

Dear EWU Students,

March 30, 2020

The past few weeks have been difficult: The rapid spread of COVID-19, moving all classes online for spring term, and a “Stay Home – Stay Healthy” directive from Governor Inslee are but a few examples of the unprecedented and stressful times we are living through.

In response to these difficulties and to best support you as you continue your studies at EWU during the Spring, the Student Affairs team has been working to ensure that students are well-supported in these unsettling times.

To help you as you prepare to begin classes next week, I want to share a few of the support services we have available during Spring term. Some of these are new, while others are modifications or adaptations of our existing services.

For more information on each area, please click on the links below.

- **Financial Aid:** Financial aid has moved many processes online and has authorized flexible aid packages for students, while adhering to federal financial aid requirements. With the evolving state and federal response to COVID-19, Financial Aid will provide updates about new opportunities and options for students on their website.
- **Housing:** This quarter the on-campus experience will look a little different; however, the Housing team will be ready to assist you virtually throughout the spring. You can expect staff to be reaching out to you via email, text, phone, or Zoom, to regularly check-in with you throughout the quarter. You can always email us at housing@ewu.edu if you have any questions or concerns.
- **EWU Food Pantries:** Even in the midst of COVID-19, we remain committed to supporting students in need. The Central Food Pantry in Tawanka Hall will be open on Tuesday afternoons between 1-4 p.m. We ask that you please meet one of our staff members by the door on the side facing Patterson Hall during that time. Please email ceamericorps@ewu.edu with questions or if you need accommodations.
- **Disability Support Services:** DSS has worked closely with Instructional Technology and faculty to help meet student accommodation needs in the online class environment. Students needing accommodations for online learning should reach out to both DSS and their instructors since the online environment will be new for many students, staff and faculty.

- **CAPS:** Counseling and Psychological Services (CAPS) remains committed to supporting student wellbeing and resilience, and is responding to COVID-19 by moving services online. In accordance with social distancing protocols, most individual counseling during spring quarter will be provided via telephone or videoconference (Zoom) sessions.

CAPS will continue to have clinicians available for walk-in or, currently, phone-in sessions. These brief sessions remain available on Mondays, Tuesdays, Thursdays and Fridays from 1-4 p.m. For students who have not been clients of CAPS, online forms will need to be completed prior to speaking with a counselor. Please visit the CAPS website [<https://inside.ewu.edu/caps/>] for how to reach out and access services.

Additional services remain available at CAPS including [biofeedback resources](#) and [TAO self-help](#) online modules.

- **Student Care Team:** Our Student Care Team is dedicated to helping support all students and has moved operations online. If you would like to connect with a member of the Student Care Team via Zoom/email/phone please complete our [Student Intake Form](#) and we will reach out directly to you. If you are concerned about a fellow student and would like us to reach out to them, please complete our [ICARE form](#) and we will reach out.
- **Student Emergency Fund:** We have modified the Student Emergency Fund to assist students in crisis and help provide laptops to students unable to complete their courses due to a lack of equipment. If you need assistance with a computer, please go to the [I Need a Laptop](#) form on the coronavirus FAQ site.
- **Career Center:** The Career Center has updated their materials for online delivery and has migrated all of their services online. All career advising appointments, resume and job search assistance as well as employer interviews are being facilitated virtually. Advisors are assisting students through a variety of online, email and telephone services.
- **SAIL:** SAIL and Eagle Entertainment are here to help students stay connected through virtual programming. Check our calendar of events [<https://inside.ewu.edu/sail/calendar-of-events/>] to see what opportunities are available and remember to log in to EagleSync to find other virtual events student organizations will be hosting.

In addition, the Academic Affairs team has also developed online support services for students. Specifically, I would like to make sure you are aware of the following:

- **Instructional Technology**: All courses at Eastern are now online. If you haven't taken an online course before, check out [Online Student Orientation](#). The [EWU Student Guides](#) for Canvas are also a great way to learn about features in Canvas and other related technologies you might not have used before.
- **Center for Academic Advising & Retention (CAAR)**: CAAR has moved all advising appointments online through Zoom, a web- or app-based video conferencing program. Information on how to schedule, prepare for, and attend Zoom advising appointments is available at <https://inside.ewu.edu/advising/>.

If you have any questions regarding how to access these support services, I encourage you to email vpsa@ewu.edu and a member of the Student Affairs team will be in touch with you to help.

Lastly, there will be an online town hall meeting for students and parents on Thursday, April 2 from noon-1 p.m. Student Affairs staff will be available to answer questions from you about support services for the Spring term and we look forward to hearing from you then. An invitation to attend the Zoom webinar will be sent via email shortly. In the meantime, you may submit questions for the online town hall meeting [here](#).

Sincerely,

Rob Sauders
Vice President for Student Affairs