Good afternoon, Chapman residents –

First, thanks to all of you who had to move rooms recently. I know the last month and a half has been quite disruptive to our lives. I hope that the move has largely been positive for you as you settle into private apartment housing for the remainder of the semester.

Second, all of our efforts over the last month point to a single, larger common effort across Orange County, California, and the United States right now – to minimize the possible spread of COVID-19 so that health providers are not overwhelmed by an onslaught of severe cases. To support this common effort, we are focusing on two critical goals right now as a Chapman housing community. The first goal is to encourage you to stay in your apartment. The second goal is to keep you socially distanced from one another and the local community.

As I have experienced as the sole shopper for three different households that have at least one high-risk member, it has been difficult over the last six weeks to find certain foods and toiletries. To aid your success as a student while simultaneously supporting the larger public health goal of minimizing the possible spread of COVID-19, the University worked closely with Restaurant Services to reimagine the ways that we provide access to food and other basic supplies.

Effective Wednesday, both residential and commuter meal plans are no longer active.

- All residential meal plans will be refunded from your last date of use via an adjustment on your student account. Please give us 1-2 weeks to process these refunds. If you have other questions about your residential meal plan refund, contact reslife@chapman.edu.

- If you have a commuter meal plan, please e-mail your student account advisor in Student Business Services or ocbusn@chapman.edu.

Instead of standard meal plans, we are testing the following services. All these new services start on Wednesday, April 22, 2020.

- Daily hot meal service will continue in the Randall Dining Commons at the times listed on our website. For students residing in Chapman housing, each meal will cost $7.00 per meal.

- Three times weekly, grocery, snack, and other sundry packages will be available for purchase at The K, Chapman Grand, and Randall Dining Commons
  - Monday, Wednesday, Friday from 10 am to noon at The K and Chapman Grand.
  - Monday through Friday 11:30 am to 1:30 pm at the Randall Dining Commons
  - Five package options are available with a range of prices from $3.00 to $15.00 each (details on the attached flyer)

- You have two options for payment:
  - You can order and pay for packages at the Restaurant Services website (details on the attached flyer)
  - Bring your Chapman ID card to each pick-up, and Chapman University will bill accumulated charges to your student account

If there is low usage for any of these services, they may be discontinued.
As a reminder, the following protocols will be in place to ensure appropriate social distancing:

- At each location, there will be tape indicators spaced 6’ apart just as you have likely experienced at local grocery stores. Please respect these guidelines.
- Gatherings of any size are not permitted in residential common areas. After picking up food items, you are expected to return to your apartment.

What if I am showing signs of illness or believe I have been recently exposed to a case of COVID-19?

- Call the Student Health Center at 714-997-6851 to get a remote health consultation.
- If you have questions, you can also contact the Dean of Students Office by e-mailing dos@chapman.edu.
- Once your situation is confirmed, we will provide further instructions to receive support.

What about Panther Housing Selection for 2020-2021?

- As indicated in our e-mail last Friday, you will continue to receive updates to your Chapman e-mail address.
- For any apartment renewals, you are only eligible to select the apartment where you were living on March 10. Unless your current unit is the same as it was on this date, you will NOT be eligible to renew your current housing assignment for next year.

Finally, thanks again for your cooperation and support throughout this process. Staff in Residence Life and First Year Experience continue to be committed to your success this semester.

Be well and stay healthy.

Sincerely,

Dave

Dave Sundby (he, him, his)
Director
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714-997-6603
714-997-6668 direct
www.chapman.edu/RLFYE
--- END Original Memo Sent 4/20/20---
Hi everyone,

I have a few short clarifications on my original message below.

First, to pay for the new meal service options (both hot meals and Panther Packs), you will need to use your declining balance through your student account or a separate credit or debit card. There is not a way to charge these costs directly to your student account. Please bring a method of payment to meals or pre-pay for Panther Packs online.

Second, all commuter plan credits are already in process. You do not need to contact Student Business Services to receive this account adjustment.

Third, if you are experiencing food insecurity, and this change adversely affects, please contact DeAnn Yocum-Gaffney, the Senior Associate Dean of Students at gaffney@chapman.edu to talk through other support options.

Sincerely,

Dave

--- END clarification memo sent out 4/21/20---