

Dear Residential Students,

We appreciate your patience as we finalized our plans to allow students/designated individuals retrieve items that remain on campus. Hollins has now heard the necessary information from Virginia's governor, Governor Northam. This [information](#) has allowed Hollins to develop a plan consisting of three options for our students to choose from. After reviewing your own state's regulations as well as Virginia's, please select the option that works best for you. Please read the following information carefully before completing the electronic form that is located at the bottom of this email.

With this new information and guidance, Housing & Residence Life developed plans for Spring 2020 move-out that are applicable to undergraduate students living on campus. These plans consist of three options:

1. Self-Move-Out
2. Designated Individual Move-Out
3. Packing and Storage

1. Self-Move-Out

We urge you to return to campus only if you do not have a fever or other symptoms of illness. [CDC guidelines](#) must be followed for the duration of the process, which will proceed as follows:

To minimize traffic and to promote physical distancing, students **must** sign-up for a 3-hour appointment window through the SignUpGenius link specified for their residence hall. The timeslots available for students to sign up for are 9am-12pm and 2-5pm on each day from May 23 – June 14, 2020. Students will not be granted access to their residence hall/apartment for any time other than the time they signed up for via SignUpGenius. No student/guest can stay overnight. **Room access will be granted for the scheduled three-hour window only, so it is important to arrive promptly and to bring your room key(s) and student ID card.**

To sign up for the self-move out option, students will need to indicate this as their option of choice in the electronic form at the bottom of this email. Once indicating this, the form will direct the student to the SignUpGenius site, where students will select their date/time to come to campus. The appointment windows will be available until 12pm on May 21, 2020 and requests after the deadline will need to be made via email to hrl@hollins.edu. Appointments will be reviewed by HRL staff. If a room, floor, or apartment has too many students at one time, students may be asked to reschedule.

The following protocols will be in place for all individuals going into a building:

- They must wear a face covering, keep six feet apart, and a maximum of 1 person per student can make entry.
- Students or guests with any symptoms of COVID-19 (fever of 100.0 degrees or greater, shortness of breath, cough) or risk factors for COVID-19 (e.g., a compromised immune system) should not come to campus.

Protocols and expectations will be posted on all residential building entrances.

Please note no animals are permitted into the buildings except those who are service dogs. These service dogs are expected to be wearing their service vests.

Bathrooms and hallways will be cleaned prior to scheduled move-out times by our Facilities staff. Cleaning products will be provided for our Apartment Village residents. Please note no Hollins employees will be able to assist with the packing and removal of personal belongings from students' residence hall spaces.

Upon completing their move out, students must:

- Remove all personal belongings and trash from the residence hall/apartment.
 - Trash rooms will be locked to prevent overflow. All trash should be taken to the dumpsters located in the Randolph parking lot, outside of Tinker and next to the West laundry room.
- Ensure that the room and its furnishing are in the same condition upon check-out as documented on the RCR/ACR at check-in. The housing and residence life professional staff will work with Facilities Management to assess the damages and subsequent charges.
- Complete an Express Check Out by filling out the Express Check Out Envelope provided on the student's residence hall room/apartment door, placing student room key(s) in the envelope and placing the envelope in the Express Check Out box located outside of Botetourt Hall, where Campus Security and the mailroom are located. Please note that keys are \$75. If keys are not returned to Hollins HRL by July 1, the student's account will be charged accordingly.

At this time we will not be collecting items for Goodwill or the Free Store. Please do not leave items for donation on campus.

Please note that at the present time, the mailroom is open in Botetourt from 9:30 a.m.-2:30 p.m. Monday- Friday for those who are interested in picking up mail.

2. Designated Individual Move-Out

If a student is unable to return to campus themselves, they are permitted to designate an authorized person (friend or family member) when they sign-up for their 3-hour appointment window via the SignUpGenius link. This person's full name and contact information must be indicated on the form that the student submits.

In order to receive access to the residence hall room/apartment, the designated authorized person must meet a Housing and Residence Life staff member 15 minutes before their timeslot to move out outside of the Moody Student Center. The designated person must be prepared to provide government issued identification (example: State Driver's license or ID).

In regards to returning student room keys, there are 2 options:

1. If possible, the student should give their designated person their room key to return via the Express Check Out Envelope and Box located outside of Botetourt Hall (where Campus Security and the mailroom are both located).
2. If not possible, the student should mail the key to Hollins HRL by July 1.
 - a. To ensure that the key does not come out of the envelope, please be sure to seal the edges with tape as sometimes the journey through the mail can be rough. The address that you will mail the keys to us is below:
Housing and Residence Life
Hollins University Box 9685
7916 Williamson RD
Roanoke, VA 24020
 - b. If a student's room key is not returned to Hollins HRL by July 1, their student account will be billed \$75.

All components of the self-move out option will be applicable to the designated friend or family member completing the move out. Please review all the necessary specifications of option 1. This includes a maximum of no more than one additional person to assist with their move out of the residence hall/apartment.

3. Packing and Storage

Packing and storage is a last resort if you cannot return to campus and are also unable to designate an individual to retrieve belongings in your place.

This includes students who are not within driving distance, or do not have family member and/or friend to assist with packing and moving of personal belongings. Students needing this option will have their belongings packed and stored by a University selected moving company and/or Hollins employees beginning July 1.

If a student requests to have their items shipped to them, they must indicate in the form to which mailing address they want their items shipped. The student will be responsible for the cost of shipping and are expected to supply credit card information/prepay for the cost.

If a student requests that their items be packed and stored, the University will determine where to store the items. *Please note that the university does not assume any liability for and/or insure students' personal property for any loss including but not limited to fire, theft, water damage, or any other such catastrophes. It is wise for students to maintain their own insurance.*

Students who do not pursue any option:

If a student does not pursue any of the options outlined above and has a significant number of items that remain in the room after June 14, HRL will attempt to contact the student via email and phone. If there is still no response, items will be discarded immediately.

Please let Hollins know which process you will be following by **12pm on May 21, 2020 by completing the electronic form located here: https://hollins.qualtrics.com/jfe/form/SV_d581CRBSjAWrkLH.**

We know that you have been anticipating this information, and we appreciate your cooperation with these plans for a safe move-out. If you have any questions, please contact us at hrl@hollins.edu.

Sincerely,

The HRL Team

Hollins University

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