COVID-19 Frequently Asked Questions

What is Coronavirus Disease 2019 (COVID-19)?
Coronavirus (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

What are the symptoms of COVID-19?
Patients with COVID-19 have had mild to severe respiratory illness with symptoms of fever, cough, shortness of breath.

Can I get COVID-19?
Yes. COVID-19 is spreading from person to person in parts of the world. Risk of infection from the virus that causes COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19.

When traveling home to international destinations, will students be allowed to return to the United States/LeMoyne-Owen College?
Yes. When traveling home to international destinations, students will be allowed to return to LeMoyne-Owen College. However, students will be required to go through the College’s protocol for screening of COVID-19.

What should I do if I am planning to return/have recently returned from a CDC deemed Level 2 or 3 country?
You must observe a 14-day self-quarantine period and produce a medical clearance prior to returning to campus.

What should I do if I recently traveled to an area that has an increased spread of the virus?
If you traveled to an area with increased spread of the virus in the last 14 days and feel sick with a fever, cough, or difficulty breathing, you should:

- Seek medical care right away. Before you go to a health care provider’s office or emergency room, call ahead and tell them about your recent travel and your symptoms
- Avoid contact with others
- Do not travel while sick
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing
- Wear a surgical-type face mask if you have one or as soon as you get to a healthcare facility that can supply one
- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available
- For medical emergencies (shortness of breath, chest pain), call 911
Campus Operations

Is the College closed?
LeMoyne-Owen College is adhering to the “Safer at Home” order issued by Mayor Jim Strickland, on March 23, 2020. The College has transitioned to a remote learning and work environment until it is safe to resume face to face interactions. Therefore, the College is closed to visitors and all events are canceled or postponed, until further notice. The College staff members performing essential functions are authorized to access the campus.

Will information be released through the College’s website and social media platforms?
Yes. Updates will continually be posted to the College’s website and social media platforms – Facebook, Instagram & Twitter.

Admissions and Recruitment

When is New Student Orientation?
New Student Orientation dates are listed below:

- June 16, 2020
- July 14, 2020
- August 18, 2020

Please note that these dates are subject to change as we continue to monitor the COVID-19 outbreak. If dates change, we will publish new dates on the website, social media platforms and will notify registered attendees.

How do I pay my application fee?
You may mail a cashier’s check or money order to: 807 Walker Ave, Memphis, TN 38126.

When can I get a tour of the campus?
Until further notice, campus tours have been suspended. Tours will resume when the campus reopens to visitors.

Can I bring my admissions documents to the campus?
The campus is closed to visitors due to the “Safer at Home” Executive Order until further notice. Please mail documents to:
807 Walker Avenue
Memphis, TN 38126
or email a scan of documents to admissions@loc.edu.

Commencement

Will Commencement be held as scheduled?
In accordance with guidance from the Center for Disease Control and Prevention’s recommendation and in the interest of the safety of all, we have made the difficult decision to postpone commencement, which was originally scheduled for May 9, 2020, until further notice. This includes Lantern Service and any alumni reunion activities usually associated with graduation weekend.
**Faculty Contact**

How will students contact faculty when classes are remotely offered?  
Students may continue contacting faculty by email. Additional options may also be provided by individual faculty members.

**Financial Aid/Fiscal**

When will I get my refund?  
Disbursement of spring refunds began on Thursday, March 19, 2020. Please note that refunds are disbursed in the order of completion of the student’s financial aid and admissions files.

When will I get my work-study/tutor check(s)?  
Checks will be mailed to the home address on file. If your address has changed, you should complete and submit an Address Change Form to the Registrar’s Office with a scanned copy of your picture ID. You may submit the form as follows:

- By Fax: 901-435-1724  
- Mail: LeMoyne-Owen College  
- ATTN: Registrar’s Office  
- 807 Walker Ave, Memphis, TN 38126  
- Email: registrarsoffice@loc.edu

Will students be paid for Federal Work-Study (FWS) for the month of March? If yes, how will timesheets be processed?  
Students will be paid for the FWS hours he or she would have worked for the month of March. Timesheets will not be required. Students who did not work in the months of January and February will not receive an FWS payment.

When will the summer school financial aid application become available?  
Summer School Applications will be emailed to currently enrolled students by Monday, April 6, 2020. The application will also be available on the College website.

When will the 2020-2021 financial aid award letters be available?  
Awards letters will vary student by student. Students' financial aid files must be completed with all required documents and their admission status with the school must be complete and all required documents received. Due to the COVID-19 pandemic, we cannot give a definite date, but we anticipate beginning the awarding process in June.

How may I submit requested documents to the financial aid office?  
Documents be may be submitted via email at: www.financialaid@loc.edu. Please make sure to include the following information in the subject line of the email: student name and last four digits of the social security number.

What should I do to make sure that I have financial aid for the 2020-2021 Year?  
- Make sure you have completely filled out and submitted the 2020-2021 FAFSA  
- Make sure if you sign your FAFSA and if you are a dependent student (under the age of 24, not married and no biological children) that both you – the student, and your parent have signed the FAFSA  
- Request the 2018 IRS Tax Transcript for you – the student, and your parent
• Open all mail from the Financial Aid Office expeditiously
• Submit any and all requests for information to the Financial Aid Office expeditiously
  o Most information can be accepted via email or fax
• Keep open lines of communication with your Financial Aid Counselor

**Will the College reduce student balances as a result of transitioning to online instruction?**
No. The College will not reduce student balances as a result of transitioning to online instruction.

**Lab Requirements**

**How will I complete lab requirements?**
Students will receive direct communication from their program areas or divisions specific to completing course requirements.

**Registrar’s Office**

**Will the Academic Calendar change?**
The following changes have been made:

<table>
<thead>
<tr>
<th>Event</th>
<th>Original Date</th>
<th>New Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to Withdraw</td>
<td>March 27, 2020</td>
<td>April 3, 2020</td>
</tr>
<tr>
<td>Deadline to Remove an “I” Grade</td>
<td>March 27, 2020</td>
<td>April 3, 2020</td>
</tr>
</tbody>
</table>

**How do I submit forms to the Registrar’s Office?**
Transcript Request Forms, Enrollment Verification Forms, Address Change Forms (picture ID required) may be submitted as follows:

By Fax: 901-435-1724
Mail: LeMoyne-Owen College
ATTN: Registrar’s Office
807 Walker Ave, Memphis, TN 38126
Email: registrarsoffice@loc.edu

**How do I pay for a transcript?**
Please Email: registrarsoffice@loc.edu for information regarding payment.

**Residential Life**

**Is the dormitory closing?**
In the interest of safety and containing the spread of COVID-19, the dormitory closed on Tuesday, March 24, 2020 at 4:30 pm.

**When may I return to campus to pick up items I left in my room?**
Students may schedule an appointment to collect personal belongings by emailing Mr. Errick Gatewood at errick_gatewood@loc.edu.

**What will happen to my packages and mail?**
Students are encouraged to place a forwarding order to have packages and mail delivered to your permanent home address. You may complete a forwarding order online at www.usps.com.