

**Do students with no symptoms have to get a COVID test and quarantine for 14 days before moving into a residence hall?**

- Yes, all students are required to get tested for COVID-19 5-7 days before their arrival to campus. Students do not have to quarantine upon arrival, however, the Student Health Center must receive your test results before move-in day in order not to delay your move-in. If a student arrives without having a COVID-19 test, they must self-isolate in their room until their test results from move-in day are received by the Student Health Center. If you have questions or concerns, please contact [student.health@wwu.edu](mailto:student.health@wwu.edu) or [reslife@wwu.edu](mailto:reslife@wwu.edu).

**What if the school has to send all students back home? Will there be a full or partial financial return for our housing payments?**

- University Residences will never fully close unless instructed to do so by local, state, or federal government agencies. However, if we do need to send students home due to changes with COVID-19, we will refund students any housing and dining costs on a prorated basis.

**Will family members be allowed to enter the residence hall after the move-in time if they need to bring additional items for the student?**

- Yes, family members are able to enter the residence halls on move-in days at any time. Family members must complete the visitor health survey before arriving to campus, but they are welcome to enter the halls during move-in. All students are permitted to bring two guests with them over the age of thirteen to assist.

**In my area, it's still taking over 5 days to get tests back. If I get the test done 5-7 days before I get to campus, I might not hear back in time, any idea of what to do?**

- We recommend researching other counties testing procedures in your local area within driving distance to see if you are able to get your results more quickly. If that isn't an option, we encourage you to come to Bellingham a few days early, get tested by our Student Health Center, stay in a local Bellingham hotel to see the sites of Bellingham, and move-in on your scheduled day. Our Student Health Center is seeing results come back within 24-48 hours. We are also happy to re-schedule your move-in day if needed.

**With the pandemic limiting many freshman to virtual classes...is living on campus still mandatory or heavily recommended?**

- Living on campus is never mandatory. We encourage all students and families to make this choice for themselves as this is a very personal decision. We are

happy to answer any questions that you have to help you make an informed decision. Please contact us at [reslife@wwu.edu](mailto:reslife@wwu.edu).

**How do we get testing prior to moving on to campus if testing is reserved for people have come in contact with someone who is positive only or has symptoms in my area?**

- We recommend researching other counties testing procedures in your local area within driving distance to see if you are able to get your results more quickly. If that isn't an option, we encourage you to come to Bellingham a few days early, get tested by our Student Health Center, stay in a local Bellingham hotel to see the sites, and move-in on your scheduled day. Our Student Health Center is seeing results come back within 24-48 hours. We are also happy to re-schedule your move-in day if needed.

**Where do we send test results? To immunizations or is it sufficient to show the result in an app on your phone?**

- Please e-mail your test results to [Student.Health@wwu.edu](mailto:Student.Health@wwu.edu) before your move-in date

**What happens I test positive 5-7 days before my move-in day? Do I get my move-in date pushed back?**

- Yes, if you test positive for COVID-19 before your move-in date, we'll re-schedule your move-in date/time.

**How will the dining hall operate?**

- Since Washington State is in phase two, dining will operate with mostly to-go options where students can take their food to go and enjoy their meal outside with friends or by bringing it back to their residence hall. Once restrictions ease, dining hall restrictions will also ease to abide by the guidelines of Washington State's safe start plan.

**On that note, will the Viking Union Dining Hall be open if so?**

- Yes, we are planning on Viking Commons Dining Hall to be open.

**How do we sign up for a move in date? And does the date depend on what residence you're staying in?**

- Check your Western e-mail. You will receive a link at the beginning of September to sign up for a move-in date and time.

**Can you please clarify - do we need results 5-7 days before we arrive or get tested 5-7 days to get results hopefully just before arrival.**

- Students must get tested 5-7 days before arrival and send their results to [Student.Health@wwu.edu](mailto:Student.Health@wwu.edu) before their move-in date.

**I am going to be in the Fairhaven dorms, and I was wondering if all of these rules still applied. I would think so but I am just making sure**

- Yes, all of our policies and procedures apply to all residence halls and apartments on campus.

**Can you explain how "ship my room" works...? I know there is a \$100 fee, but how does it work, where will our items be kept and how can they be retrieved?**

- When you ship your items to Western, we hold them in our Mail Services building. Our staff at Western will deliver the items to your room before your move-in day. Your items will be waiting for you when you arrive!

**There was mention of a 'health survey' in the email you sent. What is that all about?**

- All students will be required to complete a health survey each day to indicate any symptoms of COVID-19 they may be experiencing. If students are experiencing symptoms, our Student Health Center will outreach to the student to provide medical attention and consultation.

**Are family members allowed to help us move in?**

- Yes, all students are able to bring two guests with them to help them move-in. All guests must be over the age of thirteen and complete the visitor health survey before arrival.

**If I pick Sunday as move in date, are all services available, like the delivery of the "ship my room" stuff as well as testing at the health center?**

- Yes, all services will be available on the Sunday of move-in including delivery of items through our shipping program.

**If we have family staying in a hotel off campus are we able to stay with them overnight for a night and come back to campus without getting tested or will we have to be tested on arrival back to campus**

- Yes, definitely! You are welcome to stay off campus or in your on campus room. This is up to you.

**I recall receiving information that students planning to leave campus for Thanksgiving Break wouldn't be allowed back on campus until after Winter Break. Is this no longer in effect?**

- University Residences does not close even for breaks so students can stay during any break period. Classes will be online after the Thanksgiving holiday, but the residence halls will not close.

**If we have to meet in the lobby for social distancing, are we supposed to hope all spaces aren't full for our visitors and if they are we out of luck or what is the protocol there? What are the protocols for sanitizing between visits, will there be wait times and things like that?**

- All lobby and lounge spaces will have a maximum occupancy so physical distancing guidelines can be followed. Our custodial staff has incorporated increased cleaning measures, specifically concentrating on high touch areas such as lounges and lobby areas.

**The website has been saying for a long time that the dining halls don't open until Sunday evening of move-in weekend. Has this been changed?**

- Yes, food options will be available including one dining hall open on the first day of move-in on Thursday, September 17, 2020.

**If restrictions ease during the year, will we be able to move into a room with our original roommate choice?**

- If restrictions ease and we are able to open up more spaces in the residence halls, you will have the option to have a roommate as guidelines permit.

**I know BT has kitchenettes... Is there a oven or microwave or just a stove?**

- Buchanan Towers comes with a refrigerator, oven, stove and sink

**How will the community kitchens function under the current guidelines?**

- One person will be permitted to utilize the community kitchen at a time. Residents will be responsible for cleaning the area before leaving the kitchen, however, our custodial staff also clean community kitchens frequently

**Will there be help to move in? For example will there be a move in staff to assist with larger or heavier items?**

- Unfortunately, our staff and volunteers are not able to help students move-in any of their belongings this year due to COVID-19 restrictions.

**When will we hear about our residence assignments? I'm not sure if it's been sent out yet but I still can't find which building I was assigned to.**

- Residents must select their own room. Check [MyHousing](#) for more information on your Housing Status.

**What about opting-out of dorm in Fall but remaining on list for Winter/Spring? And living from home in Seattle for on-line classes during Fall quarter.**

- Yes, if students defer until winter or spring quarter, we will keep your name on our waiting list.

**I'm in Buchanan Towers as a freshman will I still have access to events for freshman?**

- Yes, definitely! You will have access to events, activities, programs, clubs, organizations, and opportunities to connect socially on campus. Campus is hosting the Western info fair virtually where you can learn about options on how to get involved on campus. You can also check out events on campus through the Western Involvement Network. You'll learn more about this at your first floor meeting when you arrive.

**Are meal plans required? If so, does this apply to those in BT as well since we have full kitchens?**

- Yes, meal plans are required. In BT, there are options for lower meal plans if you would prefer to cook more in your apartment.

**Will the Viking union be open at all during fall quarter?**

- The Viking Union is still making final decisions on opening during fall quarter, but as of now, we expect most of the Union to remain closed. For more information visit [Viking Union](#).

**Are restrictions and guidelines per county or for the whole state?**

- We follow both state and county guidelines, but Whatcom County indicates the phase we are in based on the number of cases in the county and other pertinent COVID-19 information.

**Can people on your floor be allowed in your single room - or do you just need to be outside in common area**

- Yes, anyone who resides in your building can visit you in your room

**If I've been assigned a room in Fairhaven and I defer housing until winter, will I still have my current room assignment when I come back?**

- We don't quite know how Room Selection is going to look in Winter Quarter. We will make every effort we can to get our residents to a desired assignment.

*We will reach out to all our residents who deferred to winter/spring quarter as soon as we have more information.*