



The Advisor Advocate

The one-stop shop: Hawks Q&A Center

Who should a student contact about meal swipes or volunteering opportunities? Getting through university or helping your students find the right resources to be successful has never been easy. To address these types of questions and more, check out the [Hawks Q&A Center](#)!

From August 15th-31st, the center had received 237 questions, over half from first-year students!

The center helps provide answers and avoid sending students all over campus on a wild goose chase. The Hawks Q&A provides students with resources and information during evening and weekend hours, and serves as a point of contact for those who take courses on campus, online, and at off-site locations.

There are two ways to contact the center:

Zoom Call Option

- ★ A staff member will answer your questions, or
- ★ Bring in the appropriate departments to the meetings to help, or
- ★ Connect your with the right person(s) to answer your questions

Use IHelp

- ★ Send them your contact information and question(s), and they will do their best to get back to you within 24 hours

Amber Racchini, director of the center, states “Essentially the Hawks Q&A Center is a place where students can go to ask any question! Our staff will either answer the question or direct them to a specific person who can. Through this service, we hope to relieve some of the stress that our students face from simply being unaware of where to turn for help.”

Contact Tracing: A COVID Update

Members of the [IUP community](#) have tested positive for COVID-19. As the health department tries to locate everyone who has had contact with the virus, we can take a moment to learn more about contact tracing. When an individual has tested positive for the virus, contact tracers will interview them to determine who they have come into contact with two-day prior to the onset on symptoms.

When a person has come into contact with a carrier, they are at a higher risk of infection (it does not mean they will get sick), and thus can spread the virus further. See more at the [DOH's website](#).

For more CTE Information

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