



Campus Guide During the COVID-19 Pandemic

Updated January 1, 2021





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1. Leadership

On behalf of the William Jewell community, I am grateful to the team of faculty and staff who have guided the College as we prepare to return to in-person living and learning. The following guidance is the result of several months of investigation, discussion, discernment—and, as we would expect at Jewell, healthy debate. At the center of it all, however, was the need to chart a path forward that establishes the greatest level of safety for our students, faculty, staff, and visitors.

The protocols established by the team provide clear guidelines on preventive measures, proactive response to identifying and isolating cases, and how work will continue—in accordance with our Strategic Framework—as cases emerge throughout the academic year. Through the Team’s efforts, we have underscored our commitment to asking reflective questions and applying critical thought so that we are prepared to act with purpose.

Like everyone preparing to return to campus, I too am preparing to encounter circumstances that we can’t yet predict, and adapting quickly in response to change. With this guidance, our Jewell community has the best possible chance to navigate the waters ahead with a unified and cohesive approach. I join all members of the William Jewell family in adhering closely to the guidance established by our Operational Planning Team to ensure the highest level of safety in and outside of the classroom as we enter the 2020-2021 academic year—truly, a year like no other on The Hill.

Elizabeth MacLeod Walls, Ph.D.
President



1.1. Operational Planning Team

The committee charged with recommending how the College reopens in August consisted of faculty and staff representing multiple departments on campus. The Operational Planning Team helped to establish the policies and framework herein to reopen and sustain the campus, consistent with our identity as The Critical Thinking College®.

Dr. Gary Armstrong
Ashley Wilson, DNP
Dr. Ian Coleman
Tom Eisenhauer
Stephany Guest
Heath Hase
Daniel Holt (Chair)
Landon Jones
Shelly King
Dr. Gina Lane
Dr. Will Lindquist
Dr. Leesa McBroom
Dr. Maggie Sherer
Ernie Stufflebean

1.2. Partners

The College formed key partnerships across the region and nation to help us develop this plan. These partners were instrumental in not only validating and editing College framework and policy, but contributing to its establishment. CDC guidance was also instrumental in establishing our processes.

[Liberty Hospital](#)
[MRIGlobal](#)
[Clay County Public Health Center](#)

1.3. Objective

The College's goal is to remain open for an engaged, successful and campus-based 2020-2021 Academic Year. Our objective is to maintain an on-ground academic experience for students and avoid a transition to permanent virtual learning, as we experienced in spring 2020. Under guidance from our partners, the College has developed protocols to help us reduce the likelihood of coronavirus exposure or spread; however, we are unable to eliminate that risk entirely. We anticipate this year will not operate as a normal year. We will transition to various Operation Safe Campus Levels, as needed, which will require some virtual learning and adaptation of

daily routines. We hope to avoid a full and permanent transition to virtual learning this academic year and will need our communities' help to accomplish this goal.

1.4. Decision-making process

The President will declare the Operation Safe Campus level and coordinate the movement from one Operation Safe Campus threat level to another with the consultation of the Board of Trustees, Cabinet, Clay County Health Department, Liberty Hospital, and MRIGlobal. The President will communicate changes in the levels immediately when they occur, and will remind the community to consult with the Operation Safe Campus matrix regarding protocols to be followed. For the continued safety of our community, our actions, in response to different threat levels, will continue to be guided by our partners with medical and bio-risk expertise.

2. Operation Safe Campus

In collaboration with our partners of biosafety and medical experts, the College developed Operation Safe Campus. This extensive plan focuses on your safety and maintaining the in-person experience we value as a residential learning community.

At the core of Operation Safe Campus is a threat assessment matrix built around the military's defense force protection model. The College designed a framework that outlines a continuum of threat levels with correlating planning, education, training and protocols for each phase across all campus departments.

Threat Level	Situational Assessment
0	Baseline (new normal in post-pandemic)
A	No active COVID-19 cases reported in Liberty, Clay County, or KC Metro . However, conditions exist that warrant precautionary measures.
B	Active COVID-19 cases reported in Liberty, Clay County or KC Metro . Limited number of isolated cases exist on campus . Contained through testing, contact tracing, quarantine, sanitation.
C	Increased number of isolated cases on campus . Can effectively manage and contain further spread through testing, contact tracing, quarantine, sanitation.
D	Clusters of case(s) exist on campus . Larger scale scenario that has become difficult to manage and contain.

[Click here to view the full framework.](#)



Applications of this framework exist for each department specific to their work; however, emphasis within this document is given to high demand areas, particularly those involving the student experience, and not all details will be shared publicly. Each department is encouraged to reference their framework as threat levels change.

3. Community Protection

The College is implementing new safety protocols to keep our community safe and we expect all employees and students to adhere to these protocols. Doing so will help ensure a safe and healthy living, learning, and working environment. Safety protocols affecting large portions of the community include:

3.1. Facilities Management

The custodial staff clean high-touch surfaces at least once per day. Medical grade disinfectant and cleaning solutions are used throughout campus, including sprayers that are effective in 5-10 seconds and foggers to clean furniture and other surfaces that are not easily wiped.

All air filters have been replaced over the summer. All buildings have fresh air recirculated with 10-15% returned air. You should avoid opening windows and doorways to increase air flow in buildings. Doing so would make it difficult to control humidity levels within facilities, thus increasing risks of mold and mildew. Filters will be replaced again after Thanksgiving to improve their effectiveness during the academic year.

Entry and exits to facilities will be designated as entry only or exit only where allowable. Where possible, the flow of pedestrian traffic in buildings will be directed in a one-way direction using signage. Elevators will be limited to two (2) individuals.

3.2. Safety Protocols for Arrival on Campus

Students are required to complete a COVID-19 test before returning to campus. If you have questions, please contact the [Office of Student Life](#).

3.3. Employees

All employees should continue on-campus work unless otherwise instructed by your supervisor. During Levels 0, A and B the majority of business operations should occur on campus. Meetings should be conducted virtually when possible.

For those who are at higher risk, or caring for those at-risk, you should be in contact with your supervisor and Cabinet member. At Levels C and D there will be a transition to virtual environments.



Office hours may change with little notice. Students and employees are strongly encouraged to make an appointment or call ahead prior to visiting in-person. The College implemented the [Calendly appointment system](#) that is compatible with Outlook and Zoom to conduct virtual services.

If work from home is necessary, supervisors should instruct employees on the expectations during work from home.

3.4. Travel, Domestic and International

This policy has been updated in response to evolving CDC guidance.

Students and employees are encouraged to avoid unnecessary travel to minimize risk of exposure. If you must travel, practice risk reduction measures [recommended by the CDC](#). The following guidelines are applicable to all students and employees for personal and college-sponsored travel.

After using public mass transit

Students and employees should do the following after using public mass transit for travel outside the KC metro area:

- [Stay at least 6 feet](#) (about 2 arms' length) from other people who are not from your household. It is important to do this everywhere, both indoors and outdoors.
- Wear a [mask](#) to keep your nose and mouth covered when around others.
- [Wash your hands](#) with soap and water for at least 20 seconds often or use hand sanitizer (with at least 60% alcohol).
- Watch your health and look for [symptoms of COVID-19](#), especially for the first 14 days after your return.
- Receive a saliva test for COVID-19 provided by the College. The test must be scheduled no sooner than 5 days after returning from travel and no later than 7 days after returning from travel. It is the responsibility of the student or employee to email the Student Health Center and arrange a test time between days 5-7 after returning from travel. The test should only be used after mass public transit such as airline use. The test is not required after traveling via private vehicle. To schedule a test time, please email healthcenter@william.jewell.edu.
- If the result of the test is positive, students and employees should follow guidelines in section 5.2 Quarantine and Isolation. Employees with a positive test should not return to work and follow existing employee procedures for absence from work due to illness.

Before and during travel

The pandemic in the United States is a rapidly evolving situation. The status of the outbreak varies by location. If you must travel, check guidance from state and local authorities where you plan to travel. Prior to departure, read and follow the



[CDC guidance for reducing risk during travel](#). Employees should inform their supervisor prior to using public mass transit. Supervisors should ensure that employees who use mass transit make arrangements for testing at the Student Health Center.

College-sponsored travel

College-sponsored travel must be approved in advance by the sponsoring department's Cabinet representative. Departments with approved College-sponsored travel should adhere to rigorous symptom monitoring, which may include COVID-19 testing, and other preventive measures.

3.5. Attending large gatherings

Employees who attend large-group gatherings (e.g., large receptions, class reunions, conferences, etc.) are required to inform Human Resources and their supervisor in advance of attending the event and must quarantine for 14 days afterwards. In this context, large-groups are defined as indoor or outdoor venues when social distancing is not achieved. However, size limitations are dependent upon the venue and whether facial coverings are required by the venue. It is the responsibility, and accountability, for the employee to assess whether the gathering has safely implemented protocols the College expects on campus. As a general matter, if venues are safely distanced and require facial protection, a quarantine may not be necessary. Other language in this paragraph notwithstanding, an employee may attend religious services without informing Human Resources and their supervisor as long as the religious service maintains social distancing in compliance with this policy and any pertinent state or local regulations.

3.6. Campus Visitors

Visitors should adhere to all facial covering and distance policies and not visit campus if symptomatic or if they have potentially been exposed to COVID-19. Departments should retain invite and RSVP lists and provide College expectations to all visitors prior to point of arrival. Additional guidance for permitted group visitors on campus can be found [here](#).

Given the size of the Jewell campus and its proximity to the surrounding community, it is anticipated that members of the Liberty community will be on campus. Visitors should avoid all residence halls and limit time within buildings unless otherwise approved.

3.7. Campus Safety

Campus Safety will maintain patrols on campus 24 hours per day. To contact Campus Safety call (816) 365-0709. In case of emergency call 911. [Click here](#) for other ways to report crime and concerning behavior.

4. Preventive Health Measures and Protocols

All employees and students are expected to practice preventive measures to [protect yourself](#) and reduce the risk of exposure or transmission of COVID-19 on campus.

Preventive measures will include:

- Self-monitoring and reporting
- Preventive health screening
- Testing
- Masks & Facial coverings
- Social Distancing
- Hygiene
- Campus Housing Policy for Students

Before returning to campus, any faculty, staff, or student who has been sick with COVID-19 symptoms, tested positive for COVID-19, or has potentially been exposed to someone with COVID-19 (either through [community-related exposure or travel](#)) should follow guidance to self-isolate or stay home for 14 days. All campus members are required to participate in COVID-19 testing prior to returning to campus in January 2021. Information about testing options will be communicated via email and the View from the Hill.

Once on campus, faculty, staff and students are expected to wear a facial covering, adhere to safe distancing, and practice proper hygiene (more information to follow). The risk of an exposure on campus is significantly reduced if, as a community, we follow these mitigation techniques. Campus signage is available at entrances of facilities regarding masks and distancing.

4.1. Self-Monitoring Symptoms

Self-monitoring for COVID-19 symptoms is critical for maintaining a healthy community. You should monitor your temperature daily and pay attention to [coronavirus symptoms](#). If you have a temperature of 100.0° F or greater or other symptoms you must seek medical attention at the Student Health Center or nearest medical facility. [Quarantining](#) will be mandatory for anyone who is experiencing symptoms. See guidance related to scheduling and notification of the Health Center.

Individuals experiencing [emergency warning signs](#) should call 911. This would require a visit to an emergency medical facility immediately. This includes trouble breathing, persistent pain or pressure in the chest, confusion, inability to wake or stay awake, bluish lips or face.

All students, faculty and staff should download the COVID on Campus tracker at <https://app.covidoncampus.com> for daily monitoring submissions.



4.2. Health Screening

The College uses a web-based application to accomplish daily symptom screening throughout the academic year. All students and employees are expected to complete this online tracking form daily.

A separate form will be available for visitors, guests, and anyone who does not have a Jewell.edu email address. This form can be found [here](#). Adherence to the issued screening procedures is expected.

Contactless thermometers will be utilized by departments and facilities for screening prior to designated activities. All employees and students should be self-monitoring their temperature. Temperatures exceeding 100.0° F will result in the person being asked to return home/to their residence hall room and to contact the Student Health Center to schedule an appointment.

4.3. SARS-CoV-2 Virus Testing

The College will require testing in specific instances during the year. Please view the [testing policy](#) for additional information.

[Click here for more information](#) on testing with Clay County. Students should report the results of tests taken off campus to the [Health Center](#). Employees should notify the [Office of Human Resources](#) of positive test results.

4.4. Facial Coverings and PPE

Facial coverings will be expected on campus at all times unless explicitly directed otherwise. Please see [guidance on the use of facial coverings](#).

Masks, shields, goggles, disposable gloves and other prescribed PPE will be used throughout high-touch, close-proximity academic settings. Instructional space such as those for science laboratories, music ensembles, nursing arts laboratories, nursing simulations, and nursing clinicals will utilize these enhancements.

Plexiglass has been installed in high-traffic customer service areas and in designated classrooms. The use of technology will be used in many customer service areas with walk-in appointments limited. In person service interactions should be reserved for required physical transactions (tasks that cannot otherwise be completed electronically).

All students will be provided two (2) masks upon arrival, to alternate daily wear for cleaning. Supply stations may be found throughout campus, such as in Central Services and other classrooms, for disposable masks. Note that students should not rely on a disposable mask being available daily from faculty and have a cloth mask with them at all times.



4.5. Social Distancing

Limiting close face-to-face contact with others is the best way to [reduce the spread](#) of COVID-19. Keeping a distance of at least six (6) feet from others, while taking everyday preventive actions, reduces spread when an infected person's cough, sneeze, or droplets from their mouth or nose enters the air and inhaled by another.

4.6. Hygiene

The custodial staff clean high-touch surfaces at least once per day. We encourage students and employees to clean high-touch surfaces between uses throughout the day. The “wingtip and wipe” (i.e., wipe down everything within the span of your open arms) method is a best practice to maintaining a clean environment. Cleaning supplies are provided by the College in common areas for this purpose. To request additional cleaning supplies please complete a Facilities Management work order.

Proper personal hygiene and washing your hands frequently [protects yourself and others](#).

5. Response Mitigation Protocols

In the event of a confirmed case of COVID-19 on campus, the Operation Safe Campus threat level may move and heightened risk mitigation efforts associated with the corresponding level will be implemented. The threat level will be implemented campus-wide. If the case is isolated to a specific building(s) and/or area(s) of campus, the building(s) will temporarily close for disinfecting and cleaning. The community will be notified when this occurs, and when the restriction is lifted. Refer to the operational framework for more information.

5.1. OSC Level

As the College transitions to [Level C or D](#), further measures are triggered in addition to mitigation steps identified in Level B. To raise awareness to these measures, the banner at jewell.edu/coronavirus and the quad flag will designate the current level.

5.2. Quarantine and Isolation

You should quarantine if you have been in close contact with someone who has COVID-19 and immediately report exposure using the screening form. Close contact is defined as within 6 feet of someone who has COVID-19 for at least 15 minutes. Read and follow [quarantine directions from CDC here](#).

Who needs to isolate? People who have symptoms of COVID-19 and are able to recover at home, and people who have no symptoms (are asymptomatic) but have tested positive for COVID-19. If you need to isolate read and follow the directions from [CDC here](#).



The College has established a [Campus Housing Quarantine and Isolation policy](#). Browning Hall has been identified as the designated facility on campus to quarantine [ill students](#) as directed by the Student Health Center.

Given that new information is consistently updated and available from the [CDC on quarantine, isolation, and precautions for adults](#) we encourage reviewing guidance as it is released.

5.3. Contact Tracing

In response to a suspected or confirmed case, the College will conduct [contact tracing](#) on campus. Anyone in close contact must quarantine in order to break the chain of transmission on campus. Close contact is defined as within 6 feet of someone who has COVID-19 for at least 15 minutes. The Clay County Health Department may also conduct contact tracing on and off campus. On-campus contact tracers will:

- Instruct students to take enhanced precautionary measures during the investigation at the direction of the Student Health Center or medical professional
- Expect student and employee immediate response to inquiries via telephone.
- Confidentially respond to direct contacts.
- Commitment to using information for contact tracing only and will not use information for disciplinary or other policy violations to encourage an [accurate and honest investigation](#).
- Use course rosters for daily classroom attendance.
- Access departmental activity logs for attendance (or appointments) if a daily roster is unavailable (i.e., training room, weight room, practices, and student service areas should keep record of daily activity).
- During events where visitors may be present, departments should attempt to use online ticketing to gather attendance information, or maintain a log at point of entryway to collect name and contact information.
- [Presence](#), a service already available on-campus, will be used for activity attendance.

5.4. Mobilization and Communication

To prevent further on-campus exposure, mobilization and communication around mitigation will be administered by the Mobilization Team. Individuals directly affected by a positive case on campus, may be notified separately from, or in addition to, contact tracing efforts. A dashboard of positive cases will be accessible at [jewell.edu/coronavirus](#) for public viewing. Coordination efforts will include processes already in place with the Student Health Center, Office of Student Life, Office of Human Resources and Facilities Management regarding student and employee safety.



6. Academics and Academic Support

6.1. Academic Calendar

Residence Halls remain open for the semester.

The College has modified the dates of Spring Break in the academic calendar. There will be no classes for five days throughout the semester to allow students to receive a periodic break at various times. To see these dates visit the Important Dates calendar for spring 2021, [click here](#).

6.2. Academic Mode of Delivery

Faculty adopted new modes of delivery, face-to-face, hybrid learning (asynchronous or synchronous), and online (asynchronous or synchronous), effective with the 2020-21 academic year, and have also identified how each mode will operate during the various levels of OSC ([Academic Mode of Delivery](#)). Students should refer to their class schedule for mode of learning designations for courses and the course syllabi for more information about the details of that mode of delivery.

6.3. Classroom and Instructional Space

Jewell changed its classroom environments so that classrooms are configured for distancing and safety. The capacity of each space is established by rows of seats.

Students who must quarantine will have virtual access to most classes. A dedicated iPad will be in most classroom settings to help facilitate a virtual experience for students who are in quarantine or ill.

6.4. Library Services

Office hours and staffing levels may change with little notice. The PLC offices and Reserves Room will be closed at Level B and in-person work will occur in Curry Hall. For additional information on protocols during OSC, [click here](#). More information can be found at the [Library Services website](#).

6.5. Career Development and Internships

Office hours and staffing levels may change with little notice. A hybrid approach of personal and virtual appointments will be used, consistent with permissible activity in the OSC framework. Details for internships during OSC can be viewed in the Academic Mode of Delivery framework. More information can be found at the [Career Development and Internships website](#).

6.6. Academic Achievement Center

Office hours and staffing levels may change with little notice. A hybrid approach of personal and virtual appointments will be used, consistent with permissible activity in the OSC framework. [Click here](#) to view the website.



6.7. Advising

Office hours and staffing levels may change with little notice. Faculty advisors will use a hybrid approach of personal and virtual appointments. Contact your advisor for more information, the Academic Achievement Center if you do not have an advisor, or submit a change of advisor form in [eTrieve](#).

6.8. Global Studies

Office hours and staffing levels may change with little notice. A hybrid approach of personal and virtual appointments will be used, consistent with permissible activity in the OSC framework. Contact the [Office of Global Studies and Journey Grants](#) for more information on international programs and travel during the pandemic.

6.9. Teaching and Learning Strategies

Office hours and staffing levels may change with little notice. A hybrid approach of personal and virtual appointments will be used, consistent with permissible activity in the OSC framework.

If it is necessary to move to complete virtual learning, students may obtain wi-fi hotspots if no other access to the internet is available in the home environment.

6.10. Accessibility and Testing

Office hours and staffing levels may change with little notice. A hybrid approach of personal and virtual appointments will be used, consistent with permissible activity in the OSC framework. Accommodations will be provided via normal processes with Accessibility Services. [Click here](#) to view the website. To request COVID-19 related support, [click here](#).

6.11. Bookstore

Students are encouraged to order books and have them shipped to their homes instead of picking them up at the bookstore. The bookstore will work with the Business Office to permit charges to the student account earlier than normal to provide adequate time for the books to arrive prior to departing for the College.

7. Athletics

7.1. NCAA Resocialization of Collegiate Sport

Through the [third publication on resocialization of collegiate sport](#), the NCAA has provided member institutions with guidance specific to the prevention of community spread of COVID-19 in the athletics setting. Importantly, the guidelines provide NCAA members tools to assist with their efforts to provide healthy and safe environments for those participating in athletics. The College and the Athletic Department are



committed to the health and safety of all student-athletes, coaches and staff, and will follow these guidelines which includes social/physical distancing measures, facial coverings and testing protocols.

All student-athletes and all “inner bubble” personnel including coaches, medical staff, officials and other essential personnel who are at high risk of exposure will be tested upon arrival to campus. Additional surveillance testing of 25%-50% of student-athletes and “inner bubble” personnel will be conducted every two weeks if physical distancing, masking and other protective features are not maintained, in addition to testing for symptomatic and high-contact risk individuals.

7.1.1. [NCAA Resocialization of Collegiate Sport Guidance](#)

- [Resocialization of Collegiate Sport Checklist](#)
- [Core Principles of Resocialization of Collegiate Sport FAQ](#)

7.1.2. GLVC Sports Medicine policies forthcoming

7.2. Sports Medicine

Liberty Hospital provides sports medicine services for all student-athletes under the supervision of team physician, [Dr. Kyle Schneweis](#). The Sports Medicine team will oversee the implantation and execution of the NCAA Resocialization of Collegiate Sport Guidance and will closely monitor the health, safety and well-being of student-athletes during practice and competition. Student-athletes will undergo daily symptom monitoring prior to participation in any team-related activities.

7.3. Athletic Facilities

Athletic Facility usage will be adjusted to minimize close contact during practices, competitions, and transition periods and will vary by space.

8. Student Life

8.1. Orientation

The orientation schedule and process has been redeveloped for both the fall and spring semester taking into account the possible threat levels. For more information, [click here](#).

8.2. Campus Housing

Students should refer to the COVID-19 Preparedness section of the [Campus Resident Resources Moodle Course](#) for other independent information distributed by the Office of Student Life on returning to life at Jewell for this academic year. Campus Housing framework can be viewed [here](#).



8.3. Dining Halls and Food Service

Dining Halls have been configured to social distancing standards with reduced capacity. Personal eating schedules may need to adapt to new patterns established during lunch and dinner hours. For more information, [refer to the strategic framework](#).

8.4. Organizations and Student Engagement

Student organization support and education will be provided in a virtual manner at Level B, C and D. All large events will be virtual. Smaller events and meetings will be scheduled and approved through Presence. All activities will follow protocols consistent with the OSC level.

9. Health Services

9.1. Student Health Center

If you have [symptoms](#) of COVID-19, students should isolate in their room (with a facial covering) and contact the Student Health Center at (816) 415-5020 during office hours, or studentlife@william.jewell.edu if after hours, so that coordination can occur with the Student Health Center or with a local medical facility. This practice will make sure adequate preparation is taken to avoid contamination upon arrival and within the residence hall. Employees already on campus should contact the Student Health Center immediately. If an employee has not yet arrived on campus, you should seek medical attention and avoid campus.

The Student Health Center is now located in Browning Hall (2nd floor) for added space to treat COVID-19 symptomatic students as well as other students with illness throughout the academic year. Hours of operations have been extended to meet the needs of students under quarantine and/or isolation.

Additional information can be found at the [Student Health Center website](#).

9.2. Wellness Center

The Wellness Center will be open; however, in a reduced capacity for faculty, staff and students only. To address distancing, some equipment will not be available for use.

9.3. Counseling Services

Living in a community environment with the risk of COVID-19 places additional pressure. The OSC framework for Counseling Services may be viewed and in-person services may be provided in Levels 0, A and B; however, the relaxation space will not



be available at Level B. Telemental health services will be provided in some conditions at Level B, and at Level C and D.

Students should [contact Counseling Services](#) for support.

10. Administrative and Student Services

College operations will continue at all OSC Levels; however, the method in which business may be conducted will vary.

10.1. Student Services and Support

Business activity should be conducted online through one of the College's platforms, as many services are available electronically:

- [My Jewell](#)
- [Self-Service](#)
- [eRetrieve](#)

If additional support is required, the guidance below will instruct students on how to schedule necessary appointments, either in-person, virtual or via telephone.

10.2. OSC Framework

Administrative offices will function in unique ways based on their individual operations during the academic year. However, all operate with a common standard identified on the [OSC framework for Administrative Operations](#).

10.3. Admission and Marketing

Virtual and reduced individual visits will continue during the academic year. Large group events may have further restrictions. To schedule a visit, [click here](#).

10.4. Business Office (Accounts Payable and Receivable)

Office hours and staffing levels may change with little notice. Students are strongly encouraged to make an appointment prior to visiting the Business Office.

Students wanting to make payment to their student account should use their [My Jewell](#) account. Payments via Curry Hall dropbox or telephone are also accepted. For the safety of employees and students, during Level B, paychecks and other cash payments (e.g. refunds, reimbursement, etc.) will be distributed through the Campus mailbox or EFT.

10.5. Central Services

Office hours and staffing levels may change with little notice. Central Services will operate at all levels of OSC; however, reduced services may be required. It is



anticipated a greater reliance upon the campus mail delivery system will occur this year and students should check their campus mailbox weekly.

10.6. Financial Aid and Scholarship Services

Office hours and staffing levels may change with little notice. Students are strongly encouraged to make an appointment prior to visiting the Office of Financial Aid and Scholarship Services. To schedule an appointment with a financial aid counselor, [click here](#).

Students needing assistance with financial aid requirements should use their [Self-Service](#) account. To submit required documents, you may attach via [email](#) or fax to (816) 415-5006.

10.7. Human Resources

Office hours and staffing levels may change with little notice. Employees are strongly encouraged to make an appointment prior to visiting the Office of Human Resources.

If you are an [at-risk](#) employee, caretaker for an at-risk individual, or an employee who has tested positive for COVID-19, you should contact HR immediately and work with your supervisor regarding on-campus expectations.

At-risk individuals include:

- [Older adults](#)
- [People with underlying medical conditions](#)

10.8. Registrar

Office hours and staffing levels may change with little notice. Students are strongly encouraged to make an appointment prior to visiting the Office of the Registrar.

Students needing assistance with course schedules, grades, transcripts and other academic services should first use their [My Jewell](#) or [eTrieve](#) accounts.