



March 27, 2020 | 3:00 p.m. MT

Dear Colorado State University Pueblo Students:

This is a confusing and scary time in our world. Though I cannot predict the future, this message is designed to welcome you back from Spring Break, to address your concerns around Governor Polis' March 26 [Stay at Home Public Health Order](#), to wish you and your loved ones well, and to prepare you to face life and learning as it exists today — during a global pandemic.

To be clear, as our Governor's order suggests, our situation is serious. Though we hoped for the best, this is not a two-week emergency. What we face is unprecedented and may change our day-to-day lives for months to come. My hope for this message is to provide guidance on how to finish this semester successfully.

HOW DO I FINISH THIS SEMESTER SUCCESSFULLY?

Like you, we find ourselves in unfamiliar waters. And, like you, we are working hard every day to be agile and resilient in a rapidly changing world. College is hard; it always has been, but we know that you already know how to work hard, and we have confidence that, together, we will all grow from this unusual experience. In the meantime, here are some resources and guidance for “Living, Learning, and Succeeding” in this pandemic — with links and resources we hope you will find useful.

LIVING

We understand that the uncertainty of our worldwide situation likely means that your basic, day-to-day living — your needs around food, shelter, and money — fills your minds. We're a family at CSU Pueblo, and we're here to help in any way we can. We've outlined some details and resources to fit many situations around refunds for housing and meal plans, continued food and shelter options, employment, health and wellness, and mental health needs.

REFUNDS: ON-CAMPUS HOUSING & MEAL PLANS

We understand that this semester has already caused financial hardship for many of our students — most specifically for our on-campus, residential students, because of the changes to Residence Hall and meal plan availability. Though we continue to fine tune specific details around refunds, we will offer the following to current CSU Pueblo students:

- 1) **All resident, on-campus, graduating students**, who applied for spring 2020 or summer 2020 graduation, and who check out of the Residence Halls by March 29, 2020, will receive a one-time refund of \$1500. The refund is first applied to all balances, and any remaining funds will be returned to the student
- 2) **All resident, undergraduate students**, who check out of the Residence Halls by March 29, 2020, will receive a one-time refund of \$500. The refund is first applied to all balances, and any remaining funds will be returned to the student
- 3) **All returning, undergraduate students, who lived in campus housing during spring 2020**, will *additionally* receive a \$1000 credit for fall 2020
- 4) **All commuter students with meal plans** will be allowed to carry over unused balances toward fall 2020 meal plans of their choosing. Graduating students should contact Auxiliary Services to request a refund at 719-549-2149, or via email at auxiliaryservices@csupueblo.edu

PARKING REFUNDS

All CSU Pueblo students, with current parking passes, may be eligible for a reduction in next year's (2020-2021) parking charges — from \$100 to \$75 — pending CSU System Board of Governors approval.

FOOD AND SHELTER

- Per the state-mandated “Stay at Home” public health order, all students are encouraged to return home
- If you were living on campus, and haven't officially checked out, we urge you to contact the Office of Residence Life and Housing, from 8 a.m. until 5 p.m. Monday-Friday at 719-549-2602
- Move-out and cancellations can be completed online at: <https://fs30.formsite.com/csupreslife/form1/index.html>. All move outs must be scheduled in order to follow proper social distancing requirements
- On-campus residents can extend their living arrangements past March 29 by completing this form: <https://culebrahall.wufoo.com/forms/getimnr0gstfwm/>
- Many of our Residence Life and Housing staff are live-in professionals who are available to assist students with a variety of needs on a case-by-case basis
- Though food service and meal plans are limited to on-campus residents at this time, food services are still available for our on-campus students who are not able to return home at this time. All common areas remain closed, per social distancing guidelines

I live off campus. What if I can't buy groceries?

Many community food resources are available to you during this difficult time. The Pueblo Food Project has developed the following online food resource for our community: [Community Food Resources](#). The on-campus Pack Café is also open — but for carry out only.

What if I recently lost my job?

The Colorado Department of Labor and Employment (CDLE) has a variety of [resources for workers](#) and [resources for employers](#) who are impacted by COVID-19.

What other resources are available to me?

In partnership with Mile High United Way, the Colorado State Emergency Operations Center activated 2-1-1 Colorado on Thursday, March 26, in order to connect Coloradans with human service resources statewide. Coloradans can reach 2-1-1 Colorado online at 211Colorado.org, by dialing 2-1-1 or texting your Zip Code to 898-211. Do not call 911 for COVID-19 questions unless it is a medical emergency.

STUDENT HEALTH AND WELL-BEING

We know that this is a scary time with lots of unexpected health concerns and stressful situations. We take the health and wellness and mental health needs of all ThunderWolves seriously, and we have set-up virtual resources, see below, to assist you during the coming months.

What if I am feeling overwhelmed?

With a valid CSU Pueblo PID, one-on-one Zoom sessions are available for counseling services. The Student Counseling Center knows that this can be a difficult time for some of our Pack Family. The Counseling Center is here to provide support via Zoom and phone contact, by appointment only. Students are encouraged to call the Counseling Center at 719-549-2838 to schedule an appointment. As always, if you are experiencing a life threatening emergency, please call 911, or visit your local hospital.

What if I am sick or not feeling well?

With a valid CSU Pueblo PID, one-on-one Zoom sessions are available with members of the Student Health Center (“Wolfpack Wellness Center”) team. They are here to support students and discuss symptoms and make recommendations for care. Please call 719-549-2830, Monday-Friday from 8 a.m. until 5 p.m. If you have an emergency, please call 911, or visit your local hospital.

LEARNING

Although we are making plans now for the possibility of a longer time away from campus, for now, we hope that you'll focus on successfully finishing this semester. We know you may be facing difficulty in transitioning to a new learning format, struggling with a new learning style, new technologies, new expectations, and even balancing your time at home with your need to dedicate time to your coursework. Commit to your learning, and follow these six essential steps for successful online learning. And, if you have any questions or concerns about your learning this semester, always reach out to your instructor first.

Essential Online Learning Strategies

- 1) Take charge of your classes
- 2) Get to know how your courses are organized
- 3) Assess your technology
- 4) Manage your time, space, attention, and learning
- 5) Embrace video lectures and discussion board
- 6) Build a community online

What if I haven't heard from one or more of my instructors yet?

Everyone is working quickly during these unsettling times, but, if you have reached out on Blackboard, emailed, and called your instructor, and you still haven't heard back by Monday, March 30, please contact the Office of the Provost at 719-549-2313.

What if I don't have computer or internet access at home?

Good news! CSU Pueblo has ordered more than 150 laptops/Chromebooks and 100 internet "hot spots" that will be available for you to check out beginning April 1, with a valid CSU Pueblo ID, for the rest of this semester. New check-outs may be required for summer. These devices will be distributed to students who do not have computers or access to the internet. Devices can be checked out on a first come, first served basis and picked up on-campus, by appointment only. To request a device, you must:

- 1) Fill out this info form to have your name added to the list: <https://bit.ly/RemoteStudentTech>
- 2) You'll be contacted by a member of our IT staff and given an appointment time during which you can securely pick-up your devices
- 3) TRIO SSS participants in need of technology resources should contact their TRIO advisor or reach out via email at sss@csupueblo.edu

I'm worried that the move from face-to-face classes to online may hurt my GPA. Can I request a Pass or Fail grade instead of a letter grade?

The Office of the Provost is working with academic leadership in order to implement a policy that would extend the spring withdraw date and allow students to request a "Satisfactory" or "Unsatisfactory" grade for any spring 2020 course. More details will be shared with students by Friday, April 3, 2020.

SUCCEEDING

We are prepared to help you do your best — even under these unusual circumstances. Just as you would during a normal semester, you will need to be advised, consider what courses you may take this summer, or enroll for your fall semester classes. As you think about summer and fall, you may have questions about creating community, engaging with your peers, or attending 2020 commencement ceremonies. We know that these aspects of university life are important to your continued success at CSU Pueblo.

ADVISING AND ENROLLING IN SUMMER AND FALL 2020

Our remote advising teams, including our Center for Academic Enrichment (CAE), are ready to conduct advising sessions with you via video or phone. We strongly recommend that you meet with your advisor,

although for this semester you will not need to have this meeting prior to registration and can check in with them after course selection.

What if I need guidance about my classes, prior to registration?

First, contact your CAE or faculty advisor, at the email they provided, for a phone or video advising appointment. The CAE can be reached at 719-549-2584. Then, you should:

- 1) Attend your remote advising session
- 2) Log into PAWS and register for your classes before they fill up

What if I already know what courses I need to take?

- 1) Log into Paws and run a DARS audit to ensure your course choices will fulfill degree requirements
- 2) Register for your classes in PAWS
- 3) Contact your CAE or faculty advisor for a phone or video advising follow-up appointment. Call CAE at 719-549-2584 or faculty advisor at the email they provided

What if another type of hold is blocking my registration?

Some students may have financial or immunization hold blocking summer or fall registration. If you need help lifting a hold, please call CAE at 719-549-2584.

BUILDING COMMUNITY: STAYING INVOLVED ON CAMPUS

Keeping students engaged in our campus community and with one another is more important than ever before. We are creating online programs and services that will allow our students to connect with each other. Follow us at *@mycsupueblo* on Facebook. On Instagram and Tiktok, follow us at *mycsupueblo_*. You'll find updated "virtual" event schedules and student organization information on all social media.

COMMENCEMENT 2020: NEW DATE SCHEDULED!

The 2020 Commencement ceremony, previously scheduled for May 2, 2020, has been rescheduled for Saturday, December 12, 2020. in Massari Arena December graduates will be invited to participate in the ceremony.

Cap and Gown Orders

If you already ordered your cap and gown you may:

- 1) Keep the order for the December ceremony.
- 2) Request a refund by emailing commencement@csupueblo.edu by April 3

If you have not ordered your cap and gown:

- 1) We will have an in-person grad fair in the Fall and you will have the option to order online if you are not able to come to campus
- 2) Cap and gown pickup will take place on December 11, time is still being determined

Reserving Tickets

- 1) If you had already reserved your seat for the original, May 2 date, your reservation (and guest tickets) will be moved to the new date
- 2) We will reopen the ticket reservation site in the Fall for graduates who have not yet reserved their seat or their guest tickets
- 3) Additional questions, email commencement@csupueblo.edu

For all Commencement 2020 updates, text Grad20 to 76626, or visit us at www.csupueblograd.com.

CAREER SERVICES

Career Center staff remain available to support you, via video or phone — with help on resumes, cover letters, and career advice. Our online career platform, *Handshake*, is available 24/7, to connect CSU Pueblo students with employers, internship opportunities, and a network of successful alumni. Join *Handshake* through your PAWS account. Find many other tools on our website at: www.csupueblo.edu/careercenter. To set-up a phone or video appointment, call 719-549-2980.

THE FUTURE AT CSU PUEBLO

Despite the challenges that inevitably exist, our future at CSU Pueblo has never been more hopeful. I know that I speak for all of our faculty and staff when I tell you that our dedication to each of you is unwavering. My family and I are proud to be ThunderWolves, and I am prouder still to be your president.

We are CSU Pueblo. **You** belong here.



Dr. Timothy Mottet
CSU Pueblo President

For a timeline of events, including our campus-specific decisions, visit www.csupueblo.edu/coronavirus.

cc: CSU Pueblo President's Executive Council, G6: President Mottet; Niki Toussaint, Chief of Staff; Dr. Mohamed Abdelrahman, Provost; Chrissy Holliday VP EMCSA; Alejandro Rojas-Sosa, VP of Finance and Administration; Dr. Donna Souder Hodge, Chief Strategy Officer