

Frequently Asked Questions

Campus Safety



- **What precautions university is taking to protect the students from COVID-19 on campus and in Hostel?**

All essential safety measures are mentioned in the Post Lockdown Protocols for students (both for hostellers and non-hostellers), the guidelines can be accessed on the MUJ official website.

- **If student need to self-quarantine-**

Looking to the symptoms, self -quarantine facility is available in the hostel area. Hostel having 11 rooms for especially abled students which are underutilized, these rooms will be used for isolation.

- **Will there be extra hand-sanitizing stations on campus?**

Yes! These have installed at various locations in the University campus and in hostel areas.

- **How will classrooms and instructional spaces be adequately disinfected and cleaned throughout the day?**

Yes! as per university's set sanitization protocols.

Hostel operations

➤ **Where student needs to report after arriving at Hostel?**

Report at Hostel Medical Help desk at Gate for Temperature screening, self- declaration, and fitness certificate.

➤ **Any suggested Hostel guidelines for Student first arrival Post lock down.**

- 1. A medical desk / tent will be installed for the students to visit before they enter the hostel*
- 2. Team of 3 doctors, 3 nurses, paramedics to be arranged who will assess the students*
- 3. Hostel staff will not analyze the students directly*
- 4. Student must submit in hard the parents undertaking in the prescribed format (format given on the university official website) after his/her arrival.*
- 5. A declaration from the students will also be taken by the staff mentioning generic questions like travel history, family history with respect to COVID symptoms etc.*
- 6. Wearing of Mask to be compulsory for every student*
- 7. Any student found with symptoms of COVID-19, for treatment government protocol to be followed*

➤ **Will student get any Intimation regarding protocols for students?**

Yes! The information would be uploaded on the website. Student can get further clarification from Chief warden office / Good Host manager (Mr Shahid Jamal) / Chef on Wheels (Mess) (Mr Manish)

- **What is the process of luggage and hand sanitization at entry point?**

Luggage and hand sanitization booth will be available at entry gate.

- **Are parents allowed with students?**

No!

- **Are students allowed to Go Jaipur city / Dehmi Market / Highway king / Thadi**

No!

- **Is there any availability of mask, Sanitizer & Generic medicine in campus?**

Yes! Mask, Sanitizers, Handwash and generic medicines are available in Hostel Pharmacy.

- **What checks are in place when students return from class daily as they will be in a common classroom with day scholars who will be coming from Jaipur City and nearby places?**

- 1. Updating of Aarogya Setu app regularly*
- 2. Students should report of any COVID 19 related symptom to doctor. The doctor in turn would inform Chief Warden.*
- 3. Students are suggested to take a hot water shower once they are back from classes*
- 4. Wear mask always*
- 5. Sanitize / wash hands regularly*
- 6. Temperature checked by thermal check machine*

➤ **What precautions to be taken for use elevators in hostels?**

1. *Users to stand as per the markings inside the lifts.*
2. *Do not overcrowd the elevator.*
3. *Use elbow or disposable tissue to press the desired floor button.*
4. *Wear mask always.*
5. *Stand only on the marked area.*
6. *Do not touch elevator doors.*
7. *Use your own sanitizer once you enter and leave the elevator.*
8. *Disembark elevator without touching the doors*

➤ **How frequently rooms will be cleaned?**

Thrice a week as per schedule shared in advance or as per the complaints logged in New Door App.

➤ **Will restaurant be allowed to open in campus?**

Yes! restaurant will be allowed to open. These will be sanitized on daily basis. All COVID 19 guidelines to be followed by students and staff.

➤ **Will Gym be allowed to open in the hostel campus?**

Yes! Gym will be allowed to open with limited number of people inside and sanitized on daily basis. Students will have to pre book slot. COVID 19 guidelines to be followed and precautions to be taken by students.

➤ **What process we can use for regular cleaning in rooms, corridors, food courts, toilets, and other area? What should be the frequency of cleaning?**

For high touch points like lifts and lift buttons 3 times a day with recommended solution.

➤ **Are there any changes in the laundry process?**

1. *Laundry vendor will collect and deliver the laundry from designated point at Hostel Block*
2. *Vendors Laundry app to be provided to the students for scheduling of laundry collection and delivery, wash cycle to be maintained by this app to minimize the touch points physically*
3. *A weekly plan will be created to collect the laundry block wise. Every block will be assigned a day in the week*

➤ **Can student go for walk/ run or cycle in the hostel campus?**

Yes/ But not in group & and use mask and maintain social distance of 6ft in all areas/places in the campus.

➤ **Can an AC mechanic/carpenter/Housekeeping person/plumber come to my room?**

1. *The employee must wear hand gloves (if required) and a face mask properly*
2. *Knock the door, request students to temporarily step out for cleaning the room. If they agree, ask students to keep their valuables inside and lock the same before stepping out. However, if the student denies then request them to maintain sufficient social distance.*
3. *Sanitize hands before and after entering student rooms in case not using gloves*
4. *Avoid direct contact with students and their belongings while working in the room or attending the complaints*
5. *Avoid calling more employees in the student room to attend multiple complaint at a time. Manage tasks one by one in coordination with caretakers*

➤ **Will salon be allowed to open in the hostel campus?**

1. *Yes! salon have been allowed to open in campus, but with social distancing and all COVID 19 guidelines to be followed and precautions to be taken by the shop owner.*
2. *Salon asked to operate through telephonic/online appointment.*

➤ **Essential medical facilities available**

Medical Centre ward to be used for Cold / Flu related treatment for Students with prescribed distance between adjacent beds.

➤ **Whether courier and parcel facilities are allowed to students?**

The desk available at the security gate, along with the sanitization facility, where student will sanitize his/her couriers/parcels before taking inside the hostel campus.

➤ **Is it safe for the students to touch dogs?**

Avoid any type of contact. Posters to be displayed not to touch any animal.

Academic Delivery

➤ **What are the plans for how academic classes will be offered?**

After considerable thought, careful evaluation of possible scenarios and broad consultation, University has decided that, University will resume on-campus instruction for the academic semester in a manner modified to address the ongoing pandemic concerns. This semester will consist of a blend of in-person and remote instruction. Detailed information is uploaded on university website under Protocols for Students post Lockdown.

➤ **If student cannot get the online course technology to work or is having a problem. Whom should he/she contact for assistance?**

IT infra team on it.support@jaipur.manipal.edu. The student to use outlook mail id provided by the university.

➤ **How do parents get the most up-to-date information?**

Parents and family members can get all major campus announcements, published as- Post Lockdown guidelines for students and the same can be accessed using university's website.

➤ **How University will run Library?**

- 1. All users should wear mask.*
- 2. The users are to sanitize hands at the entrance of the Library.*
- 3. Social distance should be maintained at the book issue counter.*
- 4. Reading chairs will be reduced according to social distance.*
- 5. The users are allowed Maximum of 10 minutes in the Library.*
- 6. No Discussion rooms will be opened.*
- 7. Digital Library will not be opened. The user should use their laptop only*

University Operations

- **Is entry to University Campus permitted via subway only for hosteller?**

Yes! all entry for hostel students will be via subway lest for students on wheelchair.

- **Can the Day Scholar students park their cars on the road?**

The road up to the boundary of the university has been declared as tow away zone. Police will tow away their vehicles and getting it released with penalty will solely be the responsibility of the students.

- **Can day scholars alight and enter via the student gate?**

Yes! all students should be in possession of smart ID Card with chip.

- **Can students enter via VIP gate?**

No! entry of students via VIP gate is strictly prohibited.

- **Where is the alternative parking facility for students created? Is it on payment basis?**

Students' cars /two-wheelers can be parked free of cost inside university via material gate.

➤ **Can the cars be left in the parking area overnight?**

Yes! in case of mechanical failure or emergency it can be left at own risk.

➤ **What are you doing to plan for the possibility that this outbreak will continue for several months?**

When we learned of the outbreak, our Campus Emergency Operations group gathered administrators from across the university to begin planning for immediate, as well as longer-term and possible impacts. Many unknowns exist at this point, and we understand that this kind of uncertainty can be stressful, but university is focused on the safety of our campus community and continuity of academics. As we learn more and as the semester progresses, we will address any additional challenges that arise.

➤ **Is University cancelling all student events?**

All events to be conducted ONLY in online/live streaming mode.

➤ **Will sports facilities be open?**

No sports activity will be held in University campus, all sports activities are limited to MUJ hostels area and only accessible as per set COVID 19 norms.