

Fall Move-In 2020 Webinar Transcript

Katharine Pei: Hello, hello, hello. I was trying to say hello and hello all at the same time. Hello, everyone. My name is Katharine Pei, and I want to welcome you to our discussion about the move-in plan for just a few days from now. So I'm the director of the First Year Center. And tonight I'm joined by my colleague Raven Robinson, Assistant Director of Residential Operations for the Office of Residential Life. We're excited to have you here with us tonight. And hopefully, we can provide some more details about move in, so that process will go smoothly for you all.

First, I want to make sure that you know how to submit questions during our webinar. So you'll notice we've given you the ability to ask questions via the Q&A feature. Some of our professional staff within the First Year Center are helping to field those questions so you'll see many people perhaps on the screen that say First Year Center or Student Affairs. Those are all folks who work in my office to help us manage the back end of this webinar.

So in addition, we also have all of the pre submitted questions you've submitted. We're going to do our best to answer as many questions as we can over the next hour. And you will also find the answers to many of these questions on the reslife.wustl.edu website. If you are using the Q&A feature, you may see us dismiss some of the questions. And please know we are still putting that in our queue to ask. We just use the dismiss function in order to keep that Q&A panel organized for us, because a lot of the times we'll get the same question over and over again in the Q&A.

And so let's go ahead and make sure you know how to use the Q&A feature. If you could just write into the Q&A where you're watching from, we're going to name a few of those places on air. And then lastly, this webinar is being recorded. So we will upload this webinar to families.wustl.edu tomorrow. And so before I pass things along to Raven, who will give you all the information I know you really want, I want to name some of the places that you all are joining us from. So we have families tuning in from California, Iowa, and Michigan and many, many other places. So we're excited to have you here. And I'm now going to turn it over to Raven, who's going to provide an overview on what we can expect during our new and returning student move in days. So I'll turn it over to you now, Raven.

Raven Robinson: Hello, everyone. My name is Raven Robinson. As Katharine said, I'm the Assistant Director for Residential Operations in Residential Life. And I'm going to be giving a solid presentation on all the information you have all been waiting for. Hopefully, your students have communicated with you all but I did send out a major communication with updates, but we're going to go over it again and also answer some more of your questions.

First things first are important dates. Today is the deadline to cancel your contract should you choose to do so by 11:59 Central Time. So if you're still considering, you still have until this evening, but know that the cancellation deadline is today. This Friday, we'll be starting our first year move-in from September 4 through September 6. Our returners will come back September 9th through the 12th. And then we will have the first day of class on the 14th.

Preparing to travel to campus. Here we go. So as you're getting ready to come to campus, many of you are traveling by plane, traveling by car, train. However, continue to limit your interactions. Do not travel if you're sick. Always wear your mask. I have mine, WashU brand there. Always wear your mask and have hand sanitizer, wear it at all times. Maintain six feet distance. So even if you have to politely tell the person in front of you or behind you to just three extra feet, make sure you're maintaining that distance. And then also avoid gathering with groups of people if you're able, just stay out of large crowds.

Before you check in, few more important things. If you're under the age of 18, we'll need you to sign a HIPAA release and consent form. All of these documents should have been sent to you by our office. If you don't have these items, please let us know. If you're going to turn 18 before you get to the check in, you are perfectly fine. Our records currently have you as 17, which is fine as well. But make sure if you're under the 18 at the time of check in, you must have signed by your parent or guardian the HIPAA release and consent form. And this is the most important thing, and this has been repeated throughout the document. I don't know how many times I can say this, do not eat or drink anything for 30 minutes prior to your test time. I will say it one more time. Do not eat or drink anything for 30 minutes prior to your test time. This includes tooth brushing, mouth washing, gum chewing, drinking water and tobacco use. So don't mindlessly drink some water right before you walk in because you will have to wait another 30 minutes so do not eat or drink anything for 30 minutes. The next thing is if you don't follow these preparation guidelines, you will delay your testing and then you will also delay your move in. So follow those guidelines please.

The next step is arriving to your check in. So all students will check in at West Campus Conference Center, and the address is in the communication we sent this afternoon but it is also easily found by a Google search. You will start here at West Campus. This is your first stop. So I want to make sure I make that clear. Your first stop is West Campus. For our returners, do not go to a Residential Life Center office or anything. Everyone's first stop is West Campus Conference Center. Again, do not eat or drink anything for the 30 minutes prior to your test time. Make sure you bring a smartphone, a tablet or a laptop into your registration. And then students will proceed alone into the West Campus Conference Center. So parents, you will remain in your car while your students are checking in. Students will proceed into the check in site alone and then receive their testing. Masks are required at all times.

This is important. So we're getting a lot of questions or emails to adjust your check in time. Sorry, if you hear some trash going on in the background, I apologize. I'm in an enclosed space but also still things are happening on campus. So testing will close promptly at 5 p.m., so that means the doors will shut so if you arrive at 4:59, we'll still let you into the door. But at 5 p.m., the doors will shut. We will be shutting down shop here at the check in site. So if you have any issues with your time, need it adjusted, need your date adjusted, now is the time in the next few days to be emailing our office to adjust your dates, but we will close the doors at 5 p.m. At that time, you will be responsible for finding your own accommodations for the night should you miss the 5 p.m. cutoff.

Completing your check in. This is the great part. So as you exit the site, you will receive a complimentary COVID kit. I showed you a little piece of mine. So again, make sure you're wearing a mask at all times. And then you will receive Residential Life materials. So that is your key and any additional materials we need to give you but the most important part is receiving your key and some more information. You will go back to your vehicle, and then you will proceed to unload. I'll cover some information about folks who are arriving by ride share and taxis in.

Important, you'll be getting a wristband at your check-in, and it will be a yellow wristband with your check in date on it as well. We're asking that you please wear those through September 14th. It is purely so we know that you have received your test and have proceeded and have done all the check in procedures that we needed you to do. And so should you lose one or need another one, you can come back to our office but at check in, you'll receive a wristband to be worn through September 14th.

So more information, students traveling by ride share or taxi, shuttle service will be available from West Campus Conference Center. We'll also have a luggage check for folks who are arriving by plane, taxi, however other transportation that you're getting to campus, but folks who are coming by their own vehicle transportation should just keep their belongings in their car. And then students are expected to arrive at their assigned check in time to decrease wait time. So don't come 30 minutes early and ask us if you can get

in now. If you could just help us by coming at your exact time, that will help us out a lot in order to keep the flow moving and to decrease the wait times at the check in site.

Preparing to get here, move in. Let's go, I'm excited. So as you prepare to move in, the first thing you need to remember is to complete the COVID-19 Module Community Pledge and Policy Acknowledgement that is required upon returning to campus. So make sure you're getting that done. Bring belongings that could easily be taken with you in the event that the university should have to close suddenly. We don't want that to happen by any means but we also want to prepare you that should we have to close, it will be a lot easier for you to bring things that can be easily taken with you. Pack items in bins or boxes and label each with your full name, building, room number and phone number. This is important because as we're moving a lot of people in, we want to make sure we keep track of everything. And also just to make sure that you're also keeping track of your things. It's easier to move things in in boxes or bins as opposed to loose items.

Up to two additional persons will be allowed in the residence hall and room during move in. What this means is any additional person should remain in the vehicle. We know many of you may want to say bye outside or have siblings that want to say bye to you. We ask that you do this outside, but also always, only three people should be in the room at a time is what we're requesting. Limit your trips to the store by not venturing off campus. Many of you are picking up items when you get here. You can send parents to go pick up those things. You can order those things for later. But we are encouraging you and asking you not to venture off campus until your test results are back in. And that includes the trips to the store, dinners with family, saying hello to friends, all of that jazz. Please just stay in your room until your test results are back in.

The fun part is moving in. First year students, once you're done checking in, you'll proceed to Shepley Drive. You'll go to your specific building, so we'll have some waving flags running around. We'll have people in shirts. We'll be ready for you when you get here. You'll see some folks in a moving crew shirt. Those are our professional assistants to help you move your items into your room. And then you will be responsible for unpacking your things. Once you're all done, moved into your room and unpacked, you will say bye to your family, your guests, your helpers, whoever was able to get you here to campus, and they're asked to leave no later than 7 p.m.

For our returning students, you will be arriving to your designated unloading zone. It's very much outlined in the communication we sent this afternoon. Once you're unloaded, you'll unpack and again, you'll also say bye to your family, guests, helpers, whoever was able to assist you no later than 7 p.m. So that means all of you have, from the time that you are given to check in until 7 p.m. to get situated and say bye to your guests or helpers.

Waiting for your results. So while waiting, the processing time for the test takes approximately 24 to 48 hours. Negative results will be emailed directly to your students' WUSTL email. Positive results will be communicated directly from our Habif medical staff and then to a student by phone and we'll follow our established protocol. And then we are asking you all to quarantine in place while you wait. This means you are to remain in your rooms and not travel outside of the residence halls, as we mentioned, including trips to the store or dinner with family. We also know that dining is a question, and I'll address that in the next slide.

So you will be able to eat while you're waiting, while you're quarantining in place. Students will have available dining in the form of grab and go meal options in Bears Den and Danforth University Center, which is also known as the DUC. There will be no seating available in any of these facilities. Students are encouraged to eat in their residential space. So grab and go will be available, provided through Monday, September 14th, and the Village grab and go will open on Friday, September 11th. So while you're quarantining in place and waiting for your results, we ask you to grab and go your meals very quickly.

Mandatory health and safety guidelines, so you're required to commit to the following during your entirety on campus. So always wear your face covering when you're indoors unless you live in suites and apartments and are still able to maintain six feet of distance between one another and when outside and unable to maintain six feet of physical distance. Always physical distance at all times. Monitor your symptoms and stay at home if you're not feeling well. Your daily self screenings will be required. And practice great hygiene by washing your hands regularly for at least 20 seconds and follow all other health recommendations as well.

This will be posted all over the halls. I'll add here as well, we'll be putting up a lot of signage in the residence halls to help with our common spaces, our kitchens, our laundry. Please adhere to those policies in order to be able to share that use. We're trying to monitor it. And we know that people need to have different options to study and we're trying to be flexible, but we also need your help as it is a community shared responsibility. So once you see those postings in the hall, please do your best to follow all the mandatory health and safety guidelines.

Mail services. So I know many of you have questions about mail. Mail services does have a new website, but I wanted to give you some information that they shared with me. So appointments must be made with mail services to pick up packages or perform retail functions. Please do not arrive early to your appointments. Mail services is working to place students mail in their residential spaces prior to their arrival so they have a whole timeline of how they're delivering these items. That can be found on their website. Additional lockers have been added to each area with a 24/7 pickup and masks must be worn at all times when picking up your retail transactions. So for more information, you can go to the website that's listed here, or you can email their department. Your best guess, and if you have any mail questions is to always reach out to them directly.

Katharine Pei: Thank you so much, Raven. I appreciate that. We're getting lots of follow up questions. So I'm just going to dive right in. So if a student happens to be in St. Louis the day before their assigned move in time, or they're in St. Louis just a little bit early on that day, can they, I know you just answered this but I'll repeat it again. Can students come early for their COVID-19 test or do they need to arrive at their assigned time slot?

Raven Robinson: Please arrive at your assigned time. If you need adjustments to your schedule or to your travel arrangements as far as your time or day, please email our office. We're trying to be as flexible as we can. But we need you to arrive at your assigned time.

Katharine Pei: And your assigned time, when I'm looking in the housing portal. And let's say it says my assigned time is 9 a.m. It means 9 a.m. is when I should be at West Campus, correct?

Raven Robinson: Yes.

Katharine Pei: None of these questions are clustered together. We're getting so many, so I'm just going to kind of ask them as I've got them. So if a student was a returning student and their belongings were here in the spring semester, how can students manage that now? When will the students have those? Are they being delivered to their new assignment? Are there any follow up steps a student needs to take to make sure that their things get to where they need to go?

Raven Robinson: So if you have a residential contract with us and have things stored, we will be placing those items in your fall space. What we're asking for you is to be patient with us. As you know, there have been many moving parts this summer. And so while we had hoped to get it to you right at your arrival, our

goal is to make sure it's to you by the first day of class, and so it will be delivered to your fall space should you have items stored with us.

Katharine Pei: Oh, you mentioned that we're hoping that students pack all of their items in boxes and bins labeled with first name, last name, a cellphone number, a building name, room number to make sure that things end up where they're supposed to be. A lot of students who are going to be flying on planes are wondering if their items can be in suitcases and those can be labeled or perhaps if they have like a rolling duffel bag, is that acceptable as well?

Raven Robinson: That is absolutely acceptable. We just want everything to be nice and condensed, and not like on hangers and pulling things out of cars. We need everything to be nice and solid. So that will help us out. That is perfectly acceptable.

Katharine Pei: I think what we're trying to avoid is like a loose sock in your trunk on move in day. I have packed that way perhaps before and it's probably not the most conducive for speedy moving, right?

Raven Robinson: Yes.

Katharine Pei: Going back to the COVID test we're asking our residential students to take, do we know how long those test results take to get back? And then you'd mentioned we're asking students not to leave campus while they're waiting for those tests. But what does that really mean? Well, I can't leave, really not leave campus, I can't run to Walmart. Can I go get something to eat? How long am I going to be in my room?

Raven Robinson: So the test results will take 24 to 48 hours for everyone. And so what it means to quarantine in place is I mentioned it briefly in the presentation, please remain in your room, no trips to the store and no dinners with the family. I know you all want to say bye and we completely understand. But we encourage you all to try to maybe have those engagements with your family before you come to campus so you can quarantine in place appropriately. And that means you should not be leaving your room unless you are grabbing and going meal options that are available in Bears Den and in the DUC. That is as clear as I can try to be. I know there are a lot of moving parts with you all and I know everybody's situation is different. But we are asking you all to abide by this so we can make sure your results come back in and then we can proceed with next steps.

Katharine Pei: And if I receive a negative test result, then can I run to Target if I need to?

Raven Robinson: Absolutely.

Katharine Pei: If unfortunately, I have a positive test result, what will those next steps be? Who's calling me? Is it Habif Health and Wellness? Where am I moving to because I probably need to go to quarantine or isolation housing?

Raven Robinson: So at this time, I can't give all the details around how quarantine and isolation housing will be happening but what I do know is Habif will be the one contacting the students by phone in order to proceed with next follow up steps. To reassure everyone, we are ironing out this process to a tee. We understand that it is a huge concern for folks, and so we're taking it very seriously and have a lot of staff dedicated to making sure this goes smoothly. So more information should be shared. But just know that though I can't share it at this time, it is a very ironed out process. And so we are working diligently to make sure it's as smooth as possible.

Katharine Pei: You know, Raven, I've seen a lot on social media about folks being in quarantine housing and worrying about meal delivery. And I just want to say I did a walkthrough with Dining Services at the end of last week, and they will be delivering meals three times a day, three separate meals that look distinctly breakfast, lunch and dinner. So I know that's one thing that if I were in housing, I'd want to make sure what's going to happen.

Raven Robinson: Food is definitely still happening.

Katharine Pei: Another food related question, are the guests of our students or parent family members or the supporters they're bringing with them for move in, are those two folks able to also eat on campus? And where can they eat since the dining facilities are all grab and go? I assume it's probably in the student's room or outside? Is that correct?

Raven Robinson: Yes. I'm going to go with that. Yes.

Katharine Pei: Do we have a GPS address for West Campus that we could share with this group?

Raven Robinson: Yes, we could share with this group. It is also, I put the link address and their typed out address in the move in communication that we shared. It is also on the website, the move in page website as well. But I will make sure to share with the First Year Center following this so folks can make sure they have that, for sure.

Katharine Pei: Great. We'll make sure someone from our office puts that in the chat during this webinar. So going back to families who are helping our students, can families continue to help their students move in while their students are waiting for their test results? I know we're asking the students to quarantine but the family members can still come with them into the building to help them move in, correct?

Raven Robinson: Yes. And if there needs to be a trip to the store, a family could make the trip to the store, just the student can't. So there's an option if people want it.

Katharine Pei: And then, we're asking families to be off campus by 7 p.m. the evening of their move in, correct?

Raven Robinson: Yes.

Katharine Pei: Are they able to return to campus that next day, maybe if they need to bring a mini fridge from Walmart, or an extra set of hangers from Target?

Raven Robinson: I would say if you could wait for your student's results, that would be the best option as far as returning to campus. If you're not able to wait, we ask that you drop off the things but don't remain in the buildings, and really just work to coordinate that transaction with your student appropriately.

Katharine Pei: Right, because the families wouldn't be able to come in except during the window of their student's specific move in day, but perhaps they could meet them up at the clock tower if they had to, or as you suggested, try to make all your trips before you come to campus.

Raven Robinson: Yes, yes.

Katharine Pei: So many people on this call are asking what's happening to all the extra furniture in the rooms. If you know I was assigned, what used to be a triple is now a single, do I get to keep those extra beds and turn them into a makeshift couch?

Raven Robinson: The extra furniture will remain in the room. We're asking you to leave the furniture where it is. We understand for some rooms, this may be an inconvenience, depending on how you wanted to decorate, but we need the extra furniture to remain. I can't stop you from making your own little thing. But we're asking for it to remain where it is. And also at the end of the school year for it to be back in its place. I'll say that.

Katharine Pei: I'm going to like just sit on the extra bed like it's a couch.

Raven Robinson: Okay, yeah. That's perfectly fine. I know some folks are probably going to get creative, but just leave the furniture where it is. That's what we're asking, please.

Katharine Pei: Sure. So I know in the past, there have been restrictions regarding things like U-Hauls or RVs or mini trailers. Do those restrictions remain in place for this move in?

Raven Robinson: Yes, they do.

Katharine Pei: So we're asking students and their families to only come in a regular vehicle and not bringing something that's got like an attached trailer or is like an RV vehicle?

Raven Robinson: Yes.

Katharine Pei: What if I have two or three students who attend Washington University and I already rented a trailer?

Raven Robinson: If you already rented a trailer, if you could readjust, that would be great. But what we probably will do for you when you arrive to campus is figure out another location for you to have to park and unload your vehicle but just know that that won't come with assistance. You would have to bring those items to campus on your own. So we will work that out should that happen when you come but just know that that is the caveat.

Katharine Pei: Probably from one of the flat surface lots because the issue is a lot of our roads are actually fire lanes.

Raven Robinson: Yes and narrow.

Katharine Pei: Yeah. So I know that an email was earlier today, and I believe it went directly to students and you and I discussed we're going to send that to families tomorrow to pull a list. So this may be in that email. I haven't had a chance to see it. What kind of instructions are in there regarding the address for where someone needs to drive, where to park, et cetera? Is that on your website yet or is that in the email that we'll share with families tomorrow? Students have it now but I think some of the families are looking for it, too.

Raven Robinson: Is this referencing our off campus folks more?

Katharine Pei: I think it's like what's the address of many things, West Campus, the South 40, some of the off campus apartments that are Wash Ave or U Drive.

Raven Robinson: Yeah, so for West Campus, the address will be shared, I believe they just shared it in the chat as well. And then for the South 40, we're asking you to enter off of Shepley Drive. So you'll be coming off of once you leave West Campus, you'll be turning right on Forsyth, and then left on oh, sorry, right on Big Bend, my goodness, right on Big Bend and then left on Shepley Drive. That will get you to the South 40. And I believe that address was also linked in the information that I shared. All of this can also be found on the website until the First Year Center can make sure it gets to the families.

And then additionally, for our off campus apartments, all of you have an address in your portal, in your WashU housing portal that you can copy and paste into Google to be able to get to your specific location. But we didn't want, it's already a long email so I didn't want to put too many addresses in there. But your specific address can be found for your off campus apartment in your WashU housing portal under assignment.

Katharine Pei: Another COVID-19 testing question, where should families go after they drop their student off at West Campus for testing? Should they remain in their car, go grab a cup of coffee? How long is their student inside?

Raven Robinson: So the students will be inside for approximately 20 minutes. And parents should, they can wait in the lobby while their students are getting their test done. So you'll pull in, you'll park. Your student will get out of the car and you can remain right there. We're not asking you to go any other place. You can wait right there for your student to come back out and then proceed on to unloading. If you want to get coffee while you wait, you can. Colleen's is right next door. So you can do that. But you can wait in the lot as well.

Katharine Pei: Colleen's Cookies does have good coffee, and a great grab and go option. So there's a note in all of the Residential Life communications asking students to be thoughtful about the number of belongings they bring to campus, in case that the university should have to close suddenly, which is obviously something we're trying to avoid. We're hopeful that all of these plans and safety protocols and testing strategies will ensure that our students can remain here all semester. But can you clarify what maybe those basic belongings include? Obviously, clothes and school supplies, but is it okay to bring a mini fridge? Should I leave that futon at home? What are our hopes for what that will look like?

Raven Robinson: Yeah, so yes, obviously the basics and the clothes. We know folks want to have couches and the futons and refrigerators. We're not telling you, you can't bring those things. But we are asking you to be considerate about if we do have to close the university, will you be able to get those things in storage on your own? Because we've gotten a few questions around folks wanting to leave things in the room while the university figures out what's happening. We won't be able to store your items in fall spaces. We won't be able to provide the storage. So we need folks to just be considerate with what you're bringing, and know that if we do close, you'll have to provide storage for yourself to figure out where those things should go. We won't be able to hold them.

Katharine Pei: Okay, thank you. So following up with that, we don't have storage available for students either if we close suddenly or at the end of the semester, correct?

Raven Robinson: Yes.

Katharine Pei: Thinking specifically about mini fridges, which residence halls or apartments have fridges and which ones would not?

Raven Robinson: So all of our apartments come with an apartment kitchen, and those will have fridges. No residence halls on the South 40 and suites will have fridges so you will have to bring your own mini fridge. U Trucking I believe has a system where you can rent a fridge through their services. But we will not be providing mini fridges for folks but our apartments will have fridges in their kitchens.

Katharine Pei: So if you're in a residence hall and you want a fridge, you can either purchase and bring your own or you can rent from U Trucking and we'll put information in the chat about U Trucking so that students who are interested can explore that service. Raven, when you're explaining the process and going through the PowerPoint, you mentioned that students cannot change their move in date. But if they need to adjust their time, they should email reslife@wustl.edu. Correct?

Raven Robinson: Yes, yes.

Katharine Pei: And I know that Res Life is getting literally thousands of emails a day. How long is it taking folks to get back? I know it's not like 20 minutes. Is it a couple business days? I just want people to be able to kind of manage expectations.

Raven Robinson: Yeah, so we're trying to do a 24 hour turnaround, sometimes we're able to do same day. It really does depend on the length of questions in the email. So if you have a lot of questions, that may take us a little bit longer to get back to you. But if you're able to kind of send us a quick question, we do our best to try to do a 24 to 48 hour turnaround business days wise. But we also know that move in is Friday, so we've been kind of burning the midnight oil trying to get people responses. So just bear with us but we are trying to do 24 to 48 hours.

Katharine Pei: And I know that when someone's requesting a move in time change, it's best for the student to email from their wustl.edu account. Is it also helpful if they include their student ID number?

Raven Robinson: Yes, they can include that. But as long as they send it from their WUSTL, we're able to easily make that change happen. Yeah.

Katharine Pei: This is more of a statement. Transfer students, some of you I know weren't maybe assigned to a move in date for the weekend of September 11 when our upper division students are coming back. If you would like to be on campus for Bear Beginnings Fall Welcome, you should have received communication from Dakota Scarlett in the First Year Center about that process. And so please reach out directly to Dakota so he can assist you with those next steps.

Raven, I know students who are under the age of 18 need a parent or guardian to sign something for them to get their COVID-19 test. Is this a different form than the HIPAA waiver that is called the WashU's Authorization for Use and Disclosure of Protected Health Information that someone might turn into Habif? Are those different? And would somebody need to go to Habif for that really long form name I just mentioned?

Raven Robinson: I actually don't know the answer to that one, if they're different or the same.

Katharine Pei: So since you don't know what they are, I'm guessing they're probably different forms. And so if you've got something directly from Habif, you should probably take that directly to Habif. But the under 18 COVID consent form, that was sent to students under the age of 18 directly, correct?

Raven Robinson: Yes, yes.

Katharine Pei: So if you're a parent or family member looking for that form, please ask your student and they can give that to you so you can have it signed and ready for them to get their COVID-19 test. When we are asking students to remain in their rooms while waiting for their COVID-19 test results, does that mean stay in their individual room or can they be in their greater suite?

Raven Robinson: I would say stay in your individual room at this time until all of your suite members have returned their test results just so you can avoid kind of mixing in anything. Wait for your results. Try to schedule when you're going to leave to get your meals together. But just wait for your results in order to be kind of in the common space area.

Katharine Pei: Okay, thank you. We've got some families of first year students asking if they can move in without the support of movers. Is that an option available to them?

Raven Robinson: Can you repeat that question for me?

Katharine Pei: So for our students who are first year students, if they don't want to use the professional mover assistance, can they move their belongings on their own?

Raven Robinson: Yes, that's fine. We are there to help you with whatever you need on that day. If you don't feel as though you may need that assistance, that is perfectly fine.

Katharine Pei: Great. And then for students who are using a shared space such as a bathroom, how are those cleaned? Are common bathrooms being cleaned? Are the ones within suites being cleaned? I know that service the university usually provides but have those expectations changed because of COVID?

Raven Robinson: So we have the privilege, I would say, of having cleaning schedules for all of our suite bathrooms, our shared bathrooms. All of those cleaning schedules can be found on the website. And so those are cleaned, I believe everybody's schedule is different, but I believe at the minimum once a week and so some things to note around the suite bathrooms is that students, if you want to clean more frequently, we encourage you to do so. But I can't promise you that that frequency will increase but it is something that we have always provided and we will continue to provide and continue to monitor as we monitor the spread of COVID as well. But we do have cleaning schedules for all of our suite bathrooms as well.

Katharine Pei: When we think about other shared facilities, like the common kitchens in some of our residence halls, the laundry facilities, are all of those still open and available for use?

Raven Robinson: All of those will still be open and available for use. I mentioned briefly about the community shared responsibility. All of them will still have signage around occupancy, around how to use the space and share the space with others in light of COVID. So we just ask people to continue to be mindful of how you're sharing these spaces. There'll be signage on all the seating about spacing and maintaining physical distance. So yes, they'll still be available for use. But we just ask folks to follow the policy.

Katharine Pei: I've seen questions about grab and go dining. And I wanted to let everyone know that dining.wustl.edu and we're going to put that link in the chat is going to update with their grab and go hours as well as they'll have a daily menu. We're not doing made for order food at this time in order to make sure that it's a speedy process to go through Bears Den and the DUC. And so you'll still use your meal plan for your meal points or bear bucks in order to make those purchases.

If you are families looking to eat on campus during your student's move in time, we've gone cashless for this semester. So we're asking that you either use your student's meal points, bear bucks, or pay with your credit card or debit card at this time. I'm also seeing some questions from first year students asking about the schedule for Bear Beginnings Fall Welcome. That's going to be available a little bit later this week. And we will send directly to you via email.

Someone asked about the PPE being provided to students and I actually grabbed one of the COVID care kits so I can show. Raven showed a mask from it. You're going to hear me open this bag. It's a fresh one. But inside of each bag, so every student at WashU, whether or not they're residential, if they're undergraduate or graduate is going to get a WashU branded cloth face covering. There's a bottle of hand sanitizer, and then we've got a thermometer in there as well, because we're asking folks to take their daily temperature as part of their screening.

And then also in here are those four protocols for public health we're asking people to follow physically distance, wear a cloth face covering, screen for symptoms, and then to practice personal hygiene, which really means please wash your hands a lot. But then on the back, it's got information from Habif Health and Wellness. I know you all can't read this on the screen. But this gives their hours. It talks about things to look for when you're screening and then explains who to call and when if you have any concerns about your own health or someone else's. And so every student, when they go through the COVID-19 testing process and check in at West Campus will leave with one of these kits. I think that's probably how Raven got her really cool mask.

So I know, some of the other questions on here, Raven, you might not be able to answer but I'm going to go through real quick. Some people are asking about the flu vaccines. WashU has not yet received all of the vaccines we have ordered. But as soon as they're available, we will be distributing those free to all of our students, faculty and staff. And this year, we are requiring everyone to have a flu vaccine unless they have a medical or religious exemption, the same way we do for our other vaccines like MMRV or meningitis, et cetera. And so more details on that to be available very, very soon, but those will be free to all of our students.

Looking at other questions we've got, so students were given like a move in time window. Can they arrive to West Campus at any point in that window or should they come at the beginning?

Raven Robinson: We're encouraging you to try to arrive at the beginning but I know some folks may arrive at like 4:15 or 4:30. But if you're able to arrive within your window, that is great. Please arrive within your window or at the top.

Katharine Pei: In a typical move in, we use kind of like this stop, drop, and roll where someone drives their car up to right outside the residence hall. One person hops out with the stuff and then the driver moves it along. Is that what we're still expecting? And then once that driver parked their car, could they come into the residence hall with their student? How is that going to work?

Raven Robinson: Yes, once you park your car, you're able to come in and continue to help your student. We outline the parking in the move in communication but just so I can reiterate it here, just note that you can park on the South 40 in the Shepley Garage or in the Wallace Garage. And then also for the returning folks,

you will park in Snow Way Garage and then utilize off street parking if you're in some of our off campus apartments.

Katharine Pei: Sure. Students who maybe get a refrigerator from U Trucking, is that delivered directly to their room? Do they coordinate that with U Trucking? Do you know?

Raven Robinson: I believe so. We have a partnership with U Trucking so I believe that U Trucking is coordinating deliveries for anything ordered through their system.

Katharine Pei: We'll find out a clarification on that as well. The water fountains in our residence halls or rather, I guess the water bottle refilling stations, are those still available this semester?

Raven Robinson: I do not know at this time. I want to say you will know as soon as you get here if they are taken offline, but I haven't been told that one yet.

Katharine Pei: Actually in my offices at the residence hall, they are open, the water bottle filling part is but we're asking people not to drink out of the button. I don't know how to explain this, but you can fill your cup but don't drink directly out of it, if that makes sense. So the part where you fill your cup is open, but we don't want you to drink directly out of it. That was probably a terrible explanation, I'm sorry. A couple more questions we have about dining that I'm going to answer. Folks are asking if you have a dietary restriction or if you're kosher, how are your meals going to be prepared to accommodate your dietary restrictions?

So if students have one of the seven major allergens, we're asking you to go directly to Bears Den for all of your meals because they've opened up a dedicated station to avoid those seven allergens and they'll prepare something specific for you where it's like, I'm just going to walk through the line and pick up a prepared meal. If you are a student who eats kosher, we're also asking you to go eat in Bears Den because the kosher station will open. And we're working very closely with Hillel and Chabad and some local caterers to ensure that we have meals available over Shabbat, which is not something we've always been able to provide in the past. Some more information from dining services on both of those really soon. But if you have a unique need, we do recommend you go to Bears Den. For student IDs, so mostly this is probably for our new students. When they check in to the residence halls, do they get their student ID card at that time?

Raven Robinson: Yes. When you check in at the check in site at West Campus, you will receive your student ID and your room key, yes.

Katharine Pei: And if I didn't pre submit my ID photo, can I still do that?

Raven Robinson: You should do that ASAP. But if you haven't, by the time you get to campus, we'll have offices open and services available for you to get an ID but we encourage you to get that done as soon as possible so it makes your check in experience much more smooth.

Katharine Pei: Because I can't get into the building without my ID, correct?

Raven Robinson: Exactly.

Katharine Pei: Yeah, okay. So if you haven't filled that out, or sent in a photo, please do so right away. And you just email that to the Campus Card office. And we'll put that in the chat as well. Raven, back to testing, you mentioned that results will be available in 24 to 48 hours, but the email said four to 24 hours. So are we hopeful that the results can come back sooner than 24 hours?

Raven Robinson: I will be honest, that is my error. I'm so sorry. My eyes have seen a lot of things you all. I'm so sorry. But it is four to 24 hours. Please follow the communication that I sent in the email. It is four to 24 hours. So that is my error.

Katharine Pei: I think that we're asking you to read tiny print at the end of the day, so sorry about that Raven. So after unloading belongings, where should students or family members move their vehicles? Is that garages? Will there be signage or people directing them?

Raven Robinson: So there will be signage for our long term parking. But parking will be available on first year move in in the Shepley Garage and in Wallace Garage. There's plenty of parking there. Again, we're still asking folks to be gone by 7 p.m. or depart campus no later than 7 p.m. And then for our returning students on the north side, so that's the Village Lopata, Village East. You will be parking in Snow Way Garage for your long term. And then folks who are in off campus apartments, you will be utilizing our street parking or the parking available at your assignment but still asking folks to please depart by 7 p.m.

Katharine Pei: Can someone bring multiple vehicles? I think this question is related to like if I'm a junior or a senior and I have my own car and my family is driving their own car so they can leave. Can we have two cars on campus at the same time?

Raven Robinson: Yes, that's fine. That's fine.

Katharine Pei: And do you know the first date that someone needs a parking pass? Is it the first day of classes?

Raven Robinson: So I believe you're referring to parking passes in general. So Parking and Transportation will be the best person to give that information. Usually they release a day on when the parking passes are available for pickup or however the delivery system is working this year. But Parking and Transportation will be the best person to ask questions around when you will pick up your pass.

Katharine Pei: Great. We're asking students to physically distance from one another and wear a mask. Does that include with the people I live with?

Raven Robinson: So when you're in your suite like we know folks are living together and we understand that piece, we encourage you to have conversations with one another about your comings and goings. If you're comfortable wearing a mask, please, we're not requiring you to wear a mask in suite but we're asking you to be physically distanced. Have those conversations, monitor where you're going, and just be very careful as you're coming in and out of the building.

Katharine Pei: We're getting some questions more about guests and visitors that I'm going to answer. So some students are asking if their family comes with them to campus the day earlier before their move in, can they explore? So the answer is you can explore the exterior of our campus. Unfortunately, you won't be able to access any of our buildings because at this time, they're all locked and only accessible with your student ID. But you are able to walk around campus and kind of give yourself a self-guided tour. We do ask that when you're on our campus that you do wear your mask and physically distance from others. For the students, if you do step foot on campus, make sure that you've completed your COVID Canvas course before you come to campus. And you would need to complete your daily screening.

So students who do your daily screening at screening.wustl.edu as of today, there's not an app. But I know that they're considering putting one in development but you can just, like I use my cellphone every morning

before I come to work, and I just use the web browser on my phone to go to screening.wustl.edu. So make sure you're doing that every day, students if you're planning to be on our campus. Raven, back to some more testing questions. Are students only being tested or are families and guests are also being tested at move in?

Raven Robinson: Students are only being tested at move in.

Katharine Pei: Okay, and then for our students who are sharing bathrooms, if I arrive, let's say on the first day of move in and then you're my roommate and you come the next day. And then you test positive, what happens? Do we both end up being quarantined? Or is that a question better left for Habif Health and Wellness when they do their screening?

Raven Robinson: That is a question better left for Habif Health and Wellness when you do your screening. They will ask you some particular questions and work with you directly to figure out what are the best next steps.

Katharine Pei: Are there going to be restrictions about students leaving the residence halls after they receive a negative test result or once I received my negative test result, am I allowed to come and go as long as I continue to follow those public health guidelines?

Raven Robinson: Yes. So as long as you continue to follow the public health guidelines, the policies set in place by the residence hall, you are free to come and go.

Katharine Pei: Will students who have Residential Life contracts but are assigned to some of our off campus properties be able to utilize Bears Den, the DUC and The Village for dining?

Raven Robinson: Yes, absolutely.

Katharine Pei: This is a little bit longer question. So from a family, we recognize that stored items from the spring may take some time to arrive to their place of residence. What steps should a student take should they have missing items after 14 days from the start of school?

Raven Robinson: So many of you received, hopefully you received communication from Handled, the company that we are working with. Should you have missing items, please follow up with them first. If you're not able to figure out what to do in those next steps, please email our office as well and we'll work with you directly to make sure that we either reunite you with your belongings or figure out the best next steps in order to support you.

Katharine Pei: If a student hasn't heard from Handled yet this summer, should they reach out now?

Raven Robinson: Yes, please. Yes.

Katharine Pei: So everyone should have heard from Handled?

Raven Robinson: Everyone should have. And if you haven't, please try to reach out to them again. But also, we are always here. And so reach out to us as well and we will connect you and do our best to make sure we're supporting you appropriately. But we're encouraging folks to reach out to them first. If you're not

hearing back, that is something we absolutely need to hear. So just let us know and we'll be making sure to follow up and get you to the next steps.

Katharine Pei: Are bed risers available for students or do the beds raise and lower as is?

Raven Robinson: Bed risers will have to be provided by the students if they want to buy their own bed risers. But we will have availability, not availability, flexibility to raise beds in some of our halls. And so if you have that request, there'll be posters on the residence halls' walls when you arrive about how to submit that request. And that will be followed up by our maintenance staff. So just bear with us on your move in day. But know that if you put the request in, it will get done.

Katharine Pei: I believe that the students who have that extra long twins, those beds raise pretty high and you can stick a standard [inaudible] underneath it, correct?

Raven Robinson: Yeah, you can, yes.

Katharine Pei: So I wouldn't need a bed raiser if I were-

Raven Robinson: Getting your bed raised, yes.

Katharine Pei: Okay. I know we talked about storage before but I just want to clarify. Is there storage space for students over winter break or do their belongings remain in their room?

Raven Robinson: So belongings do not remain in... there is no storage over the winter break. I can say that piece. As far as how we're handling winter break, what I ask is that folks are patient with us. More information about the spring and housing for the spring will be available in November. Typically, what I can say is that if we were having a traditional spring semester, absolutely, your items will remain in your room over the winter break and you would return in the spring. As we continue to monitor COVID, we will continue to make sure students are updated around what our housing plans in the spring are. So we just ask you to stay alert on your emails and communicative, and we will do our best to make sure everyone is updated around what's happening in the spring.

Katharine Pei: We have a bunch of questions about Habif Health and Wellness that I think I know the answers to so I'm going to answer them for you Raven, and you correct me if I'm wrong. So we're getting questions about, particularly from families if they have a student over the age of 18, and they're interested in a HIPAA form. So at Washington University, we prefer to work directly with our students who are 18 and over, particularly for medical care because it allows them to be cared for quickly and without consultation. However, we know that there are times when families should be involved in those decisions. And so there are a couple of options. Obviously, a student is always able to loop their family into their current medical situation, which for many of our students includes taking their cellphone and putting it on speakerphone when they're talking with the physician. I know that I did this when I was in college once asking my parents a question about strep throat.

But also if you do want to have, if a student wants to give their student, if a student wants to give their family member access to their medical records, they can do so by signing a HIPAA waiver in person at Habif Health and Wellness and those expire every six months. So a student would need to sign one basically every semester. So students, if you're interested in sharing your medical information with your families, please reach out to Habif Health and Wellness directly about that process. I know some people are specifically asking about medical power of attorney, et cetera. Those are not things that Washington University

provides guidance on, nor do we store those documents. So instead, what we would recommend you do is reach out to a lawyer in the state of Missouri. I happen to know that to have a medical power of attorney in Missouri, you have to have it notarized. Missouri loves notaries. You also have to have a notary just to send in an absentee ballot.

And so if you want to work with a local attorney, they can help you with that documentation. And then your student and a family member would want to keep it the same way that I would want to keep a medical power of attorney at home for my spouse and my child if I were wanting to have access to those documents, because you'd likely give those to whatever medical provider you were working with at the time, which might be a local hospital.

COVID care is available to all of our students, including those who are not using Washington University's health insurance. So we are providing quarantine and isolation housing for all of our students, our residential students, our non-residential students, our graduate and professional students. Habib Health and Wellness is also providing COVID care for those students as well. So regardless of which form of health insurance you carry, we will provide you with those services as long as you are a Washington University student.

Some other questions are specifically about testing. And what I will say is that to our undergraduate students and families, they received an email earlier today from Provost Wendland and Interim Vice Chancellor Rob Wild with information about the university's updated testing protocols, including that we're going to be testing all of our students, not just our residential ones, and that we're going to be retesting folks every two weeks. And so I encourage you to review that email and to visit the [covid19.wustl.edu](https://www.covid19.wustl.edu) website for more details, because that email explains it so much better than I do.

If a student does test positive, you will receive a phone call. You get an email if you test negative. You receive a phone call if you test positive. I did the saliva test a couple weeks ago, and I got an email. I was getting a little nervous because I was like at the end of that 24 hour window probably like you all would be feeling. I was like oh my gosh, I may get a phone call. I got an email. It was great.

For our students who maybe test positive and end up in quarantine and isolation housing, we are asking that your families do not drop off items to you because you are in quarantine and isolation housing so you cannot leave your quarantine or isolation housing. Instead, we will drop three meals off to you every day outside your door. And so I promise it's three meals, three distinct meals, breakfast, lunch and dinner. There are also some snacks in there, but we're asking families not to come because your student wouldn't be able to leave the building and you wouldn't be able to enter the building. And then it looks like I've got one more question. If a student who tests positive and is moved into isolation and quarantine housing, where is that housing, Raven? Are those Residential Life facilities? Are those hotels? Where are we sending folks?

Raven Robinson: Those are Residential Life facilities that they will be housed in. And more information will be shared about that in their follow up protocols. But they will be housed in Residential Life facilities, also coordinated by our office with some other campus partners as well. So very hands on approach to how we're handling quarantine and isolation.

Katharine Pei: Great. Someone is asking if there are any in person components of Bear Beginnings Fall Welcome. And the answer is there are not. We had originally planned for some small group sessions, and those have been canceled based on the recommendations of our infectious disease experts, and what are currently some event hosting guidelines that are in place in St. Louis County. And so we're not hosting any in person events for those two reasons at this time.

And then the last thing, I know there are lots of questions in here about mailing belongings to campus. And we will provide more information about that tomorrow on the Res Life website, on the new students

website and on the families website. I just want to make sure that we clarify with mail services about the MSC numbers that a lot of you are asking. And so I apologize I don't have the answer right now. But we'll get that to you tomorrow. And Raven, it looks like I have one last question for you. Are students able to have... Wow, I just tried to say two words together. Are students are able to have guests and visitors in their rooms after they receive a negative test?

Raven Robinson: So you will see this in our updated guest policy. But we are asking students not to have guests or visitors in their personal spaces, especially guests and visitors from other halls. And so you can mingle outside, we encourage that. We encourage more outside of the hall engagement, especially while the weather is nice. But we are asking folks not to have any guests or visitors in the residence halls and in their personal spaces.

Katharine Pei: And students will only have access to the residence hall where they live this semester. Correct?

Raven Robinson: Yes.

Katharine Pei: You mentioned about the weather being nice. But I will also note there are three giant tents. They are called tents but they look like buildings to me. They have floors and walls and HVAC and WiFi. And there's three of those on campus for people to be able to be outside of their rooms. And they have those Zoom cubbies in them for folks to be able to take class from them, to eat meals, et cetera. And so I know that those are also available.

So we covered a lot. Thank you so much Raven, thank you for letting me answer some questions at the end even though I wasn't supposed to. So thank you, everyone so much. Raven, thank you for the information you shared. We are going to take that presentation that you gave today and make sure that it ends up on our website so that people can review it on their own later. We encourage students for you to review the email that you received from Residential Life earlier today. And for families, we'll send that to you tomorrow as well. So Raven, again, thank you for speaking with us tonight and sharing important information about our move in plans on. To our students and their families, we hope that this was helpful for you. If there are questions we weren't able to answer tonight, please email us at firstyearcenter@wustl.edu, and we'll get you an answer as soon as we can. So thank you so much and we'll talk soon.