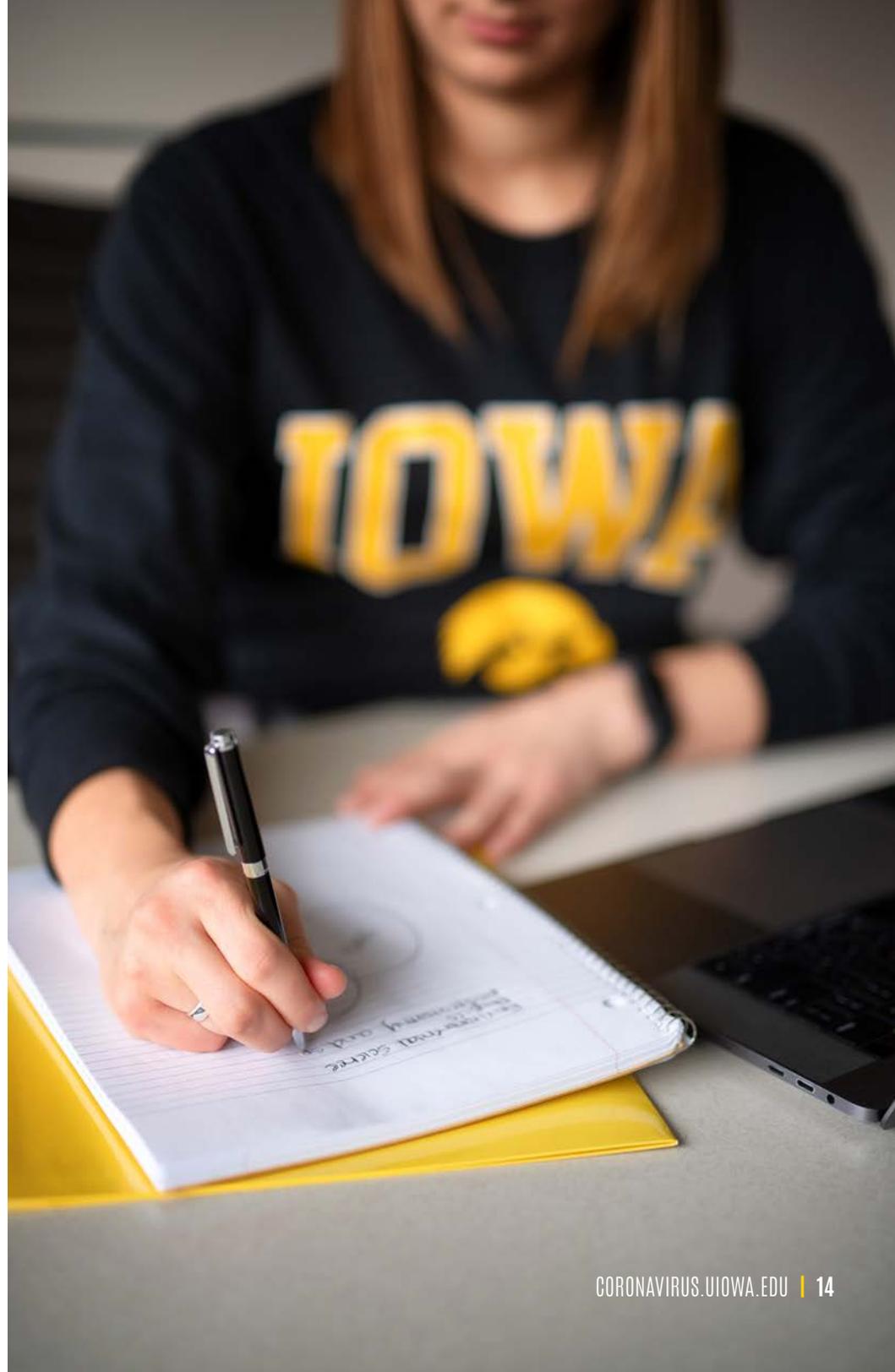
Users should [join the eduroam network](#) and log in with their HawkID@uiowa.edu and HawkID password. If none of these solutions works for your situation, you can request help through the [Keep Learning at Iowa page](#). Visit the [Working Remotely Guide](#) on the ITS website for updates.

ITS Help Desk

The ITS Help Desk at University Capitol Centre (UCC) is open to limited walk-in service. Appointments are required—[contact the Help Desk](#) to schedule.

Please wear a face covering when visiting the Help Desk at 2800 UCC. Walk-in hours are 11 a.m. to 6 p.m. Monday through Thursday and 11 a.m. to 5 p.m. Friday. The Help Desk walk-in area is closed weekends.

Chat, email, and phone are the fastest way to connect with the Help Desk. Regular semester support hours are 8 a.m. to 10 p.m. Monday through Thursday; 8 a.m. to 5 p.m. Friday; noon to 5 p.m. Saturday; and 6 to 10 p.m. Sunday. (Find [summer and extended pre-semester weekend hours](#) online.)



What to do if you get sick

- If you begin experiencing COVID-19 symptoms, call your health care provider or Student Health so a medical professional can assess your symptoms and risk factors and help you make a plan.
- Call or email the Student Health Nurseline (319-335-7204, student-health@uiowa.edu) or your local health care provider. You may also [schedule a video visit through MyChart](#) or call the UIHC integrated call center at 319-384-8442.
- If your health care provider determines you should be tested, follow their instructions for testing, self-isolation, and/or quarantine until you receive the results.

If you test positive or are presumed positive for COVID-19 by a health care provider:

- You are strongly encouraged to self-report your diagnosis to the university [using this form](#) so the university can assist you with accommodations related to academics and self-isolation.
- Self-isolate until guidelines from the CDC are met. Self-isolation includes staying home at least 10 days since symptoms first appeared, at least 24 hours with no fever without fever-reducing medication, and symptoms have improved. [See this link](#) for additional guidance. Students living on campus will self-isolate in a designated isolation area coordinated by UH&D. Students living off campus should self-isolate in their residence, or if able may return home.
- Students are encouraged to inform their household contacts and [close contacts as defined by the CDC](#). Contact tracing will be conducted through Johnson County Department of Public Health.
- Human Resources and Faculty and Staff Disability Services will be notified when a student employee completes the self-reporting form. Student employees should contact their supervisor to notify them of their absences and appropriate arrangements can be made.
- Knowing how impactful this may be on mental health, students may consider utilizing University Counseling Service for individual support. Learn more about their services (including telehealth) at counseling.uiowa.edu or call 319-335-7294.
- Please contact Student Care and Assistance at 319-335-1162 or dos-assistance@uiowa.edu with any additional questions or for assistance.



If you are contacted by a county health official (such as Johnson County Public Health) as being in close contact with someone who tested positive for COVID-19:

- You are strongly encouraged to self-report your status to the university [using this form](#) so the university can assist you with accommodations related to academics and quarantine.
- Quarantine until guidelines from CDC are met. Quarantine includes: staying home until 14 days after your last contact, checking your temperature twice daily, and watching for COVID-19 symptoms. [See this link](#) for additional guidance.
- Students living on campus will quarantine in a designated area coordinated by UH&D. Students living off campus should quarantine in their residence, or if able may return home. Visit www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html for more information.
- Human Resources and Faculty and Staff Disability Services will be notified when a student employee completes the self-reporting form. Student employees should contact their supervisor to notify them of their absences and appropriate arrangements can be made.
- Knowing how impactful this may be on mental health, students may consider utilizing University Counseling Service for individual support. Learn more about their services (including telehealth) at counseling.uiowa.edu or call 319-335-7294.
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