FAQ

As part of our ongoing response to COVID-19, university operations, including housing and dining, will follow public health guidance from Colorado and Larimer County and evolve as those recommendations change. We recognize that this fall will be different than previous years and will continue to update our website, housing.colostate.edu, as these important details are finalized.

**MOVE-IN DAY/WEEK**

**When can I move into the residence halls?**
To support public health guidelines, including physical distancing, Move-In will take place over a 5-day period between Monday, Aug. 17-Friday, Aug. 21.

**Can I show up anytime during those days to move in?**
Arrivals will be limited to 15 residents per building, per hour between 8 a.m. and 9 p.m. (with breaks from noon-1 p.m. and 5-6 p.m.). Incoming hall residents will receive an email in the coming weeks with directions for how to schedule their specific Move-In date and hour of arrival at MyHousing.colostate.edu.

**What should we do if our travel plans do not coincide with our Move-In reservation time?**
Residents should adhere to their scheduled arrival time as much as possible. If circumstances arise that prevent this, please contact housing@colostate.edu for assistance.

**What if it takes me longer than one hour to move into my room?**
The move-in process does not have to be completed within one hour, rather we are asking residents to schedule the starting hour in which they plan to arrive. We ask all residents to limit what they bring to campus to make the move-in process as streamlined as possible (no large furniture or futons, we encourage students to rent a microfridge so it is in the room when they arrive, etc.).

**Are family members or helpers allowed to assist with move-in?**
Guests/Move-In helpers are limited to 2 per resident and are asked to leave campus by the end of Move-In day. Overnight guests are not permitted in the residence halls.

**Will there be helpers/volunteers available at the residence hall when I arrive?**
Move-In volunteers will not be available this year to provide move-in assistance as in past years. This prevents crowding and adheres to physical distancing guidelines. Residents may choose to bring a personal cart/dolly to help move in their belongings. Housing & Dining Services also has a limited number of carts available for check-out in the lobby and will provide disinfectant wipes to clean before and after use.

**Are masks required during Move-In?**
All students, guests, and staff are required to wear masks in public spaces on university grounds, including outdoors, at all times.

**Are there quarantine/isolation requirements for incoming students prior to arrival?**
Per University guidance, all incoming students and their guests are asked to self-isolate at home for two weeks prior to arriving on campus.

**Are there any items that are not advisable to bring?**
This year, large items and furniture such as couches, futons, entertainment systems, large chairs, etc., are prohibited in order to ensure an efficient move-in process and mitigate long lines and crowding. Please also see below that bed lofting is not possible this year, which will limit space for extra furniture items. Smaller furniture such as folding chairs (that are easy to move in/out) are permitted.

**Can I have my bed lofted in advance of arrival?**
To limit staff entry into rooms this year and support physical distancing, we are eliminating the option of having lofted beds in rooms. All beds will be set to the medium height (which allows for 30” of storage underneath the bed). We also cannot permit students and families to loft beds on their own because it risks damage to the room and/or injury to students if not properly set up.

**My roommate and I have decided to purchase a minifridge and microwave. Are those still allowed?**
Minifridges and microwaves are allowed; however, we encourage you to rent instead of purchasing. They will be delivered right to your room prior to Move-In and will help expedite the move-in process. More info about how to rent is on our website.

https://housing.colostate.edu/halls/move-in/

**Is it okay to have items shipped ahead to my residence hall?**
Yes! Residents are encouraged to ship as many items as possible to campus beginning August 1. Check out our move in website for details in the coming weeks.

https://housing.colostate.edu/halls/move-in/
PHYSICAL/SOCIAL DISTANCING

Will Move-In be in-person or virtual? If in person, what will you do to help reduce contact with others?
• All aspects of the move-in process that can be done online are being moved to our website to reduce person-to-person contact.
• We are establishing one-way hallways and stairwells during move-in to assist with traffic flow.
• We are working on finding ways to make the entire move-in process as "touchless" as possible.
• At customer service points, plexiglass shields are being installed at various desks/front offices/etc.
• Residents, staff, and guests must wear masks in public areas and while interacting with one another at the front desk, dining center, etc.
• In lieu of reusable water bottles, residents will receive a CSU-branded face mask this year.

Are there any new policies related to friends visiting, or for overnight guests?
Yes, non-resident guests are prohibited until the pandemic is over, including residents of other buildings and family members, except in the lobby areas. All lobby guests are required to wear masks and physically distance (6 feet apart). Only guests from within the floor/wing/building/complex are permitted on resident floors and in rooms.

What if a staff member needs to enter my room to repair something?
To better protect both staff and students, it is advised that students leave the room while work is completed. All staff members will wear masks and are required to maintain a physical distance of 6 feet from students if they cannot leave the room. Residents are also required to wear masks when staff are present in their room.

What will happen if I am required to quarantine or self-isolate?
We have a detailed plan to house and support students who are required to quarantine or self-isolate. Students who need this service will be temporarily moved to a private room/apartment for the duration of the quarantine or self-isolation period, and services such as meal delivery will be provided. There are no additional charges associated with quarantine or self-isolation services.

CLEANING/SANITIZING

Is hand sanitizer available at the residence halls?
Yes, in addition to the front desk areas, hand sanitizer stations are being added to the resident floors. Handwashing is best and we encourage all students to regularly wash hands (i.e. after passing through public spaces, before and after eating, after using the restroom, etc.).

How often will community bathrooms be cleaned?
Community bathrooms will be cleaned twice per day and Housing & Dining Facilities will also provide cleaning supplies if students would like to additionally clean surfaces before and after use.

How often will suite bathrooms be cleaned?
Suite bathrooms will be cleaned once per month to reduce staff entry into student rooms. Cleaning kits will be provided for each suite room for self-cleaning of sinks/vanities and bathrooms between staff cleanings.

What additional measures are being taken to sanitize the surfaces in common areas like lobbies?
In addition to frequent cleaning, we are purchasing electrostatic disinfectant sprayers for staff use, which contain positively charged particles that are able to aggressively adhere to surfaces and objects.

COMMUNITY BUILDING

With limited person-to-person contact, what are some things that we can look forward to, helping to develop a sense of community in the residence halls?
• Resident Assistants, Inclusive Community Assistants, and Eco Leaders will be engaging students in each community. Engagement will look a little different this year, but community-building is still the focus.
• Each hall community will receive a customized "Zoom" background that will allow for students to identify who may be in their halls and will help create community for academic support.
• Halls will have floor meetings and community meetings; however, they will be held virtually.
• Community staff will also promote and connect students with opportunities to engage in virtual campus activities.
FAQ

DINING

Will we be able to dine-in, or will food be available only for take-out?
- We are moving to a new physical distancing-style in dining centers, and while we will have very limited spaces available for dining in Allison, Braiden, Durrell, The Foundry, and Ram’s Horn, food will be mainly be available for take-out.
- We are adding mobile ordering technology to have orders prepped for quick pick-up in dining centers.
- Dinner service will be added to Allison to help meet demand.
- A temporary grab and go facility will be open at Newsom.
- Each resident will receive a reusable cutlery set (fork, knife, and spoon) to reduce the number of disposable items taken away from the dining centers. Takeout containers will be compostable wherever possible to help reduce waste.

I have specific dietary needs – will someone be available to help guide me with food options?
Yes, our dietitian is available to help guide you and we take your needs seriously. Students with dietary needs will receive a welcome packet to highlight options.
- Contact Brittney Sly, Registered Dietitian Nutritionist, at (970) 491-4714 or Brittney.Sly@colostate.edu.

Are my parents and family members still able to join me in the dining centers on campus?
Parents/guardians may get a meal from the dining centers with their student during Move-In; however, complimentary parent/guardian/guest meals are suspended thereafter to limit the number of people in the dining centers.

RESIDENCE HALL ASSIGNMENTS

Will roommates be assigned and at what capacity will the residence halls be filled?
Other than students living in designed singles, residents can expect to be placed with a roommate. Public health experts have provided guidance that living with roommates is acceptable and we are asking residents to wear masks in public spaces, sanitize/clean high-touch surfaces regularly, and practice proper handwashing. Some spaces will be left vacant to help reduce overall occupancy, particularly in community-style halls with shared restrooms. Space is also set aside in the event that quarantine rooms are needed.

Can I change roommates, rooms or halls during the semester? What are my options if am I asked to move?
- Assignment changes will be limited only to those deemed critical by Housing & Dining Services staff including but not limited to conduct/discipline, maintenance, and/or irreconcilable roommate differences after conflict resolution efforts have been attempted.
- Residents must comply with temporary or permanent reassignment at the direction of Housing & Dining Services, including compliance with any directions for isolation or quarantine.

Will the residence halls remain open after Fall Break when courses all shift to an online format?
Yes, we are committed to maintaining housing and meal options for all students who need to remain on campus following Fall Break, Nov. 21-Dec. 18. We predict many residents will choose to complete the last three weeks of the semester elsewhere, and therefore plan on housing remaining students in a smaller subset of residential buildings. All incoming residents will be given the opportunity to share their post-Fall Break plans with us, and as many residents as possible who plan to remain on campus will be assigned upfront to buildings that we plan to keep open to meet this need.

Will my room be held if I choose not to live on campus the last three weeks of the semester?
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ADDITIONAL RESOURCES:

Learn more: housing.colostate.edu/covid-19