



RLFYE Coronavirus (COVID-19) Resources and FAQ

Please read through the document (including any links, as relevant) to help clarify information regarding housing at Chapman right now and moving forward this semester. For the most up-to-date information about coronavirus from the University, visit the [Coronavirus: Updates and Resources webpage](#). For frequently asked questions about Coronavirus and the University response to it, visit the [Coronavirus: Frequently Asked Questions](#) webpage.

What extenuating circumstances would we allow me to stay in the dorms?

Currently, Chapman housing remains open only for those who **cannot** leave. Our staff will be contacting any student who indicates the need to remain to determine *if they are allowed to stay*. The following conditions would permit a resident to remain on campus: **unable to travel, do not have a home to return to, or are currently sick**. We will consider other situations but there is a high threshold that they must exceed in order to remain on campus.

When can I pick up my packaged food from Randall Dining Commons?

For food service, the Randall Dining Commons will be open for food pick up during the following hours:
Breakfast from 7:30 a.m. to 9:30 a.m.
Lunch from 11:30 a.m. to 1:30 p.m.
Dinner from 5:00 p.m. to 7:00 p.m.

Can I pick up packaged food if I do not have a meal plan?

All students are able to pick up food during the designated times. The following payment methods will be accepted:

- Commuter Meal Plans
- Panther Bucks
- Cash/Card
- If you do not have a meal plan but need assistance with food, please email: reslife@chapman.edu

What do I need to do right now?

Identify when you can move out of your space. Fill out the [Resident Status Form](#) to help us plan for operations. If you have already submitted this form and your situation has changed, please resubmit the form. Part of filling out this form is identifying if you have an extenuating situation that might permit you to stay in your current residential assignment.

What should I do if I want to remove my items out of my room but I cannot because I am at home / not in the area / not able to?

You can allow a proxy to pack up your room for you by filling out the [RLFYE Items-in-Room Retrieval Form](#). This form grants a proxy (friends, family members, contractors, etc.) room access to assist you if you are physically unable to make it back to campus to move out of your assignment and/or come pack up belongings, please submit this [form](#).

Beginning Thursday, March 19th - Thursday, March 26th, 2020 anytime between 8:00am – 5:00pm, a proxy can go to the Residence Life Office, on the 2nd floor of the Davis Community Center to retrieve a temporary access keycard. We will verify their information with our Google Form so the proxy will need to show Photo ID (if student/family/friend volunteer) or Company/Vendor badge or ID.



If after business hours (8:00pm – 10:00pm) and/or during the weekend (Saturday and Sunday), please have your proxy contact Public Safety at 714-997-6763 and ask to connect with the Resident Advisor on Duty for a Proxy Items-in-Room Retrieval.

Am I required to move out of Chapman housing right now?

All students who can go home, **needs** to. After this weekend, we will be removing all residential building access for any resident not approved to stay in housing. To access the building, you will need explicit permission from our staff. If you are now unable or choose not to retrieve your items at this time, we will have clearer guidance and a plan soon. Please understand that we must focus our resources on students who remain or are trying to move out.

How do I officially check out?

To fully check out, you will need to move all of your items out of your room and leave your space clean. We have equipped our staff to conduct checkouts. Please [sign up for a checkout appointment in your building](#) so we can ensure we have staff available. We have an express checkout option available by each hall office in the building lobby in case staff are not available when you need to check out.

Upon checkout, you will lose access to your room, exterior building doors, and your resident meal plan (as applicable). If you officially check out, you will be refunded the prorated costs for both room and board (i.e. resident meal plans). The actual refund amount depends on your check-out date, but the estimated refund is about half your costs for the semester.

What resources are available for me to move out?

Our official storage partners, [Dorm Room Movers](#), has offered to help with your move-out during the recent changes in the academic schedule. We are confirming upcoming **FREE** pickup dates for anyone who needs to store items immediately. We are working on additional pickup dates as needed. Storage pricing is per box or non-boxed item per semester. *Dorm Room Movers has availability and will be on campus Friday 3/20 to assist with pickups for those who need it.*

What's included:

- 20% off both semesters of storage with coupon code: **ChapmanCV20**
- Picked-up and delivered by professional movers.
- \$100 coverage per box or unboxed item.
- Climate-protected storage and 24/7 security.

[Learn more and register](#) on the Door Room Movers website to get moving. Please note that Dorm Room Movers is an official campus partner, but any agreement with them is made solely between you and the company. We do not have control over their business policies or service availability.

We have also heard from students that U-Haul is also supporting college students moving out.

What happens if I leave campus, but choose to leave some or most of my things in my room?

You will continue to have access to your building and to your room or apartment if you choose to return to campus to officially check out. We will likely remove access in the coming week for any student who has not indicated they are returning to officially check out. Room costs will remain on your student account.

Please understand that any items left in your room or apartment are at your own risk. We encourage you to have an insurance policy that covers your items while you reside in Chapman housing. If you are not able to remove your items yourself, you can ask for help from local family or friends, connect with Chapman parents and families, or work with Dorm Room Movers. We are working on other possible options to help students and families who are unable to return to formally check out.



What happens if I choose to continue to live in Chapman housing?

All students who can go home, need to. Chapman housing will only be available for residents who cannot leave and have been approved to stay. Please remember that one of the primary goals of transitioning to remote instruction is to minimize social gatherings or the possible spread of COVID-19. Be thoughtful about how you interact around your community and continue to follow public health guidelines for hygiene, illness, and self-care. Residents are strongly encouraged to fully self-isolate except for necessary trips to the grocery store, urgent medical care, or other required community activity.

Remember that all student conduct policies and expectations still apply to your community living experience. If you choose to engage in disruptive, harmful, or destructive behavior, campus policies will still be enforced. Especially egregious behavior may result in the immediate loss of housing privileges.

Starting Thursday 3/19, the campus will be closed to only essential services. Many walk-in services will no longer be available. Individual offices will have information about how to access their staff while most employees work remotely. There may be other limitations on your access to services at Chapman during this campus shutdown.

Based on recent comments by state and federal officials, domestic travel restrictions may be put in place soon. Similarly, if the situation in Orange County changes, local officials may take action like Bay Area counties which require sheltering in place. Either of these policies may prevent you from traveling home or to another more comfortable environment in the coming weeks.

In conjunction with Chapman's consulting epidemiologist and the Orange County Health Authority (OCHA), we have determined that it is highly likely that students who remain in housing will need to move to consolidate our resources and to support proper social distancing. **These moves will not be optional, nor will you have any significant input in where you are reassigned.**

What about Panther Housing Selection for 2020-2021?

For students who applied for Panther Housing Selection 2020-2021, modifications to the process are underway. Changes and updates will be communicated as they develop. Please continue to keep a close eye on your Chapman email.

What do I do with my Microfridge unit?

If you purchased the unit through our vendor, Affordable Installations, then you can empty the unit, unplug it and leave it in the room. We will coordinate with the company for pick up.

Does when I move out impact my prorated housing refund?

We are still working out the details for prorating housing charges. It should not significantly affect the refund drastically. Once we have more information about this, we will send it out to students.

When will I receive my prorated refund?

We have started to process refunds for the earliest initial checkouts. We anticipate having most of these initial refunds processed within the next week. Refunds for all others will be processed on a rolling basis. Please note, refunds for room charge and board (meal) plan charge are posted separately and may be posted at separate times. Please work with your student account advisor in [Student Business Services](#) if you have questions about how the refund will be applied or sent to you.

If I move out and then classes resume in May, can I move back in?

Classes will not resume in-person for the spring semester as announced via all-campus e-mail on March 17, 2020.

If I leave and my roommate stays, will their rate change?

Your decision to leave will not affect your roommate.

What are the hours of the mailroom?

Since student employees are not working their jobs right now, the package rooms are closed, but you should be able to pick up any packages from the sorting facilities on 625 West Palm.

Can RLFYE move out my belongings for me?

We do not have the capacity to move out belongings.

Are there staff present in the dorms? RAs present?

We have staff in all residence buildings. We are constantly assessing our staffing needs to ensure the safety of residents.

What happens if a roommate gets sick?

We will work closely with Orange County Health Care Agency (OCHCA), which will place the patient under isolation and monitor them for the duration of their isolation period. OCHCA conducts robust contact investigations – if there is a chance that someone was exposed to a case while infectious and they are at risk for contracting illness as a result, they will hear from health officials. We will provide the public as much information as possible.

What should I do if I went home and left my car on campus?

To receive authorization for a temporary accommodation for extenuating circumstances please contact Parking & Transportation Services at: parking@chapman.edu.

What should I do with my bike if I'm leaving but not checking out?

You can leave your bike in your room. If you check out, take your bike with you.

Will the shuttle service still run?

With the Governor's Shelter in Place Order for all of California, the normal shuttle service has been suspended until further notice. Students are able to contact Public Safety: 714-997-6763 and they will be able to dispatch a vehicle to transport students to or from main campus.

Are guests allowed?

RLFYE residents can no longer bring outside guests into their rooms/suites/apartments/common spaces. Only visitors assisting residents with moving their belongings out will be allowed.

How do I cancel my commuter meal plan?

To cancel the rest of your commuter meal plan (making it inactive) and receive a prorated refund, please e-mail your student account advisor in Student Business Services or e-mail ocbusn@chapman.edu. Please make sure you've set up eRefund on your student account before requesting a refund.

What if I still have other questions?

Please continue to check the [Coronavirus: Updates and Resources webpage](#). For frequently asked questions about Coronavirus and the University response to it, visit the [Coronavirus: Frequently Asked Questions](#) webpage. We are also posting housing-specific information to the [Residence Life and First Year Experience website](#).

In addition to these online resources, we are extending our main office coverage from 8:00 am to 8:00 pm Monday through Friday. We can be reached at 714-997-6603 or reslife@chapman.edu. Your live-in professional staff members (Area Coordinator, Resident Director, or Residential Graduate Assistant) are also available to answer questions. For any emergency situations or questions after regular business hours, please contact Public Safety at 714-997-6763 to be transferred to one of our on-call staff.