



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 do I need to do right now?

Fill out the [Resident Status Form](#) to help us plan for operations over the next eight or more weeks. Part of filling out this form is deciding if you are going to follow the campus recommendation to go home or to stay in your current residential assignment.

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

While you are not required to move out of Chapman housing, the University is strongly encouraging students to return home immediately for the duration of remote instruction. If you choose to leave the area, you can either remove all of your belongings and officially check out, or you can leave your belongings in your room.

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, starting tonight at 8 p.m. 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.

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 (tentatively Sat 3/14, Sun 3/15, and Mon 3/16) 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.

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.

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?

Our staff is working diligently with campus partners to finalize all aspects relating to the prorated refund. Information will be communicated to residents as soon as possible.

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

If classes resume in person, we will allow students to move back into on-campus housing; we just cannot guarantee it will be the same room they lived in initially. Depending on when that happens in the semester, a full move-in may not be necessary. Only essentials and clothes may need to be brought back to campus.

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 with my car if I'm leaving but not checking out?

You can leave your vehicle in the Jim Miller parking structure. If you check out, take your vehicle with you.

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?

Yes. However, beginning Monday 3/16, the shuttle service will be scaled back because of fewer riders. We will continue to provide shuttle service 7 days a week running the same schedule every day.

When will the shuttle run?

The service for Chapman Grand/Panther Village will be combined, like what currently runs on the weekends. There will be two shuttles in operation daily from 9:00 a.m. – 9:00 p.m. same as the normal weekend hours of operation. The first departure from Chapman Grand will be 9:00 a.m. The last departure from Schmid Gate will be 9:00 p.m. There will be a shuttle servicing each stop (Chapman Grand, Panther Village, and Schmid Gate) approximately every 25 minutes.

How can I receive updates about the shuttle?

Please refer to the Passio Go! App for shuttle locations and updates. The shuttles are going to run on a continuous basis versus a fixed schedule so that we can maximize the number of stops at each location. If there are no passengers at a stop, the driver will continue on to the next one. Students can ride any shuttle and just need to let the driver know which stop to drop them at: CG, PV or Schmid. On the weekends, we will still provide service to the shopping center at Main/Chapman on request.

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 updates 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.