



**COVID-19  
STUDENT FAQ**  
Updated: April 6, 2020

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Have a question that's not answered here? Contact us at [COVID19update@cbshouston.edu](mailto:COVID19update@cbshouston.edu)

**Contact information:**

Blackboard questions: [LearnHelpDesk@cbshouston.edu](mailto:LearnHelpDesk@cbshouston.edu)

Media: [CorpCom@cbshouston.edu](mailto:CorpCom@cbshouston.edu)

All others: [COVID19@cbshouston.edu](mailto:COVID19@cbshouston.edu)

## General Questions

**1. What is the best way to reach the crisis team or to ask general questions?**

CBS has assigned the following email for all questions and comments related to the coronavirus event: [COVID19@cbshouston.edu](mailto:COVID19@cbshouston.edu).

**2. Who is making decisions on campus crises and health issues?**

The CBS crisis management team includes the president's cabinet and other functional leadership. For the COVID-19 crisis, the crisis team follows the recommendations of the CDC, health officials, and local government officials.

**3. What is the current CDC guidance for colleges and universities?**

The CDC's [Resources for Institutes of Higher Education](#) provides guidance for institutes of higher education regarding administration, cleaning, and attendance.

**4. Am I at risk of contracting COVID-19 by coming to work or to class?**

The main priority of CBS is the health and safety of students, staff, and faculty. We are monitoring the situation around the clock to ensure we are acting in the best interest of our CBS community. Updates are provided through email, our [website](#), and through our Watchman Emergency Alert System.

**5. Is CBS suspending campus visitors at this time?**

All CBS campus locations are closed while classes and operations continue remotely. Per the CDC, only essential personnel are permitted on campus as necessary.

**6. Is there someone at CBS we can contact for prayer or spiritual guidance?**

The CBS Discipleship Department's "Care & Comfort Team" is available to provide pastoral care and prayer for our students.

We would be honored to come alongside you to provide prayer, care, and comfort as you cope with health concerns, family needs, economic upheaval, spiritual anxiety, or any other concerns you may have. Here's how you can reach the Care & Comfort Team:

CBS Care & Comfort Team

Hours: Monday – Thursdays from 9:00 am – 6:00 pm CST

Phone #: 832.252.0734

Email: [DiscipleshipTeam@cbsouston.edu](mailto:DiscipleshipTeam@cbsouston.edu)

## COVID-19 Spread, Symptoms, and Quarantine

### 7. Where can I find more information about COVID-19 (coronavirus)?

Everyone is encouraged to follow information on preventing COVID-19 by visiting the [CDC website](#).

### 8. I don't feel well. What should I do?

If you are ill, contact a doctor and stay home until you have been fever-free for at least 24 hours without the use of fever reducing or other symptom altering medicine. Also, if you have been exposed to the virus, please contact CBS immediately.

Please call a medical professional if, in the last 14 days, you:

- Have traveled to an affected geographic area, as defined by [CDC](#)
- Have a fever (100.4F / 38C or higher) and signs or symptoms of a lower respiratory illness (cough, shortness of breath), or
- Were in close contact with a confirmed case of COVID-19 and have a fever or signs or symptoms of a lower respiratory illness (cough, shortness of breath)
- When you call, inform them of your symptoms and recent travel or potential exposure before going to the health facility.

As with all contagious illnesses, limit the potential for exposure to other people and **do not** come to school. Take the following actions:

- Notify your professor that you are ill and will not be able to come to the campus
- Isolate yourself to keep from potentially exposing other people
- Seek medical advice from a medical professional by calling **ahead before** visiting a health facility.

### 9. Can I request a test for COVID-19?

Medical personnel, in consultation with the state health department, will determine if an individual should be tested for COVID-19. This test requires a doctor's order.

### 10. How do I self-quarantine?

Anyone undergoing a self-quarantine should follow the CDC's [self-quarantine guidelines](#):

Stay home for 14 days from the time you left an area with widespread, ongoing community spread, and practice social distancing.

Take these steps to monitor your health and practice social distancing:

- Take your temperature with a thermometer twice a day and monitor for fever. Also, watch for cough or trouble breathing.
- Stay home and avoid contact with others. Do not go to work or school for this 14-day period.

- Do not take public transportation, taxis or ride shares during the time you are practicing social distancing.
- Avoid crowded places such as shopping centers and movie theaters and limit your activities in public.
- Keep your distance from others (about 6 feet or 2 meters).

If you get sick with a fever of (100.4F / 38C or higher) cough, or have trouble breathing:

- Seek medical care. Call ahead before you go a doctor's office or emergency room.
- Tell your doctor about your recent travel and symptoms.
- Avoid contact with others.

For additional questions on monitoring your health, contact your health care provider.

### **11. What if I encounter someone who is showing signs of illness?**

As with Influenza or contagious illnesses such as colds, maintaining a distance of 3 to 6 feet from the person is a starting point. Do not shake hands or make other physical contact. Offer the individual a tissue and ask the person to cover their mouth and nose if they should need to cough or sneeze. Use an antiviral wipe or spray after the person has left to wipe those areas that the person has touched.

### **12. When can I return to work or classes if I have COVID-19 or any contagious illness?**

The current message from health care providers and the CDC is to stay home and do not return to work or school until you have not had a fever for at least 24 hours without the use of fever-reducing medications. Always follow the instruction of a medical professional.

## **Classes and Academics**

### **13. Will CBS cancel classes?**

Beginning March 23 until further notice, on-campus class sessions will end and will begin an off-campus format. Online classes will continue as usual. Each campus will begin remote operations as well.

### **14. How will you notify students of any changes?**

Updates will be communicated through email, our [website](#), and Watchman Emergency Alert System. Students will be contacted as early as possible and will be given further instructions. Students should communicate with their instructor as they receive updates from the instructor for course completion requirements.

### **15. Will the CBS campuses be open even though on-ground classes are canceled?**

The CBS campus locations are closed; however, CBS is still open and operating remotely.

### **16. What resources are available to help students prepare for online classes?**

Resources are available at [CBS Learn](#) student portal . For help with Blackboard or if you would like tutoring, email the Learn Helpdesk at [LearnHelpdesk@cbshouston.edu](mailto:LearnHelpdesk@cbshouston.edu).

**17. What if I need to contact student services, such as academic advising, financial aid, or other services?**

All CBS services are still in operation. You can find more information on our [website](#). Here is a list of helpful links:

Admissions:

- Houston: [713-772-4253](tel:713-772-4253)
- Indianapolis: [317-789-8255](tel:317-789-8255)
- Fort Wayne: [260-450-8360](tel:260-450-8360)

**Technical support for Blackboard, CBS email, and**

**SonisWeb:** [LearnHelpDesk@cbshouston.edu](mailto:LearnHelpDesk@cbshouston.edu)

**Librarian support for research needs:** [LearnHelpDesk@cbshouston.edu](mailto:LearnHelpDesk@cbshouston.edu)

**Tutors to assist with writing papers and other academic matters:**

<http://learn.cbshouston.edu/tutoring.html>

**Prayer and pastoral advice:** <http://www.cbshouston.edu/cct>

**All others:** [COVID19update@cbshouston.edu](mailto:COVID19update@cbshouston.edu)

**18. Is commencement canceled?**

Due to the restrictions related to the spread of the coronavirus (COVID-19), we must postpone the Houston commencement on May 9, and the Indiana commencement on June 20. Our goal is to reschedule both commencements and contact you as soon as we have more information.

**19. What do we do if we've ordered our cap, gown, or announcements?**

Representatives for Balfour have informed us that once the caps, gowns, and announcements are ordered and delivered to the student, there are no refunds. However, if graduates have ordered their caps, gowns, and announcements, but the order has not been received, the order can be canceled, and a refund will be issued.

We recommend that graduates who have not purchased their caps, gowns, and announcements, do not order them until further notice.

**20. Can we still order class rings?**

Graduates interested in ordering their class rings may still do so. Rings can be ordered anytime and will be shipped directly to the students within 6 – 8 weeks.

**21. What events are canceled or postponed?**

All CBS events, including campus tours and visits, are canceled until further notice