

This is a list of resources and frequently asked questions for all The Ohio State University personnel with an emphasis on Columbus on-campus students.

Check out Ohio State's [Safe and Healthy website](#), the [Return to Campus Plan](#) from the Office of Student Life and the [full report](#) from the Post-pandemic Task Force for more detailed information.

Use CTRL+F to search for your question or keywords. All links are [underlined](#).

Last updated: 8/14/2020

RESIDENCE LIFE

FAQs:

- How to get involved on-campus?
There are many ways to [get involved](#) such as Residence [Hall Council](#), [Involved Living Organizations \(ILOs\)](#), [Student Organizations](#) and [employment opportunities](#) like [Office Assistants](#). Click on each opportunity to find out more. All programs will be provided to residents as a hallmark of the residential experience via virtual connection tools.
- What is the \$20 Hall Council Program Fee?
A \$20 Hall Council Program Fee per semester is assessed to support resident hall student government programs and services. Hall Councils and RHAC host free events and provide scholarships with this funding.
- [Lost and Found](#)
Lost and found will not operate during the autumn 2020 semester except for high value items such as credit cards and phones.
- Who is allowed in the residence halls?
Only students who live in their specific residence hall are allowed to enter. No guests who live in a different dorm or off-campus are not allowed to tailgate or be swiped in. Hall staff, including RAs, will be helping to keep an eye out and address visitors, as appropriate.
- For information related to 2020 Move-In Process (Aug 12-23), Living expectations, and Isolation and Quarantine Housing, please visit [Housing Update - June 26, 2020](#)

Contact Info:

Web: <https://housing.osu.edu/living-on-campus/>

Twitter: [@OhioStResLife](#)

Instagram: [@osureslife](#)

Email: housing@osu.edu

HOUSING

FAQs:

- Are housing costs increasing?

Housing rates are associated with each cohort in the Ohio State Tuition Guarantee. If you are an in-state student eligible for the Tuition Guarantee, housing rates will remain consistent for four years. The cost of each plan will vary depending on your residency and the academic year you enter Ohio State. Check your housing rate by logging in [here](#).
- What is the \$20 Hall Council Program Fee?

A \$20 Hall Council Program Fee per semester is assessed to support resident hall student government programs and services. Hall Councils and RHAC host free events and provide scholarships with this funding.
- Why is my autumn semester housing cost higher than my spring cost?

Students assigned to an academic-year residence hall pay an additional \$125 per year, which is not included in these rates. Academic year residence halls remain open during the winter and spring break periods.
- What should I bring to college?

Prior to packing please review the [What to Bring list](#) to get ideas of what is allowed as well as suggested items to pack for your stay in the residence halls. Make sure to talk to your roommate(s) before buying large/shared items.
<https://housing.osu.edu/articles/urds/48>
- How do I report a broken item (chair/desk/light/bathroom) in my dorm?

Call 2-HELP or use the [online request system](#)
[Visit their main site for more information on Service to Facilities](#)
- How can I stay safe in the res halls and on-campus?

Wear a face mask, practice hand hygiene, maintain proper physical distancing, reduce socializing and gathering in rooms. Student access to residence halls via BuckID will be limited to their own residence communities. For the health and safety of our university community, visitors (anyone living outside of a student's specific residential community) will not be permitted after student move-in. Overnight guests are also prohibited.
- For information related to 2020 Move-In Process (August 12-23), living expectations and isolation and quarantine housing, please visit [Housing Update - June 26, 2020](#)

Contact Info:

Web: <https://housing.osu.edu/>

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Email: housing@osu.edu

DINING

FAQs:

- What's the difference between dining dollars/BuckID/visit exchanges?
Dining Dollars are yours to use at any Student Life Dining Services location. BuckID Cash can be used at any of the hundreds of on and off campus merchants that accept BuckID. A visit exchange can be used on place of an \$8 purchase at a retail location or \$5 at a C-Store. Visit the Dining Services website for more information on [dining plans](#).
- How do I place an order?
All orders can be placed on Grubhub. Use the location or search feature to find a dining location, select which items you want, review your order and note any dietary restriction or special preparation instructions in the “pickup instructions” section, then pay with BuckID, visits, dining dollars or credit card. Please do not pick up your food until your order is ready.
- What if I have a dietary restriction?
The Office of Student Life Dining Services offers a range of dining options that cater to all dietary restrictions and allergens. Before placing your order on Grubhub, specify your dietary restriction in the “comments” section and the staff will make the proper adjustments. Feel free to use the [menu](#) to check for common allergens and a nutrition guide.
- With the dining locations reducing their seating space, where can I sit down to eat on campus?
If the weather is appropriate, feel free to sit outside and eat. If you are close to your residence hall, please use your room to eat and reduce the number of people in common areas. Indoor seating in various buildings will be first come, first serve basis with proper sanitation between guests. All students will be permitted to dine in common areas however they will be required to maintain all physical distancing guidelines.
- Student employment
Dining is the largest employer of students on campus and offers a range of positions for all interests. See more on their [website](#).

Contact Info:

Web: <https://dining.osu.edu/>

Twitter: [@ohiostatedine](#)

Instagram: [@ohiostatedine](#)

Email: dining@osu.edu

SUSTAINABILITY

FAQs:

- What is Ohio State doing to advance sustainability in the community?
At Ohio State, we are dedicated to creating a sustainable future through research, education, partnerships and business practices. Together, we can address the pressing environmental issues that affect our planet — and all people.
- How can students be more sustainable?
Check out Facilities Operations and Development's Student Involvement, Transportation and Traffic Management's website and Green Buckeyes for more information.

Contact Info:

Web: <https://si.osu.edu/> | <https://greenbuckeyes.osu.edu> | <https://fod.osu.edu/sustainability>

Twitter: [@OhioStSustain](https://twitter.com/OhioStSustain) | [@greenbuckeyes](https://twitter.com/greenbuckeyes)

Instagram: [@ohiostsustain](https://www.instagram.com/ohiostsustain) | [@greenbuckeyes](https://www.instagram.com/greenbuckeyes)

Email: sustainability@osu.edu | greenbuckeyes@osu.edu

TRANSPORTATION

FAQs:

- Ways to get around campus
Walk, bike, rollerskate, lyft/lime/bird/spin scooter, drive or take a CABS bus around campus or COTA around Columbus and nearby cities. If it's between 9 p.m. - 3 a.m., Lyft Ride Smart reduces its cost to ~\$1-2
- How have CABS buses changed to promote safe travels?
Campus Area Bus Service (CABS) drivers, mechanics and managers are taking extra precautions to provide public transit for those that have remained on, or recently returned to campus by physical distancing and frequently disinfecting the vehicle. Check out their updated routes.
- Student employment

Contact Info:

Web: <https://ttm.osu.edu/>

Twitter: [@OhioState_TTM](https://twitter.com/OhioState_TTM) | [@CampusParc](https://twitter.com/CampusParc)

Instagram: [@campusparc](https://www.instagram.com/campusparc)

Email: ttminfo@osu.edu | osuinfo@campusparc.com

CLASSROOMS AND ACADEMICS

FAQs:

- How do I know if my class is online?
All courses with over 50 students are online or in a blended model with in-person labs, studio sessions, recitations, or other small groups. Check your [BuckeyeLink](#) class schedule to see if the location has moved from a classroom building to Online.
- Temporary Remote Learning Resources
As we work to keep learning during this evolving COVID-19 situation, [Keep Learning](#) provides helpful tips and resources to make the shift to learning online easy.
- How to stay motivated through online courses?
Check out our other Wellness Article on rhac.osu.edu for a detailed overview on staying well and managing online courses.
- If your class is in-person, check out [Safe and Healthy Buckeyes for classroom layouts](#)
- For all academic inquiries, reach out to your advisor via email or set up a meeting via [Oncourse](#)

Contact Info:

Web: <https://safeandhealthy.osu.edu/classrooms>

Twitter: [@OhioState](#)

Instagram: [@theohiostateuniversity](#)

LIBRARIES AND TUTORING SERVICES

FAQs:

- Where can I find access to public computers?
Campus libraries will remain open with limited access to public computers due to social distancing protocol. See the [list](#) of campus libraries to find one near you and their number of open computers.
- Can I use the study rooms?
More information will be released regarding study room access, maximum occupancy, cleaning procedures and time limits. As of now, no study rooms will be available. The Great Hall and Buckeye Reading Room in Thompson Library are still open with limited seating.
- COVID-19 policy on using libraries
Book stacks will be closed to the public, but Thompson library offers contact-free book pick-ups and returns. Computers will be arranged to account for social distancing. See more [here](#). Visitors are asked to social distance and food and drinks are not permitted in libraries.
- What services do Ohio State Libraries provide?
Ohio State libraries offer many services such as access to research databases, book and textbook rentals, research and scholarship tools, subject librarians, special collections, teaching courses (Writing Center), printing services, technology support and study room accessibility.
- Student employment
Library jobs are available for students with and without federal work study awards. Check out jobs [here](#).

Contact Info:

Web: <https://library.osu.edu/>

Twitter: [@OSULibrary](#)

Instagram: [@osulibraries](#)

Email: <https://libanswers.osu.edu/q.php>

CAREER COUNSELING AND SUPPORT SERVICES

FAQs:

- What does Career Counseling do?

Career Counseling helps students who may feel uncertain and anxious about their future career, experience barriers, feel challenged by decision making, lack confidence in their ability to develop a CV/resume, face fear of letting go of previous career goals, have many interests and diverse skills with difficulty organizing their thoughts, struggle navigating external pressures from familial expectations or face challenging situations related to diversity, prejudice or discrimination. Additionally, they provide assistance with resumes, mock interviews, job searching and the graduate and professional school application process.
- What does CCSS offer?

Counselors from CCSS are available to meet with students for individual and group career counseling, career and major exploration, and job and graduate school assistance. From career assessments to group workshops, CCSS has the resources to support students throughout and beyond their college career in order to prepare them for future vocational and educational experiences.
- How do I set up an appointment?

CCSS has virtual walk-ins on Mondays and Thursdays from 2-4 p.m. Appointments must be scheduled by calling 614-688-3898. Please leave a message if your call isn't answered right away so we can get back to you.
- What resources does CCSS offer without setting up an appointment?
 - [Explore Yourself](#) and learn about your interests, abilities, values and personality with Career Assessments.
 - [Explore Ohio State Majors/Minors](#) and reach out to [seniors](#) based on their undergraduate majors.
 - [Explore Careers](#) to see popular job opportunities with each major, relevant career information, and learn from alumni.
 - [Explore Graduate/Professional School](#) to identify programs that match your interests and receive help regarding financial aid, admission tests, application essays, interviewing tips, and more.
 - [Explore Job/Internship](#) strategies to build your resume and cover letters, interviewing skills, and networking, and to find information on salary negotiation, job fairs, [relocation](#) resources, [developing your own business](#) and job and company search.
 - [Buckeye OnPACE](#) is a series of self-guided career modules that can assist you in learning more about yourself and choosing a major(s)/careers, applying to grad school and preparing to enter the workforce as a responsible, global citizen.
 - CCSS also has a collection of [COVID-19 resources](#).

Contact Info:

- Web: <https://ccss.osu.edu/>
- Facebook: [@osuccss](#)
- Twitter: [@CCSSatOSU](#)
- Email: sl-ccss@osu.edu

SECURITY

FAQs:

- What does security at Ohio State offer?
The Department of Public Safety offers various [resources](#), [safety courses](#) and [safety notices](#) to keep the community safe.
- How does Lyft Ride Smart work?
[Lyft Ride Smart](#) at Ohio State offers eligible students discounted rides, inside the university-designated service area, from 9 p.m. to 3 a.m. Each month, 10,000 discounted rides will be made available on a first-come, first-served basis with the average cost expected to be \$1 to \$2. Once you download the Lyft app, link your osu.edu email and take a Lyft ride!
- How can I report a crime?
If you or someone you know have witnessed or been a victim of a crime, please report it to the police immediately. Emergency contact information for on-campus and off-campus police departments can be found [here](#).
- What is Title IX?
[Title IX](#) is the Sex- and Gender-based Misconduct Response and Prevention Department. If you or someone you know has been a victim of sexual assault, sexual harassment, domestic/dating violence, stalking, sex-and gender-based discrimination, or pregnancy discrimination, visit their website to report the incident and for more resources.
- Student employment
Check out student positions on their [website](#).

Contact Info:

Web: <https://dps.osu.edu/> | <https://titleix.osu.edu/>

Twitter: [@OSU_EMFP](#) | [@OSUPOLICE](#)

Email: security-services@osu.edu | titleIX@osu.edu

WELLNESS: COUNSELING AND CONSULTATION SERVICES

FAQs:

- What does CCS offer?

Managing mental health in college is important and CCS offers individual and group mental health services, psychoeducational prevention and outreach programming to support you throughout your college career. Check out their [website](#) for all their resources for stress management, anxiety, depression, relationship problems, transitions in life, identity exploration, substance use, eating concerns, feeling overwhelmed and academic adjustment.

- How do I set up an appointment?

Students who have not contacted CCS in the past may do so by first scheduling a [phone screening](#). Current clients, please check your email and reach out to your clinician or counselor to schedule and coordinate how communications will be conducted. Counseling and Consultation Services is suspending in-person appointments in accordance with updated guidelines set forth by the University in light of concerns around COVID-19 and is providing services via Telehealth. Check out their [website](#) for more information.

If you are in need of [immediate assistance](#), please call and ask to speak to an urgent counselor Monday through Thursday from 8 a.m. - 8 p.m. and Friday from 8 a.m. - 5 p.m. If you need immediate assistance outside of our normal business hours, please call NetCare Access at 614-276-CARE (2273) or go to the nearest ER.

- What are CCS' Let's Talk hours?

Let's Talk is a 15-20 minute informal one-on-one consultation with a staff from CCS. Sessions are available Monday through Friday from 2 - 4 p.m. via Zoom. Register [here](#).

Contact Info:

Web: <https://ccs.osu.edu/>

Twitter: [@OSUCCS](#)

App: Download Ohio State's Wellness App for convenient tailored information for you

Email: sl-ccs@osu.edu

WELLNESS: STUDENT WELLNESS CENTER

FAQs:

- Where is the Student Wellness Center located?

The main office is located in the RPAC in the Mary A. Daniels Wellness Suite B130. Satellite spaces are in Suite 445 PAES for Wellness Coaching and PAL, 95 Baker Hall for Collegiate Recovery Community and Suite 150 Lincoln Tower for Buckeye Food Alliance.

- How do I access classes and coaches online?

BASICS/CASICS, Diversion, Financial Coaching, Nutrition Coaching, Student Civility and Wellness Coaching will be available virtually via Zoom. Register on their website by clicking the “I want to...” dropdown box. Feel free to check out their Upcoming Events section to view Workout Classes and Wellness presentations.

- Buckeye Peer Access Line

- The Buckeye Peer Access Line (PAL) is a non-emergency talk line that provides a space for students to engage in brief phone conversations in order to gain support and learn about campus resources. This program is a great opportunity if you need to talk to another student for support. Call 614-514-3333.

- Student Involvement

Whether you are a student, a faculty or staff member or a community member, there are ways for you to get involved with the Student Life Student Wellness Center and volunteer positions.

Contact Info:

Web: <https://swc.osu.edu/>

Twitter: [@OSUwellness](https://twitter.com/OSUwellness)

Instagram: [@osuwellness](https://www.instagram.com/osuwellness)

Email: wellness@osu.edu

WELLNESS: RECREATIONAL SPORTS

FAQs:

- What are the regulations in the recreation centers?

Fitness equipment will be distanced at least 6 feet apart, 6 - 10 ft of physical distance will be maintained in all activity spaces. Rec Sports facilities will have a limited capacity autumn semester which can be viewed live by clicking each facility at recsport.osu.edu. Regular cleaning will be managed by staff and cleaning supplies will be available to patrons. Day lockers will be limited and operated with physical distancing in place. You can view all of the current Rec Sports COVID-19 safety protocols [here](#)
- Are masks required in the recreation spaces?

Face masks for Recreational Sports users will be required in commons spaces. Users are encouraged to discuss whether face mask use is advisable during exercise with their physician. If a weight room user needs a spotter within six feet during a lift, both the user and spotter will be required to wear a face mask.
- Are large group activities still open?

Activities with limited or no physical contact, such as cardio, strength training, running, jogging, walking, swimming, table tennis, pickleball, bouldering, tennis and badminton are allowed. You must make a reservation for recreational swimming and bouldering. Please note that pick-up games and scrimmages are not permitted. Group fitness classes will be hosted via zoom and can be accessed at recsports.osu.edu.

Contact Info:

Web: <https://recsports.osu.edu/>

Twitter: [@OSURec](https://twitter.com/OSURec)

Instagram: [@osurec](https://www.instagram.com/osurec)

Email: recsports@osu.edu

WELLNESS: STUDENT HEALTH SERVICES, WEXNER MEDICAL CENTER & COVID-19

FAQs:

- What does Student Health Services offer?

The Wilce Student Health Center, Student Life Student Health Services (SLSHS), is a Joint Commission accredited outpatient facility providing a variety of health care services such as ADD/ADHD, allergy therapy, dental services, gynecologic services, men's health, nutrition therapy, optometry, pharmacy, physical therapy, primary care and vaccinations.
- What does Wexner offer students?

The Wexner Medical Center offers Emergency Care, Telehealth Immediate Care, Walk-In clinics and primary care.
- How can I stay safe in dorms and on campus?

Wear a face mask, practice hand hygiene, maintain proper physical distancing and reduce socializing and gathering in rooms. Student access to residence halls via BuckID will be limited to their own residence communities. For the health and safety of our university community, visitors (anyone living outside of a student's specific residential community) will not be permitted after student move-in. Overnight guests are also prohibited.
- When do I have to wear masks?

Face masks are required in all common areas, such as lobbies, study spaces, laundry facilities, etc. Face masks are also recommended if students are gathering or socializing in rooms.
- Masking kits

Face masks will be part of the return-to-campus kits provided to students, faculty and staff in August before classes resume. The kits will include one disposable mask, two reusable masks, a thermometer, disinfectant wipes and hand sanitizer.
- Coronavirus: Symptoms, Prevention and What you can do and Overall protocols

Also check out Ohio State Wellness' COVID-19 Resources, COVID-19 Health Reporting, COVID-19 Testing and COVID-19 Transition Task Force
- How are symptoms being monitored?

Students and staff who are on campus must conduct symptom monitoring daily before reporting to work and report via the Ohio State mobile app or compass.osu.edu

Contact Info:

Web: <https://shs.osu.edu/> | <https://wexnermedical.osu.edu/>

Twitter: [@SHSatOSU](https://twitter.com/SHSatOSU) | [@OSUWexMed](https://twitter.com/OSUWexMed)

Instagram: [@osuwexmed](https://www.instagram.com/osuwexmed)

Email: shs@osu.edu | OSUCareConnection@osumc.edu