**Questions from the Parent Live Broadcast**

**How does one go about making DCAS (Drake Center for Academic Support) appointments?**

Many of the online advisors are providing academic support for reading, writing, time management and organization. Online advisors can also provide the most current information about both synchronous and asynchronous support sessions for additional support as well as support for Math and other discipline specific support services. Starting April 20th, students can also call the Drake center directly (802-387-6839) from noon to 8:30 pm Monday through Friday to request writing, math, and other kinds of support.

**Are the 'regular' academic advisors still available? We are bit confused why those folks stepped back and online advisors stepped in. Thank you for all you are doing!**

Some students are still working with the advisor they had on campus. However, given the volume of contacts needed to support online instruction, we are also relying on Drake academic support staff, other faculty, and some members of the student affairs staff to serve this role. These individuals are all very familiar with Landmark College and are in contact with the students’ traditional advisor. The online advisor will be able to help students plan and register for both summer and fall courses.

**Are executive function coaches taking meetings?**

Unfortunately, no. Our whole coaching team is now providing online advising services. But they have provided best practice guidelines to all of the online advisors so they can help students especially with time management and E.F. related challenges.

**Will the internship requirement be waived for seniors graduating in December if they are unable get an internship?**

The requirement in our BA and BS programs is for students to participate in alternative study. This is an experience that motivates students to make connections between their learning and the world around them through experiences and projects that are not bounded by a traditional classroom setting. Students are expected to use this opportunity to reexamine their own points of view while considering issues and ideas from others' perspectives. These experiences are typically not classroom based. Examples include (but are not limited to): Internships, Study Abroad, Faculty/Student Research, Mentor-Guided Service Projects, Co-Op experiences, Field experiences, or Mentor-Guided Project Development. We are not waiving this requirement. We are still working on some internship possibilities and offering other kinds of alternative experiences this summer to meet this need. Seniors should be working with their advisors to make sure they have what they need for graduation.

**If my student did not get their digital copy of his textbook before leaving campus, can he still get it remotely?**

Students may request the digital copy of their course book. Contact the Library at library@landmark.edu with the name of the book—or names of the books. Book titles are listed on the class’s syllabus in Canvas. For copyright purposes, you will be asked to agree that you will not share the digital text with others. You will then be given access to the digital copy (in PDF and Kurzweil formats) via the Digital Text Library icon on the SharkNet homepage. In addition to the [Landmark College Library](https://www.landmark.edu/library) web page, our librarians have also opened a [Virtual Library Resource](https://landmark.instructure.com/enroll/AKHGTK) site, there’s a lot there about how to access resources and services. Students need to be logged into Canvas to access this site.

**Updates on student internships that were supposed to happen this summer. My son is credit dependent on doing the internship. Will you offer a summer program instead?**

Our Career Connections team continues to work with our industry partners to identify internship opportunities. If the student was working with Career Connections prior to the break then the staff will be following up with those active files. If they didn’t get a chance to start that work, then they can arrange for an appointment through their online advisor. We do have alternative experience and career focused course offerings available this summer.

**Will you be offering any upper level courses in the summer? 3000 and 4000 level classes.**

Yes! Summer 1, which is currently planned to be offered on campus, begins June 8th and runs through July 10th. This session offers the following upper level courses:

* + COM 3031: Special Topics: Leadership & Facilitation
	+ PSY 3061 Diversity Psychology

Summer 2, which is also currently planned to be offered on campus, begins July 13th and runs through August 14th. This session offers the following upper level courses:

* COM 3076 Special Topic: Media in Times of Crisis
* PSY 3XXX Special Topic: Exploring Resilience in Real Life

**If a student prefers the online, is there any chance they could do it going forward?**

We plan to learn a lot from this experience about the kind of learning environments we want to plan to offer in the future. While we do not have plans to offer complete degree programs online in the near future, we are increasing the number of courses we will be able to offer online. This summer, for example, we are planning to offer several 1000 level courses in an online format only. These courses are scheduled to start June 8th and will run for 10 weeks.

**Is the class catalog for fall classes available online?**

Students will have access to the fall course catalog prior to the start of the registration period. To help everyone get ready for fall registration, the students’ traditional advisors are reviewing currently their students known academic plans and progress this semester to create recommendations for summer and fall. Students should make sure they have declared their intentions (a major/degree, minor or concentration) with the Registrar. Online advisors will use those recommendations to begin discussions with their advisees to prepare for summer and fall registration. Online advisors will be able to support students through course selection and registration. Traditional advisors will review course selection and make sure that what the student is registered for will keep them on track.

**Is it too late to apply for a summer internship?**

The process for securing a credit-bearing internships starts with a meeting with the Career Connections team. If the student was working with Career Connections prior to the break then the staff will be following up with those active files. If they didn’t get a chance to start that work, then they can arrange for an appointment through [the online form](https://www.landmark.edu/academics/career-connections/transferring/career-connections-request-an-appointment) or talk with their online advisor.

**Can you tell us more of your thinking for how registration for fall will be handled?** (Also, thanks for all you’re doing!)

To help everyone get ready for fall registration, the students’ traditional advisors are reviewing currently their students known academic plans and progress this semester to create recommendations for summer and fall. Students should make sure they have declared their intentions (a major/degree, minor or concentration) with the Registrar. Online advisors will use those recommendations to begin discussions with their advisees to prepare for summer and fall registration. Online advisors will be able to support students through course selection and registration. Traditional advisors will review course selection and make sure that what the student is registered for will keep them on track.

**Landmark College provides priority registration online that begins:**

May 4th for BS/BA students who have earned 92 credits or more,

May 5th for BS/BA students who have earned between 62-91 credits,

May 6th for all students who have earned between 45 – 61 credits,

May 7th for all students who have earned between 30 – 44 credits,

May 8th for all students who have earned 15 – 29 credits, and

May 11th for student with 14 or fewer credits.

**Will you increase your course offering for summer sessions?**

Yes! Summer offerings have been modified from those previously scheduled in response to the current situation. In addition to the slate of courses we usually offer to help students get back on track or move ahead with their academic plans, we have developed some courses that meet the alternative study requirement to replace lost internships or study away experiences, and courses that we hope will help students think about wellness and resiliency and they ways our society responds to crisis. Landmark College usually offers courses in two blocks, Summer 1 and Summer 2. This summer we are also adding a third block. These courses will be offered completely online over 10 weeks – June 8-August 14th.

**When will the class be offered for career readiness?**

This summer we are offering for the first time EDU 2031: Special Topics: Career Development/ This 3 credit course will be offered in Summer 1 which starts June 8th and runs through July 10th. In this course, students will engage in instruction that supports an in-depth understanding of their interests, values, skills, strengths, and areas of challenge as they consider future career options. They will reflect upon current trends in career development and understand more about who they are, why work is important to them, and what kind of work might be the most natural fit for them. Students will explore theories related to career development, and they will be encouraged to consider ways in which they might maximize their strengths to meet the demands of specific work and/or classroom environments. A variety of inventories will be administered to facilitate career exploration, and panels, field trips, and/or presentations will be used to enhance students’ understanding of the strengths and skills required of employees working in a variety of professions. Students will receive support with creating linked-in accounts, networking strategies, and making connections with Landmark College Alums. Finally, students will conduct in-depth research related to careers of interest and construct a career development plan at the end of the course. This course is recommended for recent graduates or students two semester away from completing their degrees.

At the other end of the career readiness process, we will also be offering a credit course in Summer 2, which begins July 13th. The course is BUS 1100: Employment Readiness Experience (ERE). This is an introductory course to accompanies a real work experience. This course provides education and exposure to professional skills needed to acquire and maintain employment. The course will focus on having students understand what professional skills are and how they can be developed and implemented in the workplace, while also giving students an opportunity to explore their career values, articulate current work experiences for future employment, and carry out future job searches independently. By the end of this 4 week course, students will be able to identify and demonstrate the essential career competencies of communication, problem solving, teamwork, and professionalism. Students will engage in independent reflection, case studies, group activities, and discussions to learn course material, and will actively apply new skills learned in the classroom to their concurrent employment experience. Assessment will be based on class participation and a final presentation of the employment experience. As part of the ERE program, students will also engage in a ‘skills lab’ to work on putting new skills into practice and address specific tasks that are part of their campus employment with a career counselor. Student have to be accepted into the Employment Readiness Experience to participate. Interested students [should request an appointment with Career Connections.](https://www.landmark.edu/academics/career-connections/transferring/career-connections-request-an-appointment)

**What parameters are the professors working with regards to grading during the online semester? We noticed some struggling due to the lack of resources for our son being away from campus and are wondering if grading will be more lenient than in a normal environment...**

As always, our faculty are used to adapting our support and pedagogical approach to provide what the student’s need to demonstrate learning outcomes. The College as a whole recognizes that this learning environment may make it difficult for students to do their best work. Therefore, this semester, we are offering the choice for students to take a pass/low pass/fail option as opposed to a grade. Choosing to take a course pass/low pass/fail means that the student will earn credit for taking the course without that class having an impact on their Grade Point Average (GPA). Some students must earn the Pass (not low pass) for courses such as WRT 1011 and WRT 1012 and other specified required courses in a major, but for most courses this option will help the student push to complete and stay on track without risking their GPA. Students should consult with their advisor and financial aid to determine if this is a good option. ***Students have until April 20th to choose the Pass/Low Pass/ Fail option.***

**In follow up to the 2 credit classes starting April 20th. When will the class offerings be communicated?**

Advisors began talking to students about these courses the week of April 13th. Dr. Gibson Sheffield sent an email to families on Wednesday, April 15th with information about the courses.

**Will there be any changes to the minimum GPA in order to get credit for a class?**

The GPA, or grade point average, refers to the average of all of the grades earned in a given term. To remain in good academic standing (and to graduate) students must have a 2.0 Grade Point Average (GPA). That will not change, neither will the range of scores be changed for earning a specific grade. However, we know that in this environment some students are pushing hard to pass classes. The added stress of being online may result in them barely passing [earning a D]. Earning a D would pull their overall GPA down. This semester, we are offering the choice for students to take a pass/low pass/fail option as opposed to a grade. Choosing to take a course pass/low pass/fail means that the student will earn credit for taking the course without that class having an impact on their Grade Point Average (GPA). Some students must earn the Pass (not low pass) for courses such as WRT 1011 and WRT 1012 and other specified required courses in a major, but for most courses this option will help the student push to complete and stay on track without risking their GPA. This option is not recommended for students who seek to transfer courses to another college. In some cases, such as courses that are being taken for forgiveness or for some financial aid concerns, this option is not available. Students should consult with their advisor and financial aid to determine if this is a good option. Students have until April 20th to choose the Pass/Low Pass/ Fail option.

**Any thought yet to how (and when) final exams will be handled for current semester?**

Decisions about how the final grade is determined is defined by each faculty member. This semester we are offering extended time to complete course work before the student engages in a final exam. Essentially, faculty will complete delivering the content for their courses by May 8th. At that time, they will implement a built-in extension time. This will allow students to complete course expectations and any supplementary instruction needed to complete learning outcomes. It is up to the individual faculty members to determine if a student is ready for a final assessment the week of May 11th or wait until the official start of finals May 18th. Students should talk to their faculty members to determine what that plan means for them.

**Will the classes be graded, or pass/fail, or students' choice?**

This semester, we are offering the choice for students to take a pass/low pass/fail option as opposed to a grade. Choosing to take a course pass/low pass/fail means that the student will earn credit for taking the course without that class having an impact on their Grade Point Average (GPA). Some students must earn the Pass (not low pass) for courses such as WRT 1011 and WRT 1012 and other specified required courses in a major, but for most courses this option will help the student push to complete and stay on track without risking their GPA. This option is not recommended for students who seek to transfer courses to another college. In some cases, such as courses that are being taken for forgiveness or for some financial aid concerns, this option is not available. Students should consult with their advisor and financial aid to determine if this is a good option. Students have until April 20th to choose the Pass/Low Pass/ Fail option.

**You suggested that students contact faculty directly about course questions. For those students who already struggle with self-advocacy, the online environment presents a greater challenge. How can the faculty assist?**

Helping our students develop their own ability to self-advocate is the cornerstone of the Landmark College curriculum. We encourage students to work with their online advisor to develop strategies to approach faculty and shape the kinds of questions they want to ask. It is interesting to note, that so far, the online environment actually opens the door to a lot of different forms of communication that can actually help a student achieve this goal. Students don’t have to turn their camera’s on in a Teams meeting for example, so they are less self-conscious about maintaining eye contact or picking up on social cues. We are letting our students know that this experience is a real opportunity to explore new ways to face these challenges.

**How will students receive support remotely (academic, executive functioning, etc.)?**

Many of the online advisors are providing academic support for reading, writing, time management and organization. They have also received guidance from our executive function coaches to help support those concerns. Online advisors can also provide the most current information about both synchronous and asynchronous academic support sessions for additional support as well as support for Math and other discipline specific support services. Starting April 20th, students can also call the Drake center directly (802-387-6839) from noon to 8:30 pm Monday through Friday to request writing, math, and other kinds of support. In addition, faculty are available during class times and are offering additional office hours daily.

**When will me know more about 2 credit class options?**

Advisors began talking to students about these courses the week of April 13th.

Dr. Gibson Sheffield sent an email to families on Wednesday, April 15th with information about the courses. Here is what was communicated--This semester some credit-bearing opportunities such as internships and some PE classes were suspended resulting in a few students who may need to make up credits to stay on track. The course will also be available to students who may want to supplement their load this semester. These courses are available to students at no additional charge because they fall under the Spring 2020 tuition. To meet this need faculty have put together two options that students should discuss with their online advisors this week:

**HTH 1012: Wellness: Online and Off** – A 2 credit, five-week course beginning April 20th that will conclude May 22nd. The focus of this course is on the relationship between lifestyle choices and the learning process, reflecting on how daily choices affect mental and physical well-being.

**COM 3076: Media in Times of Crisis** – A 2 credit, three-week course beginning May 4th that will conclude May 22nd. This course will explore the ways our perceptions of global crises are shaped and informed by the media, including broadcast, print, film, and digital.

**Is DCAS in operation for students while they are home?**

Many of the online advisors are providing academic support for reading, writing, time management and organization. Online advisors can also provide the most current information about both synchronous and asynchronous support sessions for additional support as well as support for Math and other discipline specific support services. Starting April 20th, students can also call the Drake center directly (802-387-6839) from noon to 8:30 pm Monday through Friday to request writing, math, and other kinds of support.

**Is the semester definitively going to be extended and if so by how long or until when?**

The academic calendar for Spring 2020 has been updated. You can see all of the details at <https://www.landmark.edu/academics/academic-calendar>. Essentially, faculty will complete delivering the content for their courses by May 8th. At that time, they will implement a built-in extension time. This will allow students to complete course expectations and any supplementary instruction needed to complete learning outcomes. It is up to the individual faculty members to determine if a student is ready for a final assessment the week of May 11th or wait until the official start of finals May 18th. Students should talk to their faculty members to determine what that plan means for them. All final grades are due to the Registrar by May 26th. Graduation is currently being planned for Saturday, May 30th.

**Do you have any sense of when we can pick up belongings left in the res hall?**

The College has developed three options for students regarding their belongings that are still on campus. By Friday, April 17, 2020 we will be sending out a form to all students so they can indicate their preferred option, but we wanted to give students and their families a summary of what we have available.  As always, these options are dependent on current guidance from the CDC, Federal, and State guidance and directions.

**Option 1 – Free on-campus storage until your next semester on campus**

* The College will pack and store student items on campus at NO COST to the student.
* If a student is in a suite or double room, a staff member will arrange a video chat with the student to itemize which possessions in the room are theirs. A staff member will pack it at a separate time.
* The items will be stored for the student until the start of their next semester on campus (summer or fall 2020 semesters) and then delivered to their housing assignment before the semester begins.
* Once items are in storage, students will not be able to access their items until the start of the next semester.

**Option 2: - Shipping all room contents home by a shipping vendor**

* Students can select to have an approved shipping vendor come to campus to pack and ship their items to their home.
* The College will work with the shipping vendor to schedule an appointment when the vendor can come to campus and provide access to student belongings.
* Students & families assume all costs associated with this option. Payment for packing and shipping services would be arranged directly between the student and the vendor.

**Option 3: - Students come to campus to gather their belongings themselves**

* The College will determine when it is considered safe for students and families to come to campus and pick up a student’s belongings.  We hope to determine the dates that students will be allowed to come to campus by May 1, 2020.
* Once dates are determined, students will be able to request an appointment to come and gather their belongings.
* Appointments will be scheduled by Student Affairs, and students will be allowed to come to campus during that time with 1-2 guests to assist in moving.
* No one will be allowed to get their items without an approved appointment.

**What is the College doing about Refrigerators and Perishable Items in Student Rooms/Apartments**?

* Due to student absence from campus, many rooms and refrigerators have been left unattended and may contain perishable items that may be a health and safety concern if left in place.
* Beginning on Monday, April 13, 2020, the Residential Life and Facilities teams will be going into all student rooms to dispose, compost, or recycle all perishable items and unplug refrigerators. If you have questions about this process, please contact housing@landmark.edu.

**There are some essential items in my student’s room that they need. How can we get them now?**

If there are essential items in a student’s room, they can complete our [Request to Ship Essential Items](https://landmarkstudentaffairs.wufoo.com/forms/z1ld08w41dtjfco/) form to have them shipped to you within the week.  The College considers essential items to include items such as medication and materials necessary to support coursework.

**Are you offering times for students to connect virtually to keep social connections?**

* Yes! Each week, Student Affairs compiles a list of programs and activities that are available online and virtually and send this information to students over e-mail. They are also posted in the Student Digest that is sent out daily. Each program listing will have a link to the online platform. Many organizations on campus (SGA, PTK/Golden Key, CAB, RA Staff) are holding their regular weekly/monthly meetings virtually. Resident Assistants and Resident Deans are holding office hours and virtual duty hours each day and evening. Students should check their e-mail each day for more information.
* In addition, Counseling Services, Health Services and Social Pragmatics are offering support -both through programs and groups as well as to individual students.
	+ For Counseling Support, students can make an appointment by following this link <https://titanium.landmark.edu/tiweb/Hwc/Main/Menu> and then choose “Off Campus Students: Click HERE”
	+ For Social Pragmatic Support, contact Andy Donahue at AndyDonahue@Landmark.edu
	+ For Health Services support, contact Jeff Huyett at JeffHuyett@Landmark.edu

**Will Housing Assignments still be Announced on April 26th?**

The deadline for students to submit housing applications for the fall semester has been extended to Tuesday, April 28th. Housing assignments for the fall will be announced on Tuesday, May 12, 2020. Students should look for an e-mail soon from housing@landmark.edu.

**What resources designed for autistic students are available to support anxiety and exec functioning struggles?**

* Both our counseling services office and Social Pragmatics program are able to work with students in these areas.
	+ For Counseling Support, students can make an appointment by following this link <https://titanium.landmark.edu/tiweb/Hwc/Main/Menu> and then choose “Off Campus Students: Click HERE”
	+ For Social Pragmatic Support, contact Andy Donahue at AndyDonahue@Landmark.edu

**If we elect to keep belongings on campus until next semester - will they remain in the current room?**

Given our current plans to offer an on-campus experience this summer if it is safe to do so, (and that we like to give each room a deep-cleaning every May/June) we are not planning to store students belongings that remain on campus in their current rooms. Student belongings will be safely stored on campus until the student’s next semester, will be delivered to their new room assignment before arrival.

**Any decisions regarding when and how students can move out of residential halls?**

The College will be making the decision on when it is safe to come to campus and move out of the residence halls by May 1, 2020. Please see [this message](https://us7.campaign-archive.com/?u=9e6639f3e5e36de680a3f915e&id=22abe1f0ce) for more information on the storage, shipping, and packing options available to students. An updated message with more details will be sent to students and families on Friday, April 17, 2020.

**Landmark has such amazing staff and faculty! Do you qualify for the payroll protection plans?**

Landmark College has submitted an application for a Small Business Administration Paycheck Protection Program (PPP) loan through our bank; TD Bank.

**When can we expect to receive a partial refund for room and board for the spring semester?**

**Can a room n board refund be applied to next semester?**

**Will there be refunds for housing, meal plans, or some part of the tuition? As many people are concerned that the students are not on campus and will not be coming back.**

**Can an option for refund be to apply to next semesters bill?**

**If we choose to not ask for a refund, can we make it a donation?**

**When /how will we get a refund for room and board?**

**How will parents be reimbursed for dorm and food expenses for this semester?**

**If we want to donate the funds to the college that would be refunded, will that be an option?**

**Would the refund in the form of a credit for room and board for next semester be an option?**

**For Landmark's health, could we apply Room & Board refunds to next year's costs?**

**How about students that took financial aid and student loans, how will they be refunded?**

**For students who plan to return to Landmark in the fall, will you consider some formula for applying refunds to fall tuition and board?**

**A message came out a few weeks ago that a $1500 deposit towards next year was due on the 15th to reserve placement. Can we apply a portion of our refund towards next year (rather than send additional dollars into the school)?**

The Landmark College Board of Trustees maintains the authority to approve a Room & Board Refund as the loss of revenue will significantly affect the College operating budget. The administration of the College has produced a Proposed Room & Board Refund Policy which was sent to the College Board of Trustees for review on April 17, 2020. These questions provided by parents will be answered when we announce the details of an approved Room & Board Policy before May 2020. We thank you for your continuing patience.

**Oh! Dining dollars - if not returning, what else might be done about dining dollars?**

**Will Dining Dollars be extended to next semester?**

As with the refund of Room & Board charges, the status of Spring Semester 2020 Dining Dollars directly affects the operating budget of the College. We will provide an answer to these questions regarding Dining Dollars at the same time we provide the details of Room & Board Refunds.

**Will the students that had work study job be paid?**

**When a student had a non-work study job on campus may they be covered by the paycheck protection program?**

The administration of Landmark College will maintain student employee wages for the remainder of Spring Semester 2020 based on a policy determined by U.S. Department of Education guidelines and prudent financial management.

* All student employees who are currently working (whether on-campus or remotely) will continue to be paid through the end of Spring Semester 2020 according to hours they work entered in the Paychex Flex web-based time-card system. Student employee supervisors are expected to approve these hours worked every pay period.
* Stipended Student Employees will continue to be paid according to the approved Stipend Form for this semester. This includes Resident Advisors and students working on research projects.
* Work-Study Eligible Students who were actively employed on-campus at the beginning of Spring Semester 2020 and have not earned the full amount of their Spring Semester 2020 federal Work-Study award of $500 OR their Academic Year 2019-2020 Work-Study award of $1,000 will be paid their typical bi-weekly wages according to their typical Spring Semester 2020 work schedule.
* Work-Study Eligible Students whose actual wages paid have exceeded the amount of their Spring Semester 2020 federal Work-Study award of $500 OR their Academic Year 2019-2020 Work-Study award of $1,000 and are no longer working will not be paid wages.
* Student Employees who are not Work-Study Eligible and who are not working will not be paid wages.
* Any Work-Study Eligible Student who did not secure a campus job during academic year 2019-2020 and continues to not be working will not be paid wages.

**Before this decision to the online courses we were emailed that we overpaid by $750. When can we expect this refund?**

A student account with a current credit balance is eligible for a cash refund (either by check or electronic transfer). Please contact the Landmark College Manager of Students Accounts Ginny Irish at virish@landmark.edu or by calling 802-387-6845 to make your request for a refund.

**Are students' rooms being cleaned/disinfected while they are at home during this time? Shared bathrooms for quads?**

**How has the college been cleaned to ensure its safe?**

We at Landmark College have a high level of confidence that our professional custodial staff clean and disinfect all public spaces on campus using effective cleaning products and procedures. Campus spaces which are occupied more actively including bathrooms are cleaned and disinfected on a daily basis.

Prior to this pandemic, students living in the Bridges residence houses were responsible for cleaning their own bathrooms. These residence halls are currently unoccupied and their bathrooms have been cleaned and disinfected.

All students’ rooms will be professional cleaned and disinfected once a student’s belongings are removed from the room either by the student, the pack and ship company or to campus storage.

Upon returning to campus to move into campus housing, all student rooms will be clean and disinfected.

**My son was told by his counselor that she can no longer engage with him as we are in New York and she is not licensed. He really engaged and now we are seeing a very large expense to provide this service. It’s another unexpected expense. What are your suggestions. Thanks for what you do for my son.**

Licensing of medical and mental health clinicians is state-regulated and varies from state to state. Some allow practice of telehealth services across state lines. Many states are waiving the licensing requirements for three months during this state of emergency. These waivers are not uniform and are unfolding more slowly for mental health clinicians. Some of our counselors and medical staff are licensed in multiple states and can practice across state lines. Our staff is attempting to get temporary licenses in many different states in order to suit the needs of our students who abruptly left campus. We are making every attempt to work with every student but some states’ regulations prevent this.

Students wishing to continue with their counselor should email them through the Landmark College email system.

Students off-campus who desire to start counseling for the first time should go to SharkNet and go to the “Quick Links” list. Click on “Counseling Request” and then secondarily “Off Campus Students: Click Here.”

**Will the therapeutic work locally be separate from the Landmark counselor?**

Students who engage with a counselor back home can provide consent for Landmark counselor to collaborate with their home counselor. This way the topics at hand can be continued with the new therapist.

**Sorry for not being clear...yes, independent counseling locally is very high out of pocket, whereas it was "included" in the Landmark experience.**

We realize that everyone is incurring unexpected expenses due to this pandemic. We encourage students to check if their insurance will cover for counseling locally should their Landmark counselor be unable to continue to work with the student due to licensure requirements to practice across state lines.

**Jeff is the prescribes of my daughter's meds, can he still prescribe?**

Most states are waiving the licensing requirements to prescribe medications across state lines including stimulants and other controlled substances. Unfortunately, some states do not recognize independent nurse practitioners like Jeff Huyett. Some, like Massachusetts, require nurse practitioners to have a physician supervisor. Any student working with Jeff around prescription medications should contact him at JeffHuyett@landmark.edu or call 802-387-6753 to plan for on-going maintenance of prescription medicines. We hope to see state laws continue to relax given the abrupt nature of this disruption of health care.

**Really appreciate this opportunity and all that your team is doing. Is there any ability to cancel our medical insurance from Landmark? As an international student it is no available.**

Health insurance is administered through the Business Office and Student Affairs Office. These offices will be inquiring of Gallagher Student Insurance and Protection to see if refunds are possible. We are unsure at this time.

**What is the process for students getting medical prescriptions renewed and refilled from Dr. Senior?**

Students who work with Neil Senior, MD, can call his office to request refills at 802-254-2291. If the student doesn’t require any changes in medications, Jeff Huyett, NP, can provide refills at JeffHuyett@landmark.edu or call 802-387-6753 . Students working with Dr. Senior would need to speak with him to make medication adjustments given he is the original prescriber.

**If my child was receiving counseling on campus will that counselor be available on a weekly basis as before?**

Yes, as long as the state in which the student lives will allow cross-state telehealth practice. The student should contact their individual counselor through Landmark’s email system to set up or continue counseling.

**Has anyone at LC had coronavirus?**

No one has tested posted for coronavirus among students, staff or faculty as far as we are aware. We have not heard if anyone in Putney has tested positive.

**I need to transfer my son’s prescription back to our pharmacy. Should I contact Hotel Pharmacy directly?**

You can contact Hotel Pharmacy to transfer existing prescriptions to your home pharmacy. Jeff Huyett, NP, can also assist with this by prescribing to your home pharmacy if they will allow for NP out-of-state prescriptions. Contact Jeff at JeffHuyett@landmark.edu or call 802-387-6753

**What advance planning is being done for Fall in the event there is a resurgence of the virus then, as has sometimes been predicted?**

Each fall and winter, Landmark students become ill with the flu. Every student who lives less than five hours away is requested to return home to recover. There is a plan in place to take care of students on campus safely by moving the student out of congregate living residence halls like Frost, Stone, Davis, and Alumni. These halls have restrooms shared with the entire floor thus putting others at risk. Students from these halls are routinely moved to a designated isolation space in a vacant two-story house on campus that is equipped with two kitchens, three restrooms, washer and dryer. Students in Aiken Hall and the Bridges and Chumley’s are able to stay in their own suites since the restrooms are shared only with suitemates.

The care of students is not “infirmary care.” Nursing staff is not present in the building all day and night with student. We are only able to provide twice a day visits and phone check-ins for students in isolation.

This flu care plan was previously in place and informs how Landmark will deal with students with coronavirus. Students who are suspected of COVID-19 are moved to a designated layover space until their COVID-19 tests return. If a student tests positive, they are moved to the Gate House mentioned above.

Social distancing practices will likely continue for some time after the pandemic slows. Flus and colds among students on campus here have basically stopped since social distancing and handwashing practices were implemented. These practices are good to use EVERY cold and flu season since most of us only wash our hands before eating or after toileting. Hands should be washed when arriving and departing from a space, after using shared machinery or keyboards, upon completing projects involving shared tools.

Landmark College stays abreast of current recommendations from the Centers for Disease Control, the World Health Organization, and Vermont Department of Health. It is possible that these organizations will recommend cessation of large group events for months after opening campuses.

**What areas of LC campus are being used to test for Corona Virus by the Vermont National Guard? Will this have any effect on the student areas?**

COVID-19 testing happened on Landmark College campus for the week of March 29 through April 4th. Landmark has existing agreements with the Vermont Department of Health (VDH) to provide spaces for health and safety emergencies affecting the region. VDH and the Vermont National Guard requested to use one of our parking lots for a pop-up, outdoor testing site while other settings ramped up their ability to provide testing. Landmark staff was not involved in the actual testing site. All the equipment, including portal toilets, were brought to campus to set up in Parking Lot D on the lower campus. Thus students, staff and faculty were quite a distance from the testing site. About 170 Vermonters were referred to the site by their providers for testing.