

Important COVID-19 Information

The following information is to support students as they navigate campus resources during the COVID-19 pandemic. Although the University has closed access to most buildings, campus offices remain open to serve you and are available through virtual technology. Included below is information about student service offices and how to access them during the physical closure of campus buildings. After review of the information below, if you have any further, please email campusstudentservices@cuanschutz.edu.

Take care of yourself and look out for each other!

CU Anschutz COVID-19 Updates and Resources

Official updates from CU Anschutz will be posted online [here](#).
(<https://www.cuanschutz.edu/coronavirus>)

Academic Questions

For questions that are program-specific, please contact the Student Affairs office of your school or college.

Anesthesiology Assistant STEVEN.WINTERBACH@CUANSCHUTZ.EDU

College of Nursing SHANE.HOON@CUANSCHUTZ.EDU

Colorado School of Public Health CHLOE.BENNION@CUANSCHUTZ.EDU

Graduate School SHAWNA.COX@CUANSCHUTZ.EDU

School of Dental Medicine ELIZABETH.D.RAMOS@CUANSCHUTZ.EDU School of
Medicine BRIAN.DWINNELL@CUANSCHUTZ.EDU

Physical Therapy MARYJANE.RAPPORT@CUANSCHUTZ.EDU

Physician's Assistant Program JONATHAN.BOWSER@CUANSCHUTZ.EDU

School of Pharmacy BRIAN.HEMSTREET@CUANSCHUTZ.EDU

Bursar's Office

How do I contact the Bursar's Office?

E-mail is the best way to reach us. Options are:

- E-mail
 - General, account questions, balances, payment options, costs: bursar@ucdenver.edu
 - Third-Party and sponsorship questions: thirdpartybilling@ucdenver.edu
 - Collections and student debt questions: collections@ucdenver.edu

Phone: 303.315.1800

Mail:

University of Colorado Denver | Anschutz Medical Campus

Bursar's Office
Mail Stop A098
13120 E. 19th Ave, Room 3120A
Aurora, CO 80045

What if I need to withdraw from classes, drop a class or get an incomplete grade? What if I miss the drop deadline?

Unless the campus suspends operations entirely, students are expected to complete their classes. CU Anschutz plans to continue operations with as little disruption to courses as possible.

Students who wish to drop individual classes must do so [by the 10th week of the semester](#). If you miss a drop deadline as a result of extenuating circumstances (e.g., hospitalization), you may petition the dean's office of your college or school for a [late withdrawal](#).

At the discretion of the course instructor and/or the academic dean's office, students who have satisfactorily completed a substantial amount of work for a given class but are unable to complete the class due to reasons beyond their control may request an Incomplete Grade. This provides an extension of time beyond the semester to complete the work and receive a grade. See the [CU Anschutz Incomplete Policy](#).

If I withdraw from classes at this point, is the University offering any type of refund for Tuition and Fees?

There will not be any adjustments to Tuition and Fees. Students are encouraged to work with their professor if they need additional accommodations to complete their course.

What happens to my financial aid if I withdraw from classes?

We encourage you to continue your coursework in order to minimize academic disruption and any negative impacts to your financial aid. If you're considering withdrawing from courses, your financial aid may be reduced or cancelled, so we recommend [speaking with a financial aid counselor](#) before making that decision.

Are there any changes to Tuition and Fees now that traditional classes are being taught remotely?

There will not be any adjustments to Tuition and Fees while classes are being taught remotely.

When is my payment due?

Please review our [Anschutz Billing Calendar](#) or billing and due dates.

How do I pay my bill?

UCDAccess portal

By mail (processing may be delayed)

What happens if I cannot pay my bill as a result of COVID-19 issues?

We offer a couple ways to submit payment without physically coming to the office. While the expectation is that most accounts will be paid online or by mail, we recognize the added difficulty of the current situation.

The University of Colorado Denver | Anschutz Medical Campus will be temporarily suspending the assessment of late fees and service charges for the months of April and May 2020.

We will revisit this temporary policy change periodically throughout the current health pandemic, and will post any potential extensions of this temporary policy change accordingly.

Will I still get my financial aid refund?

Yes. We recommend setting up [Direct Deposit](#), as direct deposit refunds are processed more frequently than paper refunds. Refund processes may be disrupted, with mailing and banking issues preventing consistent delivery of funds.

How can I appeal my Tuition and Fees?

If you feel that you have an extenuating circumstance that justifies an exception to financial obligations, you can appeal and it will be reviewed by the tuition appeals coordinator. See the [CU Anschutz](#) tuition appeals policy and guidelines.

Campus Health Center

To protect patients, students, faculty and staff at the Anschutz Health and Wellness Center, the Campus Health Center **cannot** take walk-ins at this time. Please call us at 303.724.6242 to schedule a telehealth visit.

We can provide telehealth primary care services, including care for COVID-19.

We can take new patients.

We are able to provide some onsite services which are handled through a screening protocol.

COVID-19 guidance from the CDC: Mildly ill patients should be encouraged to stay home and contact their healthcare provider by phone for guidance about clinical management. Patients who have severe symptoms, such as difficulty breathing, should seek care immediately. Older patients and individuals who have underlying medical conditions or are immunocompromised should contact their provider early in the course of even mild illness.

Campus Recreation Equipment

Access to recreational equipment available through the office of Campus Student Services is suspended until further notice. If you have questions about recreational equipment please contact campusstudentservices@cuanschutz.edu or 303.724.2688.

Case Management

All Case Management services remain available. The Office of Case Management is available for any student with questions or concerns about navigating resources. If you would like to meet with a Case Manager, [click here](#).

COVID-19 Reporting

If you want to share concerns specifically related to COVID-19, [please click here](#). If you are experiencing an emergency or believe an emergency is imminent, please call 911.

CU Anschutz Student Food Pantry

The CU Anschutz Student Food Pantry has gone virtual! Case Managers are available to all currently enrolled students experiencing food insecurity. Simply reach out [here](#) and a Case Manager will help you navigate resources. For in-person alternatives close to you, please reach out to the [Food Bank of the Rockies](#) as they

update their distribution sites daily.

CU Anschutz Shares

CU Anschutz Shares is a resource available to students facing temporary financial hardship that threatens the student's ability to successfully complete the current semester including food insecurity. To learn more about CU Anschutz Shares and submit an application, [click here](#).

Disability Resources and Services

CU Anschutz Disability Resources and Services Office will have virtual hours from 8 a.m. until 5 p.m. Monday – Friday. We will be working to accommodate our students as they complete their Spring classes in an online format. Our physical office at the Strauss Health Sciences Library including the Testing Center will be closed except for special approved requests. Please visit our [website](#).

Financial Aid

The Financial Aid staff are working remotely - we do not anticipate any changes in services for students. Our main office number is 303-724-8039. Our email address is FinAid@cuanschutz.edu.

For specific questions, please see the following:

Scholarships: For scholarship information, please contact your school or college. If you are receiving a scholarship from a donor (source) that's from outside the university, please contact Scotti Beck at Scholarships@cuanschutz.edu.

Medical Students: Please contact Deedee Colussy at 303-724-9117 or deedee.colussy@cuanschutz.edu.

Student Employment: Please contact us at 303-315-1842 or StudentEmployment@ucdenver.edu.

Internet Technology

Our current focus is on providing connectivity from home, Zoom, and TEAMS. For additional information about working or learning remotely, [please visit our website](#).

Library

The library is accessible via badge access for approved students who have a specific need, such as online testing. Access will be monitored and is limited. The badge accessible hours are 5:00AM-10:00PM Monday - Sunday. Before entering the building, everyone must pass through a screening table and receive a wristband. If you arrive when

screening tables are closed, please follow posted instructions for self-service check-in. If you have a specific need to access the library building, please contact the Student Affairs Office at your School or College.

The best place to access library resources is the library's website:
<https://library.cuanschutz.edu/>

How can I get help from a member of the library staff? [AskUs](#) – submit email service questions anytime 24/7, or chat with us during live service hours (Monday – Friday from 8 am – 5 pm). Email questions are responded to within two working days or less and are answered by a team of staff and librarians who are here to help.

What if I signed up for a library class or training?

All library classes are being taught via Zoom.

How can I get research help? [Schedule a Zoom consultation](#)

I cannot log in to online library resources. Submit your problem to [AskUs](#)

How can I get the journal article I need? Many library journals [are already available online](#). Interlibrary loan (ILL) service from Strauss is running and can help. We cannot provide books or any other physical material, but ILL is taking article requests from students and seeking to fill those:

- Continue to send any article requests over [ILLiad](#) regardless of publication year. While ILL cannot access the older print journal collection in our buildings because the campus is closed, we have multiple ways to obtain articles and will try to fill the order received as quickly as we can;
- ILL is unable to borrow books/print volumes from other libraries at this time. Prospector is down, most libraries are not lending print materials by courier/mail, and we are not on-site to handle mail delivery;
- ILLiad is the interlibrary loan system for students, staff, and faculty: [ILLiad login here](#)

o If you have not used your ILLiad account recently and forgot your username password, contact ILL @ copydocs@ucdenver.edu o If you do not have an ILLiad account, registration is simple. If you have questions, contact the ILL office at copydocs@ucdenver.edu or call Lynn Triefus our ILL coordinator at 303-724-2111

What if I have a book, or laptop, or other physical item checked out?

Return the item to the outside library book return, or students can badge into the building to return inside. If you need the book/item longer, contact us over AskUs to request a renewal. We are being flexible during COVID around loans, due dates, etc.

Phoenix Center at Anschutz

All Phoenix Center services remain available, although the office is closed. The Phoenix Center at Anschutz confidential resource for students who have experienced interpersonal violence or know someone who has experienced interpersonal violence. More information about the Phoenix Center can be found [here](#). A free, confidential, 24/7 hotline is available at 303-556-2255. To schedule a virtual appointment with a confidential advocate, email Michaela Calhoun (Program Manager) at Michaela.Calhoun@cuanschutz.edu.

Registrar's Office

The Registrar's Office at CU Anschutz is currently conducting operations online and via phone. When contacting us by phone 303.724.8000 or email Registrar@cuanschutz.edu, please make sure to include your name, student ID, and email address so that we can respond to you quickly.

Transcripts: Transcripts are available in electronic format through [our website](#). Please request electronic transcripts so that you can receive them regardless of your physical location.

Diplomas: For students who graduated in December 2019 and have been directed to pick up the paper copy of your diploma at the Registrar's Office. We will be sending email notifications to you requesting a current mailing address. All diplomas waiting to be picked up for December 2019 degree completion will be mailed to the student. If you are a member of this group, please watch your CU Anschutz email for a request from the Registrar's Office to provide your mailing address for diploma delivery. This is a temporary solution for diploma distribution. We will reassess this process prior to May 2020 diploma distribution.

Degree Verification and Enrollment Verification (Student Loan Deferments): The web page with instructions is [available on our website](#). Enrollment verification can be accessed through UCDAccess. If you have paperwork that needs to be filled out for degree verification or enrollment verification, please contact us by email at Registrar@cuanschutz.edu so that we may provide instructions for using our secure document upload.

Name Changes, Social Security Number, Other Bio/Demo Updates: Please contact us at Registrar@cuanschutz.edu so that we may send you the link to securely upload your documents. Once received through our secure document upload, we will process your requested change(s).

Student Health Insurance

Students who are enrolled in the Student Health Insurance Program (SHIP) will have

their cost-share waived for COVID-19 testing. If you have questions about your Student Health Insurance email Rebecca.Brannon@cu.edu

Student Organizations and Events

Campus wide events have been cancelled until further notice. Student organization registration/renewal will open May 1st. We recommend you accessing your Zoom video conferencing account to host Student Organization meetings. [Log in to your student Zoom account here](#).

If you have questions about your student organization or event, please contact Kara Garr at 303.724.8002 or kara.garr@cuanschutz.edu.

Student and Resident Mental Health

Student and Resident Mental Health appointments are available virtually. To schedule an appointment, please call (303) 724-4716 or email SMHservice@ucdenver.edu. Allow up to 24 hours for a return phone call. If you would like to schedule a virtual walk-in appointment for urgent concerns M-F 8-4pm, you may also page our triage counselor at (303) 266-4654.

If you are experiencing a mental health emergency: Please contact Colorado Crisis Services by calling 1-844-493-8255, Text: "TALK" to 38255, or chat at <https://coloradocrisiservices.org/chat/> -OR- If you are an existing Student and Resident Mental Health patient, and can wait up to an hour for a return call, you may reach the on-call psychiatry attending at (303) 370-9127. On-call hours are outside of the regular Student and Resident Mental Health clinic hours, which are M-W 8am-8pm and Th-Fri 8am-5pm.

Veteran and Military Services

The office can be reached remotely for the remainder of the semester. If you need assistance, please email vmss@ucdenver.edu or call 303.724.9649.

Writing Center

All Writing Center services have moved to online only. We expect this approach to remote service delivery to continue until at least 5/15/2020.

We are offering two versions of online writing support: asynchronous support via our Undergraduate Drop Box and Graduate Drop Box + synchronous (real-time online) support across all other schedules. All services are accessible and will be facilitated through WOnline. To learn more about these online services, please see the announcement on our homepage at <https://writingcenter.ucdenver.edu>.

Please note:

All currently scheduled in-person appointments at one of our physical locations have been converted to synchronous (real-time) online.

Current and future Undergraduate Drop Box or Graduate Drop Box appointments are unchanged.

All future appointments on the schedules for our physical locations will be synchronous (real-time) online only. To access your synchronous online appointment, login to WCOOnline, navigate to your appointment, open the pop-up window, and click “Start or Join Online Consultation.”

Please send questions or concerns to Writing.Center@ucdenver.edu.