

## Frequently Asked Questions

### Office of Student Affairs

July 27<sup>th</sup>, 2020

- 1. What if I need to visit the Office of Student Affairs?** The office will be open during regular college business hours, Monday through Friday, from 8:30 a.m. to 4: 30 p.m. Any student or visitor will need to arrange an appointment. Most appointments will take place by Zoom. To arrange an appointment in person or by Zoom with Dean McGonigle, please contact the office at 570-208-5875. When students or visitors come to the office, they must wear masks and maintain social distancing. Drop-in appointments are discouraged, except in the case of emergencies.
- 2. Will the process for reporting class absences change?** The process for reporting class absences will remain the same. A student who is absent due to a single day illness is to contact his or her instructors if the absence is not related to COVID-19. Students may also report single day absences to the Office of Student Affairs, and the absence will be logged. Instructors are not notified for single-day absences. Students who are absent multiple consecutive days due to illness or family emergency are to report the information to the Office of Student Affairs, which will then notify instructors. Students are to provide documentation for those absences with a doctor's note, obituary, or other documentation. The Office of Student Affairs notifies instructors of absences but cannot excuse the absences. How an absence is handled for a class meeting is determined by the course instructor. Students who miss class due to doctor appointments, vacations, interviews for employment or other similar reason, must make arrangements with their instructors.

Students are to notify the Office of Student Affairs for all class absences related to COVID-19 symptoms, testing, and test results. In such instances, students are to indicate that such absences are related to COVID-19.

- 3. How can a student provide documentation to the Office of Student Affairs?** Preferably, students should scan and email documentation to [michelemaczuga@kings.edu](mailto:michelemaczuga@kings.edu) or [robertmccgonigle@kings.edu](mailto:robertmccgonigle@kings.edu) . Documentation can also be faxed (570-208-6023) or, if necessary, dropped off at the Office.
- 4. Is there always a Student Affairs person on call?** There is a member of the Student Affairs staff on call to respond to emergencies during the semester. Issues regarding policies and normal office operations are to be addressed during regular business hours by the appropriate office.

For off-campus medical visits (hospital, urgent care, testing, etc.), a Student Affairs team member (staff member, professional on call, resident counselor) will provide the student with a contact number by which to provide updates. In such instances, the Student Affairs team member cannot stay with the student during the medical visit, due to COVID-19 visitor policies of most medical facilities and associated risk factors. The student will contact the staff member to provide updates (admission to hospital, outcome of treatment, etc.). For the student's benefit, exceptions will be made for critical health situations. Students evaluated at the Crisis Center will provide contact information to the College's on-call counselor, who will monitor the situation in collaboration with the Crisis Center, though the counselor will not be at the Crisis Center with the student.

5. **How does a student get signature for institutional forms (reference forms, study abroad forms, student teaching forms, etc.)?** Preferably, students should scan and email forms requiring signatures to the office ([michelemaczuga@kings.edu](mailto:michelemaczuga@kings.edu) or [robertmcgonigle@kings.edu](mailto:robertmcgonigle@kings.edu)). If a form must be dropped off at the office, expect that it will take two to three days for the form to be reviewed and signed before forwarding it to the student or the relevant office requesting the form. Forms will not be completed the same day. If the form requires a waiver for the Office of Student Affairs to review a student file (including the Student Conduct file), then the student must complete and sign the waiver before submitting it to the office. Additionally, forms cannot be signed and completed by the Office of Student Affairs if the student section on that form is not completed.
6. **If a student has a fine, does that fine need to be paid at the Office of Student Affairs?** Fines or restitution that are issued as part of a disciplinary action must be paid through the Office of Student Affairs. Students can pay by debit/credit card online at: <https://kings.egovpayments.com/egov/apps/payment/center.egov?view=form;page=1;id=967>. There is a service fee for online payments. Payments made in cash or check can be made at the office, but the student must bring the exact amount, as change cannot be provided. If paying by check, the check should be made payable to King's College. We do not accept King's Cash or Flex. Payments cannot be made at the Business Office.
7. **How can I contact the Office of Student Affairs?**

Office of Student Affairs  
Rev. John Lane CSC House  
166 North Franklin Street

Robert McGonigle, Associate Vice President for Student Affairs and Dean of Students, Title IX Coordinator

- Office telephone: 570 208 5875
- Email: [robertmcgonigle@kings.edu](mailto:robertmcgonigle@kings.edu)

Michele Maczuga, Administrative Assistant

- office telephone: 570 208 5875
- Email: [michelemaczuga@kings.edu](mailto:michelemaczuga@kings.edu)
- Office fax number: 570 208 6023