***These questions were asked during our July 14, 2020 online forum with President Peter Eden and other members of the Landmark College administration. Information is subject to change as public health guidelines and restrictions are amended.***

**Health-Related**

* **Testing of students, faculty, and staff**
  + Q: How often will temperature checks be administered to students, faculty, and staff? Will it be required?

**A: Students, faculty and staff are asked to daily check their temperature. Temperature checks are not a great screening tool for most cases of COVID-19. Less than 40% of cases have fever. It is preferable that every student, faculty and staff member take charge of their own health and check their temperature each day. Please send your student to LC with a thermometer.**

* + Q: Will there be random testing of students and staff during the semester to monitor virus presence?

**A: Students will be tested with 48 hours on arrival to campus -“Day Zero”- and then again on Day 7. All faculty and staff will be tested prior to having engagement with students. There may be one more random test during the semester.**

* + Q: Can students get tested in their home states and provide the results to the college?

**A: Students may be tested in their home states and come to campus but the test should be a PCR or NAAT (nucleic acid amplification test) NOT an antigen test. This will be required if students want to shorten their 14-day at home quarantine.**

* + Q: What will happen if a student tests positive? Specifically, my son will be traveling from California.

**A: LC has long-established protocols and procedures to cope with quarantine and isolation of students with the flu. Currently we have about 5% of our student beds set aside for quarantine of suspected students and isolation of known cases of infection.**

* + Q: Will all students be tested regardless of what state and county they come from?

**A: All students, faculty and staff will be tested as a requirement to be on campus regardless of the state or county from which they come.**

* + Q: Other schools are testing students each week. Would more testing be considered, especially since kids will be allowed off campus?

**A: LC will offer testing on Day 0 and Day 7 Students are able to test more frequently at local facilities should they desire. We feel that given our size, location, and travel limitations; this is appropriate. We may add another test later in the semester.**

* + Q: Testing prior to returning to campus would be in lieu of day zero testing on campus?

**A: Testing before coming to campus to shorten a 14-day quarantine at home cannot replace Day 0 tests on campus. Remember, the tests we are performing here are simple nasal swabs that can be self-administered – not the more intrusive tests that are being used now.**

* + Q: What are the consequences if students do not report their temperature and such each day?

**A: All students, faculty and staff are mandated by the State of Vermont to sign a health pledge, be tested with routine, and complete a daily symptom checker in order to be able to be on campus. These are mandated by the state. Lack of compliance with any of our mitigation practice is grounds for expulsion from campus.**

* **Quarantines**
  + Q: My daughter is traveling to Hartford, Connecticut, and driving to Landmark with Thomas transportation. I assume the student will have to sign a document confirming she will be in quarantine. But the quarantine will be in Vermont, not Connecticut, this is not an issue?

**A: Students may quarantine in VT either on-campus as of August 14 or locally at another facility and arrive on August 29.**

* + Q: How will you enforce quarantine at home?

**A: Quarantine is all done on the honor system. There is no way to enforce quarantine by LC staff. All students (and families if the student is under 17) will be required to sign an affirmation that they have followed the appropriate quarantine requirements.**

* + Q: What is the capacity for quarantine if there is a breakout of students with symptoms?

**A: Isolation capacity is 5% of our student population. This capacity has been maintained over the years for flu outbreaks since the majority of our students are not regional and must recover on campus.**

* + Q: For home quarantine before arriving, what are the restrictions? Is it only the student or the whole household? Can people leave to go grocery shopping or necessary errands like pharmacy?

**A: Quarantine means one has VERY limited, if any, contact with the outside world. Optimally the entire household would be in quarantine. If this cannot be attained, families who go outside the home should stay away from those in quarantine as much as possible. One should NOT go to the store or pharmacy while in quarantine.**

* + Q: For home quarantine before arriving, what are the restrictions? Is it only the student or the whole household? Can people leave to go grocery shopping or necessary errands like pharmacy?

**A: Quarantine means staying at a home or dwelling for 14 days before doing any activities outside of the home, like grocery shopping or getting together with friends or family. People in quarantine should separate themselves from others and check themselves for symptoms.**

* + Q: My student is attending Summer Session II and will be returning in the Fall. What is the quarantine policy if she comes home between sessions? What will be the cost for her to remain on campus between sessions?

**A: If she goes home between sessions, she will have to follow all quarantine guidelines in order to return. Quarantine is based on the county in which one resides. This website outlines quarantine-required counties. (**<https://accd.vermont.gov/covid-19/restart/cross-state-travel>**.** Q: Do the students who come to campus on Aug. 27 have a room quarantine for one day longer than those who come on Aug. 28? Or will the tests of the students who come in the first day get sent for processing one day before students who come on the second day?

**A: All students arriving for quarantine will not interact with other students until their negative test is returned. They will need to stay in their rooms for the first day or two until the test is back.**

* + Q: Parents accompanying students from out of state (flying) must quarantine for 14 days, under Vermont law. Is it possible to fly in one day, stay overnight without contact with anyone other than car rental staff and hotel staff, and then bring student to campus the next day and leave?

**A: Quarantine would still be required in this instance.**

* + Q: Why has Vermont limited their "quarantine counties" to the Northeast? We Midwesterners are at a loss.

**A: The State of Vermont is providing this information under the assumption that these are drivable distances with limited stops required.**

* + Q: If a student is further than a day trip away from campus, but we'd rather drive them, what would be considered appropriate quarantine while traveling. Camping? Motels? Cooking own food?

**A: If you are traveling to Landmark in a private vehicle from a distance, you should not make any prolonged stops (avoiding restaurants, limit gas stops, and if overnight travel is required – reduce social contacts, maintain 6-foot physical distancing, and wear a facemask in the presence of others).**

* + Q: Will students coming through airports have to quarantine when they return in January?

**A: Yes, most likely.**

* + Q: Can you clarify your understanding of Quarantine 14 days prior to arrival for student and family: no grocery shopping etc., students not working, or something less stringent?

**A: Quarantine means staying at a home or dwelling for 14 days before doing any activities outside of the home, like grocery shopping or getting together with friends or family. People in quarantine should separate themselves from others and check themselves for symptoms.**

* + Q: What will on campus quarantining look like? Do students need to remain in their rooms, or just restrict themselves to campus? What kind of activities will be available to break the boredom?

**A: For fall, initial quarantine requires students to remain in their rooms or hallways, restrooms until the first Day 0 negative COVID test returns. After that negative test the student may move freely around campus, just avoiding activities like working out in the gym and avoiding group situations over 10 people. After Day 7 negative test, the student is released from quarantine and may leave campus to go into town.**

* + Q: What will students who quarantine in Vermont for the last 2 weeks in August be doing? Any activities? Socializing?

**A: A variety of digital programming will be offered much the same as we have been offering since the pandemic began. Students should stay tuned to the SharkNet activities calendar. Also remember that students will be out of quarantine after negative tests return.**

* + Q: How do students eat while quarantined in their room?

**A: Meals will be delivered to the students’ halls.**

* + Upon arrival, will students move into their dorm room and be quarantined there in their same room for the year?

**A: Our intention is to place students in their fall housing assignment. Some exceptions may arise but we expect them to be rare.**

* **Miscellaneous Health-Related questions** 
  + Q: Could we arrange a time to speak with you about our daughter's medical accommodations requests?

**A: Please email** [**Housing@landmark.edu**](mailto:Housing@landmark.edu) **or complete the accommodations request at** [**https://www.landmark.edu/student-life/our-community/request-for-accommodations**](https://www.landmark.edu/student-life/our-community/request-for-accommodations)

* + Q: How will you manage the anxiety for a student who has to stay in their room for two days until the results are received?

**A: Counseling Services will offer a quarantine support group. Resident Deans and Assistants all offer digital office hours. Also, a variety of digital programming will be offered much the same as we have been offering since the pandemic began. Students should stay tuned to the SharkNet activities calendar.**

* + Q: How much more or less reliable is the lower nasal Covid test than the upper nasal test?

**A: The reliability isn’t much different between the nasal swab and nasopharyngeal swab. The difference comes more from the format in the lab Antigen vs. PCR/NAAT. Antigen tests have higher false positives when applied in low incidence situations.**

* + Q: Please define “suspicious” with symptoms.

**A: Cough, fever, shortness of breath, chills, fatigue, muscle pain or body aches, headache, sore throat, loss of taste or smell, congestion or runny nose, nausea, vomiting or diarrhea.**

* + Q: What is the false negative rate for shorter vs. longer swab? Is there any data on the comparative accuracy of the nasal swab and pharyngeal tests?

**A: LC will only use swabs recommended by the VT Department of Health. Here’s a link to read more** [**https://asm.org/Articles/2020/April/False-Negatives-and-Reinfections-the-Challenges-of**](https://asm.org/Articles/2020/April/False-Negatives-and-Reinfections-the-Challenges-of)

* + Q: How many students fit in the isolation house?

**A: There are multiple spaces for isolation that meet a 5% capacity of the student body. One space houses 9, the four others 2-4 each, for a total of 22 beds**

* + Q: How many students are enrolled at LC?

**A: Approximately 390.**

* + Q: What type of medical care given when in isolation house?

**A: VERY limited medical care will be provided to students in isolation. LC does NOT offer infirmary care due to the very limited clinician capacity on campus. Just like with flu season, students will have daily visits from the nurse or nurse practitioner but this is not hour-to-hour infirmary care. Just like with the flu any student who lives under 5 hours away is asked to return home to recover. Students will have two virtual visits with a clinician each day. Students will be examined only with a change in condition. Students will need to self-check their temperature and oxygen saturation routinely while in isolation. They will receive reminders to check their vital signs every 4 hours when they are ill.**

* + Q: If my student needs to get to hospital will Landmark be able to transport them?

**A: If a student requires hospitalization, emergency services would be engaged. In general, LC staff does not provide transportation to hospital or medical appointments.**

* + Q: Will students need certain health related supplies re thermometers, masks, hand sanitizer etc. Will the college send out a list?

**A: Yes, your student should bring a thermometer, tissues, acetaminophen or ibuprofen, cough syrup, snacks. These are good items to have for any flu season. Please send a couple of cloth face masks and hand sanitizer for individual use. LC will provide two cloth masks, two paper masks. There will be hand sanitizer all over campus facilities.**

* + Q: Will Landmark provide a list of those states that are considered surge states that need to be quarantined? When will that be communicated to parents?

**A: Parents and students from the New England region can monitor incidence at this website.** [**https://accd.vermont.gov/covid-19/restart/cross-state-travel**](https://accd.vermont.gov/covid-19/restart/cross-state-travel) **. Parents and students should assess their own local and state health department websites to assess local trends in transmission. LC is unable to stay on top of all weekly case levels in all counties but will assist in decision-making when local and state information resources are not available.**

* + Q: If a student needs to go off campus to get a prescription what is the process?

**A: Once quarantine is over students may run errands locally. Hotel Pharmacy delivers to LC each weekday. They are at 802-254-2303 or through** [**https://hotelrx.com/**](https://hotelrx.com/) **. ALL students are encouraged to set up an account with Hotel Pharmacy to ease prescription acquisition since there is no pharmacy in Putney.**

* + Q: During the Admissions weekend we learned that 50% of students leave campus on weekends. How will that work with your desire to prevent and manage COVID?

**A: Pre-pandemic, students had few restrictions on weekend travel. Prior to returning in the fall, all students will have signed a health pledge affirming they will abide by public health and safety practices including recommendations to limit off-campus travel.**

* + Q: My daughter has a few doctor appointments at DHMC in Lebanon, NH this fall (one hour from Putney). Will she be able to go to these? I can drive her both ways.

**A: Essential travel within the region is permitted – especially to a non-quarantine county.**

* + Q: Where can we find a list of counties that Vermont deems quarantined and non-quarantined counties from neighboring states?

**A:** [**https://accd.vermont.gov/covid-19/restart/cross-state-travel**](https://accd.vermont.gov/covid-19/restart/cross-state-travel)

* + Q: In a typical year, how many cases of flu happen on campus? Is it pretty low? It seems that that would improve this year with the protective measures.

**A: From 10-30 students a year get the flu. Staff/faculty incidence isn’t tracked. It is recommended by LC and the State of VT that every student, staff and faculty get a flu shot this fall. These are offered on campus for a nominal fee.**

* + Q: If a student tests positive for COVID while on campus, is it possible for a parent to pick them up from Landmark so they can recover at home? If not, what care/monitoring will be provided on campus and by what staff?

**A: It is preferable for a student to return home to recover. VERY limited medical care will be provided to students in isolation for COVID. LC does NOT offer infirmary care due to the very limited clinician capacity on campus. Just like with flu season, students will have daily visits from the nurse or nurse practitioner but this is not hour-to-hour infirmary care. Just like with the flu any student who lives under 5 hours away is asked to return home to recover. Students will have two virtual visits with a clinician each day. Students will be examined only with a change in condition. Students will need to self-check their temperature and oxygen saturation routinely while in isolation. They will receive reminders to check their vital signs every 4 hours when they are ill.**

* + Q: What is the plan if the Pandemic hits the college?

**A: State health regulations require a college to close if 10% of the students get a disease like COVID-19. LC has long-standing isolation protocols for infectious diseases that will be instituted in case of incidence on campus. The VT Department of Health will be on campus testing students in contact with source cases and to do contact tracing.**

* + Q: Do staff and faculty follow the same protocols and rules as students?

**A: Yes, except most of us do not live on campus.**

* + Q: We intend to spend 1 night in Westmoreland NH with grandparents prior to arrival. Is that OK?

**A: Here is the website where you can look up that location** [**https://accd.vermont.gov/covid-19/restart/cross-state-travel**](https://accd.vermont.gov/covid-19/restart/cross-state-travel)

* + Q: Will health services be available on campus on Saturdays and Sundays? My understanding is that health services are only Monday through Friday.

**A: Health Services is open only during the week. Phone triage services are available with systems worked out on campus to handle health situations until Health Services reopens on the following Monday.**

* + Q: You mentioned cloth masks--can students wear disposable paper masks?

**A: Student may wear paper “surgical” face masks but must bring a supply of their own if they plan to use one per day as recommended. LC will provide 2 cloth masks to each student and there will be masks about campus but supplies may vary depending on demand.**

* + Q: How strong will the school be in enforcing self-hygiene and safe behavior?

**A: Students, faculty and staff are expected to follow the practices of COVID mitigation. ALL of the community is expected to help encourage these practices. Breaking quarantine or isolation is grounds for expulsion. Repeated, flagrant disregard for masking and social distancing are grounds for expulsion. LC is not a treatment facility and cannot “mandate” hygiene like bathing or hand-washing. ALL of the community will encourage responsibility and respect for others on campus.**

* + Q: Which thermometer would you recommend?

**A: Any thermometer is fine for self-care.**

**Student Affairs Related**

* Q: How do we find our student's belongings that were in his room/house when he left for spring break?

**A: Belongings will be delivered to students’ rooms upon their arrival to campus.**

* Q: How is the practice social distancing going to work in the dorms?

**A: Students will be expected to observe six-foot or greater physical distancing in residence halls when they are outside of their private rooms. In addition, in common spaces like lounges and meeting rooms, furniture will be arranged to promote physical distancing. Outside of their rooms, students will be expected to wear masks inside the residence halls. (A room in Bridges or Chumley suites is considered a “home unit,” as related to the guidelines.)**

* Q: How will the Social Pragmatics program, which our son was supposed to report early for, work now? Online programs have not worked well for him in the past.

**A: Social Pragmatics orientation will be a combination of online elements before students arrive, and on-campus programming after their arrival. Our staff has been certified by the UCLA Peers Program to deliver Social Pragmatics services online and we have observed much success.**

* Q: Will students have any help setting up their room?

**A: Yes, Student Life staff will be assisting students. Also, we have since learned that one parent or family member will be able to enter the residence hall with the student to help unpack. Time will be limited to an hour and masks must be worn. More details will be sent shortly.**

* Q: Our student would like to request a single room because of a health condition. We used the link to the Accommodations form, which was the regular form for learning accommodations, and doesn't pertain directly to physical/health accommodations. Is that still the form that our student should use?

**A: Students should still fill out the accommodations request form, which is at** [**https://www.landmark.edu/student-life/our-community/request-for-accommodations**](https://www.landmark.edu/student-life/our-community/request-for-accommodations) **but they should also make a request directly to** [**Housing@landmark.edu**](mailto:Housing@landmark.edu)**.**

* Q: How will early orientation program work that starts on August 24?

**A: Campus arrival, as stated in** [**this memo**](https://www.landmark.edu/uploads/pages/doc/Returning_to_Campus_for_the_Fall_2020_Semester_(Campus_Life).pdf)**, is based on travel and quarantine requirements. Early orientation, TAC, and traditional orientation will be adjusted to provide online and in-person experiences based on student arrival times. If you have a specific question about when your student should arrive, please email CampusLife@landmark.edu.**

* Q: Will all students have a single room and how will the bathrooms be cleaned?

**A: No, but we are reducing residential density in all areas as much as possible, which will alleviate the number of students using the same bathrooms. All bathrooms will be cleaned by staff according to CDC guidelines to maximize safety. (Exceptions are Aiken and Bridges, where students clean their own bathrooms.)**

* Q: Can a student come early even though they are arriving in a personal car?

**A: Yes, but they have to follow quarantine guidelines based on time of arrival. For example, if they arrive August 14, they will need to follow the same quarantine protocol as anyone arriving on that date. If you have a question about a specific arrival time, please email** [**CampusLife@landmark.edu**](mailto:CampusLife@landmark.edu)**.**

* Q: The Fall 2020 Travel and Quarantine Form does not have a question about preferred arrival date. Where should that be specified?

**A: The form is set up so that once you choose a quarantine option, the appropriate dates will appear.**

* Q: Would you please discuss how the TaC program will work with the quarantine situation? How will they live in Frost Hall and interact to learn the necessary social skills?

**A: Quarantine works the same for TAC students; once quarantine is over, students in TAC will engage in program elements in both face-to-face and online modes.**

* Q: If students are in residence, can they leave their belongings on campus between November and February?

**A: Yes.**

* Q: If the students are allowed to go off campus, will there still be shuttle service? Or do they need to provide their own transportation?

**A: We’re evaluating how we can provide shuttle services in a safe way. We’re also exploring options that would allow students to order goods and services from retailers like Walmart and Target, and having the College make pickups at those retailers. We are encouraging students to stay on campus as much as possible.**

* Q: If students have forgotten some items when we drop them off, will we be able to bring those items to them, or what is the best way to get items to them? Also, what is going to happen at end of Summer II moving wise?

**A: The College is required to limit visitors to campus. This includes parents and family members. The best option to get things to your students is via a delivery (U.S. mail, FedEx, etc.) If you feel you need to deliver something directly to campus, please contact** [**CampusLife@landmark.edu**](mailto:CampusLife@landmark.edu) **to ensure it’s done safely. We plan to allow students who are on campus for Summer II to remain on campus for the fall.**

* Q: Do I understand correctly that students will not be allowed to travel home over the weekends until Thanksgiving?

**A: Yes, that’s correct per the State of Vermont’s recommendation that students should stay on campus as much as possible even in they live in a non-quarantined county. We will be evaluating this regulation throughout the semester and if improvements allow flexibility, we will change as necessary.**

* Q: How can you students distance in their rooms, i.e. wear masks all the time in their room?

**A: A room is considered a “home unit.” Once students finish quarantine, they will be able to reside in their rooms without social distancing. This is why adhering to all other safety practices is so important.**

* Q: Will parents be able to visit students? Take them shopping in "safe" counties?

**A: Per State of Vermont requirements, we have to limit visitors to campus as much as possible, including families. Depending on the status of a parent’s home county, they may be able to visit the area with the student per Vermont travel guidelines.**

* Q: How will you determine which students have roommates and which do not, given your reference to converting many rooms to singles?

**A: Determinations are made based on student requests, seniority at the College, medical needs, and other factors. If your student has a particular health need, please make clear that they are requesting a single room at** [**https://www.landmark.edu/student-life/our-community/request-for-accommodations**](https://www.landmark.edu/student-life/our-community/request-for-accommodations) **.**

* Q: If a student has a friend living in another residence hall, how/where will they be allowed to socialize together?

**A: To begin the semester, students should not enter a residence hall that they do not live in, but plan to gather in public spaces like lounges, libraries, and outdoor spaces. After quarantine is over, we will evaluate this regulation with the State.**

* Q: Will students in a residence that doesn't have a laundry room be permitted to do laundry elsewhere?

**A: We will provide access to laundry rooms for all students. Students will receive this information when they arrive on campus. Laundry service is also available through E&R Campus Laundry.**

* Q: Clarifying question - parents will simply drop students at the dorm door with their belongings and leave them?

**A: The State of Vermont has allowed us flexibility here because we are staggering student/family arrival. Now, two guests may come to campus and ONE guest may enter the residence hall with the student as long as they wear a mask, clear a health screening, and limit time in the hall to one hour or less.**

* Q: Will the kitchens in the Chumley buildings be open for students use if they are living there this fall semester?

**A: Yes, those are considered a “home unit.”**

* Q: In regard to unpacking in residence halls...my concern is that my student's belongings were packed and stored by the college. We are super grateful for that, but it makes it difficult to prepare to unpack when we don't know how they were packed.

**A: The State of Vermont has allowed us flexibility here because we are staggering student/family arrival. Now, two guests may come to campus and ONE guest may enter the residence hall with the student as long as they wear a mask, clear a health screening, and limit time in the hall to one hour or less.**

* Q: What if a student and their roommate are coming from different zones (quarantined and non-quarantined)?

**A: Students who are required to quarantine on campus will be finished with quarantine by the time students from a non-quarantine area or who have quarantined at home.**

* Q: Is Family Weekend cancelled?

**A: The on-campus Family Weekend plans have been canceled, but we will be holding many Family Weekend opportunities online. Please stay tuned for more detailed information as it gets closer.**

* Q: If parents are traveling for a few hours to get students to Landmark. will restroom be available?

**A: Yes, but not those in the residence halls.**

* Q: I am concerned about my student's mental health and anxiety level about arriving at school and getting settled into her room without a parent there to talk her through and get her settled - using the example of setting up a gaming system is rather insulting. Please address the mental health aspects.

**A: One of the parents in the forum asked specifically about gaming systems, which is why that example was addressed. We understand that there are many factors that range in severity around this issue. Counseling offers support services for students experiencing anxiety. Also, as mentioned in other answers, the State of Vermont has allowed us flexibility here because we are staggering student/family arrival. Now, two guests may come to campus and ONE guest may enter the residence hall with the student as long as they wear a mask, clear a health screening, and limit time in the hall to one hour or less.**

* Q: My son was working at the Putney Co-op this past semester. Will the school allow students like my son to work locally in Putney?

**A: For a specific scenario such as this, please contact** [**CampusLife@landmark.edu**](mailto:CampusLife@landmark.edu) **.**

* Q: Can you speak to the process for the TaC Orientation program?

**A: TAC orientation will proceed with a combination of online and in-person components.**

* Q: We have not heard about housing, when can we expect to know about that?

**A: On July 30, we will be announcing roommates matches for those in double rooms and notify those in confirmed single rooms with suitemate placements. On August 7, all tentative housing assignments will be posted to residence accounts.**

* Q: What kind of activities will be allowed on campus? Have all fall sports been cancelled? What activities will be put online?

**A: We expect to be able to have athletics on campus in the fall. Per state guidelines, there will be restrictions to intercollegiate competitions. Further, some sports that require closer contact (basketball) will be restricted to conditioning and drills versus intra-squad scrimmages. We’ll be providing both online and face-to-face activities that follow all distancing requirements. A calendar of activities is always available on SharkNet.**

* Q: I may be jumping the gun but if this COVID issue continues through Thanksgiving will students have the option to stay on campus, so they don't have to travel?

**A: We plan to offer on-campus housing for students who do not want to leave after Thanksgiving break. As a reminder, all courses and academic support will shift to online for the last three weeks of the fall semester.**

* Q: How can we let you know that we are arriving from California on August 15?

**A: A link to** [**this form**](https://landmarkstudentaffairs.wufoo.com/forms/zfcdh170531olb/) **was included in** [**this communication**](https://www.landmark.edu/uploads/pages/doc/Returning_to_Campus_for_the_Fall_2020_Semester_(Campus_Life).pdf) **that was sent July 9. Please complete the form to let us know.**

* Q: I know that parents are not allowed in the buildings, but can parents come on campus at all?

**A: The State of Vermont has allowed us flexibility here because we are staggering student/family arrival. Now, two guests may come to campus and ONE guest may enter the residence hall with the student as long as they wear a mask, clear a health screening, and limit time in the hall to one hour or less.**

* Q: Will students be allowed to live in Bridges?

**A: Yes.**

* Q: What happens if a student who is assigned a double is assigned a roommate that has to quarantine?

**A: Students who are required to quarantine on campus will be finished with quarantine by the time students from a non-quarantine area or who have quarantined at home.**

* Q: This question is about Bridges--would there be two students in a four-bedroom suite?

**A: Bridges suites will have four residents assigned to a four-bedroom suite.**

* Q: If my student has a roommate, will the roommate be required to not have others in the room?

**A: We’ll be requiring limiting guests and ask all students to visit with friends in common spaces.**

* Q: Will students that work on campus as RA have to arrive early?

**A: Yes, the residential life staff will be contacting R.A.’s directly.**

* Q: Will students be able to bring, approved, small dog comfort animals?

**A: Please use this form to make a request:** [**https://www.landmark.edu/student-life/our-community/request-for-accommodations**](https://www.landmark.edu/student-life/our-community/request-for-accommodations)

* Q: Will the parents be allowed at all during orientation on campus? Do we need to book a stay?

**A: We’re recommending parents do not stay on campus because there will not be a multi-day orientation program for parents. Orientation for parents will be moved online. The State of Vermont has allowed us flexibility on registration day because we are staggering student/family arrival. Now, two guests may come to campus and ONE guest may enter the residence hall with the student as long as they wear a mask, clear a health screening, and limit time in the hall to one hour or less.**

* Q: Will TaC program students be in single rooms?

**A: Not necessarily. Please see answer above about criteria for single-room determinations.**

* Q: How to manage getting books and supplies using social distancing?

**A: The bookstore will be open at the beginning of the semester and students will be required to follow all social distancing practices that are in place. If you have specific questions about paying for or purchasing books or supplies, please contact** [**bookstore@landmark.edu**](mailto:bookstore@landmark.edu) **.**

**Financial Related**

* Q: Can you tell us whether a student who returns to school can withdraw and receive refund for housing?

**A:** **The existing Landmark College Refund Policy will remain in effect. Please use the following link to access the College Refund Policy:** [**https://www.landmark.edu/student-life/family-programs/tuition-payments-campus-debit-cards**](https://www.landmark.edu/student-life/family-programs/tuition-payments-campus-debit-cards)

* Q: If the student chooses to enroll as online only from home, when will a price be determined for the tuition costs?

**A: Landmark College will provide an alternative fully online option of some Fall Semester 2020 classes. The Online Tuition Fee for the Fall Semester 2020 is $19,200. Limited financial aid will be available to students who enroll in the fully online program. Landmark College will continue to award institutional financial aid according to established College policy and procedure. Federal Department of Education (DOE) financial aid will continue to be awarded according to established DOE policy and procedure.**

* Q: Will Landmark scholarships be honored considering the current financial environment?

**A: Yes, Landmark College will continue to award institutional financial aid according to established College policy and procedure. Federal Department of Education (DOE) financial aid will continue to be awarded according to established DOE policy and procedure.**

* Q: Is there an extra room and board charge for students quarantining for 2 weeks?

**A: Each individual student will be living on campus and getting meals from the dining hall according to a schedule determined by quarantine requirements and other factors. It is anticipated that most students will be on campus and for the equivalent of a full semester. We at Landmark College will consider a partial refund of Room and Board charges if these semester-long services to enrolled students are not provided.**

**Please see the schedule of Fall Semester 2020 Room charges using the following link:**

[**https://www.landmark.edu/student-life/residential-life/housing-rates**](https://www.landmark.edu/student-life/residential-life/housing-rates)

**Please see the schedule of Fall Semester 2020 Board charges (meal plans) using the following link:** [**https://www.landmark.edu/student-life/dining**](https://www.landmark.edu/student-life/dining)

* Q: The Fall 2020 bills stated that the room and board rate was going to be based on the Spring 2020 rates. Private rooms have been charged at a higher rate, but If all the students have private rooms how are you determining the rate?

**A: All students will not necessarily have private rooms.**

* Q: Presume that students who selected a double room are moved to a single room so you can increase social distance, there will be no fee increase?

**A: At this time, federal and state health and safety guidelines allow up to two students living in a double room. If a student and their family request a single room, the College will charge the student account the single room rate.**

* Q: If bills won't be finalized until later in the fall, what is the due date for payment? We pay out of a 529 so getting the amount wrong can have tax consequences or add headache to correct.

**A: The payment of estimated Fall Semester 2020 charges net of financial aid is due on August 1, 2020. An extended payment plan is available. Please contact Manager of Student Accounts Ginny Irish by telephone at 802-387-6845 or by email using virish@landmark.edu.**

* Q: Clarification on billing --- bills are due Aug 1, and room assignments may not happen by then, so there will be a later reconciliation?

**A: Estimated Fall Semester 2020 billing statements for all deposited students are available on QuikPay. These bills include the approved Fall Semester 2020 charges for Tuition, Room and Board. (For returning students, estimated Room and Board charges are based on the previous semester room assignment and meal plan. Students attending Landmark College for the first time have been charged for a double room and the Gold Meal Plan.) As always, once actual room assignments are determined and meal plans chosen, the Fall semester 2020 billing statement will be adjusted with these actual charges. The payment of estimated Fall Semester 2020 charges net of financial aid is due on August 1, 2020. An extended payment plan is available. Please contact Manager of Student Accounts Ginny Irish by telephone at 802-387-6845 or by email using virish@landmark.edu.**

* Q: Please discuss the refund policies.

**A:** **The existing Landmark College Refund Policy will remain in effect. Please use the following link to access the College Refund Policy:** [**https://www.landmark.edu/student-life/family-programs/tuition-payments-campus-debit-cards**](https://www.landmark.edu/student-life/family-programs/tuition-payments-campus-debit-cards)

**Academic Related**

* Q: Will advisors be reaching out the students to rebuild their fall semester?

**A: All matriculated students are asked to use their landmark.edu email account to confirm their intentions for fall through this link**[**: Landmark College Fall Registration Confirmation - Click Here**](https://forms.office.com/Pages/ResponsePage.aspx?id=ES15sW4rNka02QHjVIWKZj5arCjoR3xPtiVrUxCyp_BUQ1RPVjU2RUxUODJRUThIMTcxTlhLWTZMOC4u) **This is how we will determine what kind of schedule to build for each student this fall. The link will ask students to indicated if they:**

* + **Will return to the Putney residential campus for fall 2020**
  + **Will remain away from campus this fall and enroll online only**
  + **Will not enroll at Landmark this fall**
  + **Are undecided about what they want to do for the fall and need more information.**

**Advisors will use the courses selected during the registration period to reconstruct student schedules based on this preference. Advisors will be reaching out to students after August 17 to confirm schedules.**

* Q: Why are you not starting earlier and end the semester at Thanksgiving rather than extending the extra 3 weeks?

**A: Landmark College offers summer courses that need to complete before we can have students come to campus for on-campus quarantine. We needed to provide a two-week window for the on-campus quarantine.**

* Q: Please explain how much in person time students will have with each class.

**A: For most 3 credit courses, students will be in class continuously for one hour per day. Courses offered in the 6-week block will meet four days a week. Courses offered over 12 weeks will meet 2 days a week.**

* Q: Based on responses to the family and student questionnaires about the likelihood of returning in the fall, do you have any sense of how many students will be on campus?

**A: Based on goals and expectations, we would have approximately 350-380 on campus. However, we have not received enough responses to make an accurate prediction.**

* Q: If the student decides they need to come home because of psychological stress, will they be able to resume their classes online at that point?

**A: It depends on the course. Students will need to work with their faculty to determine to what extent the learning outcomes can be met fully online.**

* Q: Will the kids in TaC start early or will they come to campus the same day as everyone else?

**A: Same day, based on quarantine requirements (i.e., where student is traveling from).**

* Q: The block schedule sounds very intense. How will that mesh with those students who need extra time to absorb and process information?

**A: The block schedule provides different time frames for different kinds of courses. For example, courses that require repetition and practice to develop skills and reinforce processes will be offered in the 12-week block. Courses that benefit from immersion and engagement to fully absorb experiences will be run in the shorter blocks. These courses allow a student to fully invest in the experience and develop projects without as many distractions.**

**The block schedule allows students to take fewer classes at a time (9 credits), balanced throughout the week. So students can spend more time focusing on fewer courses. This will also cut down on stacking courses – students will not have back to back courses all on one day which will hopefully cut down on learner fatigue. The scheduled includes structured study times to help students with EF challenges stay engaged and on track throughout the week.**

**If a student who has been actively participating in a course finds they need more time to complete the course, they will be able to petition their instructor for more time. Students will work with their advisors and instructors to readjust time management plans as they go and make informed decisions about how to balance their workload throughout the semester.**

* Q: If you start in person can you switch to on-line once the semester is underway?

**A: It depends on the courses the student has registered for. Students will need to work with their faculty to determine to what extent the learning outcomes can be met fully online.**

* Q: Are there any changes to the school year calendar/schedule that are still being contemplated?

**A: The complete Academic Year 2020-2021 Calendar is posted in the catalog** [**http://catalog.landmark.edu/content.php?catoid=11&navoid=247**](http://catalog.landmark.edu/content.php?catoid=11&navoid=247) **and on the LC web page** [**https://www.landmark.edu/academics/academic-calendar**](https://www.landmark.edu/academics/academic-calendar)

* Q: Who should my daughter contact to find out if all of the classes she needs will be available online in the Fall? Her academic advisor?

**A: The first step is to have the student confirm their fall registration via this link: :** [**Landmark College Fall Registration Confirmation - Click Here**](https://forms.office.com/Pages/ResponsePage.aspx?id=ES15sW4rNka02QHjVIWKZj5arCjoR3xPtiVrUxCyp_BUQ1RPVjU2RUxUODJRUThIMTcxTlhLWTZMOC4u)

**Advisors will then review the courses that the student is currently registered for and create a new schedule based on the preference indicated through the registration confirmation. There are limitations on the number of courses available online. Students can reach out for support and questions via** [**advising@landmark.edu**](mailto:advising@landmark.edu) **to work directly with an advisor.**

* Q: In terms of hybrid learning and if students have classes online while living on campus, how will that work if roommates have a class at the same time?

**A: Students will not be restricted to doing coursework in their rooms; they will have access to other locations. Also, headsets can help reduce distractions. Classes will not necessarily be synchronous, so students will have opportunities to work on their own time.**

* Q: Can you explain the block system?

**A: Block scheduling is ully explained in the July 9 VPAA memo** [**Curriculum Delivery and Academic Support Fall 2020**](https://www.landmark.edu/uploads/pages/doc/Returning_to_Campus_for_the_Fall_2020_Semester_VPAA.pdf)**.**

**During academic year 2020-2021, in response to the COVD-19 pandemic, Landmark College will divide each semester into instructional blocks. The blocks span the complete 15-week semester for both fall and spring semesters. Students must be registered for credit or non-credit courses across the complete semester in some combination of block delivery. Each semester will consist of two tracks - online only - and face-to-face/online combined.**

**The online only track has two blocks: 10 weeks + 3 weeks - students must be initially enrolled in both blocks.**

**Students enrolled in the face-to face/online combined track can choose from courses in any combination of 6-week, 10-week (online only), 12-week, 3-week (online only) as long as they are enrolled across all 15 weeks of the semester.**

**The recommended load for students to ensure Satisfactory Academic Progress during each block:**

**6-week only - 6-8 credits**

**12-week only - 9-12 credits**

**10-week only - 9 credits**

**3-week - 3-4 credits**

* Q: I just lost a friend to this virus and now another friend, both husband and wife. They had been completely quarantined except for one visit to pick up a prescription. That said, I'm not sending my son. When will be know which classes will be online and the price of being exclusively online?

**A: Please reach out to** [**advising@landmark.edu**](mailto:advising@landmark.edu) **to schedule a time for an advisor to work with your student about what is available online and how we can construct a schedule that will keep the student on track. The Online Tuition Fee for the Fall Semester 2020 is $19,200. But please contact your student’s advisor to confirm eligibility for online only courses.**

* Q: What is the max amount of students per classroom?

**A: That depends on the classroom. Following Vermont policies, classrooms cannot exceed 50% capacity and must position seating to maintain 6-foot physical distancing. Each classroom and meeting space has a posted occupancy limit on the door. Course sections are being put together to not exceed that limitation.**

* Q: What are the plans? How can accelerated block system work with TAC?

**A: Students will be scheduled to take 9 credits prior to Thanksgiving and will have non-credit immersion activities scheduled for the December 3-week block. Students will have the option to enroll in a credit bearing experience during the three week block if they choose.**

* Q: Will Landmark also identify Students who may struggle with online learning and allow them to stay on campus for the whole of the fall semester?

**A: We will provie opportunities to stay on campus after Thanksgiving break, but all academic instruction and academic support will be online.**

* Q: If all of a student's current registered classes are rescheduled to fit into the first 12-week block schedule, what will they be doing for the final online portion of the semester?

**A: Students may find that the courses they have registered for already have been distributed across all 15 weeks of the semester including the three week December block. In either case, the block schedule will create the opportunity for students to increase the number of credits they typically take in a semester. The three-week course may also provide the opportunity for students to include an internship or research project with a faculty member for credit as part of the semester load. Students may also want to participate in new experiential course designed specifically for the three-week block.**

* Q: Is it anticipated that most students will have re-register for Fall 2020 classes?

**A: We do ask students to confirm their fall registration via this link: :** [**Landmark College Fall Registration Confirmation - Click Here**](https://forms.office.com/Pages/ResponsePage.aspx?id=ES15sW4rNka02QHjVIWKZj5arCjoR3xPtiVrUxCyp_BUQ1RPVjU2RUxUODJRUThIMTcxTlhLWTZMOC4u)**. Advisors will then review the courses that the student is currently registered for and create a new schedule based on the preference indicated through the registration confirmation.**

* Q: There are a lot of different modalities that students have to organize. How will you work with students to figure out how to access, use, and stay with the different ways courses are being delivered?

A: All student will participate in a Fall semester orientation that includes outreach from their advisor to review their fall schedule, make any changes required, and then develop an action plan for time management and academic progress. Advisors will use that plan to check in with students throughout the semester to ensure they are staying on track and make adjustments as needed.

* Q: Will the online-only option commitment be for the Fall semester only, or both semesters?

**A: We plan on offering online options for J-Term and the Spring semester. We will keep an eye on COVID-19 updates and adjust accordingly.**

* Q: Which advisor should students reach out to this summer? Their online advisor from the spring or their advisor from when they were at school in person?

**A: The plan for the fall is to return students to a professional advisor on the staff and not to use the part-time advisors we called on to get us through the transition to remote learning last spring. We have had some advisors retire over the summer. Advising loads are currently being reviewed and some new assignments are being made. Given vacation schedules that happen over the summer, the best way for a student to reach out is to contact** [**advising@landmark.edu**](mailto:advising@landmark.edu) **to schedule a time to work with an advisor.**

* Q: For in progress grades for extended time, what is the process to get approval for this extended time? Or is it automatic?

**A: During academic year 2020-2021, in response to the COVD-19 pandemic, Landmark College will divide the semester into instructional blocks. If a student has been actively participating in a course but is unable to complete the course within the block timeframe or if a student is unable to complete the course due to documented circumstances beyond the control of the student, the student, with the approval of the instructor and department chair, may be given extended time within the semester to complete course expectations. All “in progress’ grades must be completed by the last day to submit semester grades as shown on the Academic Calendar.**

**Other Questions**

* Q: When is the deadline for students to notify the college about fall decisions?

**A: In light of the pandemic, deadline has been extended to August 14.**

* Q: IF we decide to take time off (because we have not yet decided whether our student will be present on campus this fall)... so IF either part time/online or time off, what happens to "admission/matriculated" status? What about financial aid? (upon resuming full time on-campus... need to reapply?)

**A: A student would be deferred to spring semester. No need to re-apply, current financial aid award would be re-assessed and adjusted for the single semester.**

* Q: Are you going to increase use of outdoor venues - eating, lectures etc?

**A: Yes, three tents have been installed to provide sheltered outdoor venues for all activities on campus. The covered walkway around the Quad is also available for use.**

* Q: Are there any special procedures to mail a package for a student to the college?

**A: There are no special procedures required to mail or ship packages to students living on campus. Please ship your package addressed to your student using their mailbox number at Landmark College, 19 River Road South, Putney, VT 05346.**

* Q: Do you have enough cleaning supplies? Are the knobs, handles, faucets being cleaned nonstop?

**A: The Landmark College custodian and maintenance crew are cleaning and disinfecting College spaces according to the requirements of guidelines provided by federal and state health agencies.**

* Q: How do I know if my son will be staying on Landmark campus or the other newly created one?

**A: This was a hypothetical situation posed in our survey. There is not currently a satellite campus where other students would be housed.**

* Q: Can you elaborate on the Satellite option you wrote about?

**A: Currently, there is no satellite option, but we have been exploring possibilities in the event an additional location would be necessary or useful.**

* Q: How can parents help the school?

**A: Continue to communicate with us about anything you need to know.  Stress the level of support we provide and focus on student and LC community health and wellness (to your son/daughter).   Inform/emphasize to your “student” that the fall, and perhaps the spring, will be highly unusual at EVERY college in the U.S., but at LC we have many more resources and our size allows us to reduce risks better than most other institutions.**

* No financial aid has been posted to my son's account. Is this still being determined?

**A: Please contact the Director of Financial Aid Michael Mertes by phone at 802-387-7179 or by email at michaelmertes@landmark.edu.**

* Q: There is a lot of discussion among faculty and staff throughout the US about putting themselves as risk in order to open up. Have you given your faculty and/or staff the option of solely conducting class or college business remotely?

**A: Yes, Landmark College has an Alternative Work Schedule Policy that is available to all employees of the College. We are actively working with faculty and staff regarding flex schedules, possible alternative work schedules, and the need to deliver to our students an on-campus education but one that has a lot of web-based programming as well.  Some faculty and staff may need to work remotely for a number of reasons.  A good number will recognize the need to be here every day to work with students directly – and they will feel safe doing so.  Others will seek some middle ground.  We aim to be as flexible as possible yet serve the students to the best of our ability, even if things continually change this fall and possibly spring.**