**COVID-19 Q&A**

March 22, 2020

**Housing**

- Will QF residence halls be closed? If so, are international students going to be asked to return home - even though some of us are from CDC level 3 countries?
  - QF will keep the residence halls open.
- I left QF residence halls, but I left a few things in my room. I will not be able to come back until the fall semester, is that okay?
  - If you are unable to take all of your belongings, you can leave them in your room. Please indicate that you have left items in the room on the Departure Notification Form, link [here](#).
- Will NU-Q provide funding for graduating students who are stuck in the QF housing over the summer?
  - QF Student Housing has announced that students who are unable to return home will be allowed to remain in Student Housing into the summer. It is not clear whether there will be an additional fee. If there are additional fees, NU-Q will provide support to those students who currently receive financial aid.
- Currently, the grocery shuttle is running and Lulu Express is open. If that were to close, or the shuttles temporarily halted, what’s the back-up plan?
  - Housing will continue to offer food services through the Dining Hall. If the shuttle stops online delivery options from Lulu or Carrefour are available. If those options become unavailable, Housing will step in to facilitate access to necessary food.
- I know that Shamali and Janoubi each have a building set up for self-isolation cases. What if the Coronavirus spreads in Housing? Will they contain all of Housing as a quarantine facility or will they move all Housing residents into the quarantine facilities run by the Qatari Health Ministry?
  - We are confident that QF has taken appropriate precautions to avoid the spread of COVID-19 in Housing. This includes increased cleaning, food delivery, and limiting external guests. We encourage social distancing to mitigate the spread of COVID-19 but should there be a case in the Residence Halls, we would follow the recommendations of the Ministry of Public Health and the CDC.
- How is NU-Q collaborating with QF Housing to check on the welfare of the international students and what kind of activities (if any) can still be provided for us?
  - NU-Q Student Affairs is in regular communication with Housing and will continue to engage with students virtually. Housing and the CDAs are also planning virtual engagement opportunities.
- Can we check out of Housing before the end of the semester? Can we get a refund for the time we are not living on campus?
• You can check out of housing effective immediately.
  ▪ Step 1: Notify Student Housing of your intent to move out by completing the Departure Notification Form: [https://forms.gle/qvmeuEYtiiQWALY17](https://forms.gle/qvmeuEYtiiQWALY17)
  ▪ Step 2: Pack and remove all belongings and leave the room in clean condition.
• Housing will provide prorated refunds for those that leave the residence halls before the end of the semester.

**Production**

- When can we get access to the Isilon?
  • Students can’t access Isilon from outside NU-Q building.
- I have equipment checked out that I am using for a class. Do I have to return it?
  • Only if you are leaving Qatar, then you must return any equipment you have borrowed from NU-Q. You can schedule a date and time to return your equipment by emailing production@qatar.northwestern.edu.
- Will the Cage reopen?
  • The Cage will remain closed until further notice.

**Library**

- I am cross-registered for a class and need to check-out a book from the library. Georgetown has established a process where students can pick up the book from the security desk. Is there any way I can have access to the book?
  • In a circumstance such as a cross-registered course, you can request an exception by emailing the library (library@qatar.northwestern.edu) and providing the course name, title of the book and the instructor’s email address.