May 8 Email to Out of State Residents Subject Line: Update for Move Out from UD Residence Halls – Action Needed”

Dear STUDENT,

As you know, our residence halls were closed in mid-March due to the COVID-19 crisis. Our top priority was, and remains, the safety and security of all members of our residence hall community. The rapidly evolving safety measures at the time of our hall closures necessitated abrupt closures that impacted students’ retrieval of belongings.

We are now able to begin to develop a Move Out process for all students who were residing on campus in Spring of 2020. However, many of the State of Delaware travel restrictions remain in place. For this reason, we will be implementing a multi-phased Move Out plan. Our first step is to collect information from ALL students about their Move Out status. Please see below for instructions on how to complete this step.

In mid-May, Delaware state residents will be provided the first window of time to return to campus to move out belongings. When we can do so in accordance with state guidelines, we will extend a Move Out period to our out of state students. Up-to-date details about Move Out can be found on our website.

Immediate Actions Needed:
We thank you for the information you provided us back in March, however since that survey, many students’ situations have changed. We now need to collect up-to-date information about the current status of your Move Out. (Information such as if you have belongings left in your room, if you are completely moved-out, etc.). We will use the information collected to help us to devise the necessary systems for a safe Move Out process that minimizes contact.

Please complete the first part of the Spring 2020 Move Out form, found in your MyHousing Portal.

This form will help us to know the exact needs of our residents from this point forward. This form will also offer any students who do not need to return to campus to move out their belongings the opportunity to officially “check out” of their residence hall electronically from home.

Future Steps:
For those out of state residents who need to return to campus to move out their belongings, we will be sharing information about the process as soon as we can.

Again, we thank our students and their families for their understanding and cooperation as we work together to create a safe Move Out for all.
Sincerely,

[Signature]

Dr. James Tweedy  
Director of Residence Life & Housing  
tweedy@udel.edu
May 8 Email to Delaware Residents Subject Line: Update for Move Out from UD Residence Halls – Action Needed

Dear STUDENT

As you know, our residence halls were closed in mid-March due to the COVID-19 crisis. Our top priority was, and remains, the safety and security of all members of our residence hall community. We truly appreciate your understanding as we navigate this challenge, together.

We are at the implementation stage of our Move Out process for all students who were residing on campus in Spring of 2020. Due to many of the State of Delaware travel restrictions remaining in place we are implementing a multi-phased Move Out plan. In this plan, Delaware state residents will be provided the first window of time to return to campus to move out belongings. When we can do so in accordance with state guidelines, we will extend a Move Out period to our out-of-state students. Up-to-date details about Move Out can be found on our website.

Due to your status as a Delaware state resident, please complete the following steps:

(Note: Our determination of your Delaware residency is based on our records of your permanent address. However, if you have been sheltering-in-place at a residence outside of the state of Delaware, you are NOT eligible for the Delaware State Move Out and will need to await further instructions.)

1. Please complete the Spring 2020 Move Out form, found in your MyHousing Portal.
   We need to collect up-to-date information about the current status of your Move Out. (Information such as if you have belongings left in your room, if you are completely moved-out, etc.). This form will help us to know the exact needs of our residents from this point forward. This form will also offer any students who do not need to return to campus to move out their belongings the opportunity to officially “check out” of their residence hall electronically from home.

   If you do not need to return to campus to remove any belongings and you complete the form, there are no other steps to complete.

   If you do need to come to campus to remove belongings:

2. Select an Appointment to remove your belongings between May 12 and May 17:
   An appointment will allow you to come to campus to retrieve items during the first Move Out window for Delaware state residents. Appointments will be available on specific days and include time intervals to minimize the number of people being in the same areas of a residence hall at the same time. Due to the current climate around COVID-19, we will be enforcing social distancing through our process and encourage everyone to adhere to the strict appointment...
time that you choose as well as our recommended guidelines you will find in your confirmation email.

3. Retrieve your belongings during your selected appointment
Full instructions and guidelines for student return to campus are on our website and will be shared in the confirmation email of your appointment selection.

Again, we thank our students and their families for their understanding and cooperation as we work together to create a safe Move Out for all.

Sincerely,

Dr. James Tweedy
Director of Residence Life & Housing
tweedy@udel.edu
Confirmation Email to Resident who has Selected an Appointment
Subject Line: Thank you for Making an Appointment for Move Out”

Dear STUDENT

Thank you for selecting a Move Out appointment for Spring 2020 Move Out.

Your Appointment:
Date: XX
Time: XX
Building/ Room: XX

Our Move Out timeslots are in 2 hour increments and restricted by building and floor to encourage social distancing. For this reason, please arrive on time for your timeslot. You will not have access to your building until your timeslot begins. Timeslots will be enforced by University of Delaware Police Department.

We ask for our students and their helpers to partner with us for a safe and efficient Move Out for all. Our Move Out guide will provide you important information about building entry and exit, parking, who to call for questions and more. For the most up-to-date details about Move Out please continue to check our website.

Guidelines for returning to campus for Move Out

Due to the COVID19 crisis and statewide health and travel restrictions, the following guidelines are for all students and guests who will return to campus to remove belongings during Move Out 2020.

We have designed our Move Out process to be contactless. There will not be any face-to-face contact with our staff during your appointment window. Access to the buildings will be automated based on your appointment time and activated using your UD ONEcard.

For any urgent matters, there will be signage in the building providing the contact information for a staff member on call. There will be restrictions on what our staff will be able to assist you with, as support is only available by phone. Adherence to the guidelines we have provided will be essential for a safe and efficient Move Out for all.

Appointments:

Students may only return to campus during their designated appointment. Their building access will only be available during their selected appointment window. There will be no way to extend a student’s access beyond their scheduled appointment time.
Appointments have been organized to maximize social distancing. This precludes students from the same floors to select the same window of time. We encourage roommates to avoid selecting back-to-back appointment times to allow for custodial staff to disinfect public spaces, door handles, etc.

**Moving Assistance:**
Students may be escorted by a maximum of 2 guests to help them remove belongings (who are not displaying any COVID19 symptoms).

UD moving carts will NOT be available. Students should bring any equipment they need to remove their belongings. Dumpsters will be readily available for disposal of any unwanted items.

**Pre-Arrival Health Assessment:**
Students and guests must complete and continue to monitor a health assessment. Only students and guests who qualify based on this screening may come to campus.

1. Take your temperature. If your temperature is over 99.4F
   o If YES student/guest should consult medical professionals; they may not come to campus
   o If NO then proceed to #2
2. Do you have symptoms of respiratory infection (fever, cough, shortness of breath, or muscle aches)?
   o If YES, or student/guest is otherwise symptomatic and considered at risk for COVID-19 exposure, they may not come to campus.
   o If NO, proceed to #3
3. Have you been in close contact (e.g., within 6 feet for more than a few minutes) with a person with confirmed COVID-19 infection?
   o If YES, student/guest may not come to campus. They will be invited to campus at a later date to remove belongings.
   o If NO, student/guest may proceed to campus.

**Social Distancing and Protective Gear:**
In accordance with State of Delaware’s Emergency Declarations (link) students and guests must wear face coverings at all times including parking lots, hallways, and student rooms. Coverings can be regulatory masks or scarves/bandanas but must cover nose and mouth;

Students and guests should remain at least 6 feet from any other individuals in the building (custodial staff, UDPD, other students, etc.);

Only one student with their two helpers may ride in elevator at a time;
Doors will be marked for entrance and exits, and directive signs will note walk-way direction to minimize groups crossing paths.

**Items to Bring with you to Move Out:**
It is important to stick to your designated 2-hour Move Out window. Therefore we ask all students be prepared for their Move Out with the following items:

- A Delaware State Identification Card
- Your UDID
- Your Room Key
- Face Covering (worn at all times while on UD Campus)
- Any equipment needed to move your belongings (Carts will NOT be available)
- Moving Equipment (boxes, bags, luggage, etc.)
- Trash bags (dumpsters will be available on all parts of campus for trash)

**At the conclusion of your appointment:**

*Return your Keys:*
Please return your keys. There will be signs directing you on how to do so in your building.

*Complete the Electronic Check Out:*
You will receive an email directing you back to the “Electronic Check Out” form after your appointment is over. Please complete this final step to close out your housing completely.

Dr. James Tweedy  
Director of Residence Life & Housing  
tweedy@udel.edu
Reminder Email to Student the Day Before Selected Appointment

Subject Line:  Reminders for your Move Out Tomorrow

Dear STUDENT

This is a reminder email for your upcoming Move Out Appointment.

Your Move Out Appointment:
Date: XX
Time: XX
Building/ Room: XX

A note about COVID-19 and Move Out:
Our Move Out appointments are in 2-hour increments and restricted by building and floor to encourage social distancing. For this reason, please arrive promptly (but not early) for your appointment. You will only have access to your building during your appointment window.

We ask for our students and families to partner with us for a safe and efficient Move Out for all. Please review the additional guidelines for your Move Out in advance. If you have any questions, please be sure to contact us. For the most up-to-date details about Move Out please continue to check our website.

Guidelines for returning to campus for Move Out

Due to the COVID19 crisis and statewide health and travel restrictions, the following guidelines are for all students and guests who will return to campus to remove belongings during Move Out 2020.

We have designed our Move Out process to be contactless. There will not be any face-to-face contact with our staff during your appointment window. Access to the buildings will be automated based on your appointment time and activated using your UD ONEcard.

For any urgent matters, there will be signage in the building providing the contact information for a staff member on call. There will be restrictions on what our staff will be able to assist you with, as support is only available by phone. Adherence to the guidelines we have provided will be essential for a safe and efficient Move Out for all.

Appointments:

Students may only return to campus during their designated appointment. Their building access will only be available during their selected appointment window. There will be no way to extend a student’s access beyond their scheduled appointment time.
Appointments have been organized to maximize social distancing. This precludes students from the same floors to select the same window of time. We encourage roommates to avoid selecting back-to-back appointment times to allow for custodial staff to disinfect public spaces, door handles, etc.

**Moving Assistance:**
Students may be escorted by a maximum of 2 guests to help them remove belongings (who are not displaying any COVID19 symptoms).

UD moving carts will NOT be available. Students should bring any equipment they need to remove their belongings. Dumpsters will be readily available for disposal of any unwanted items.

**Pre-Arrival Health Assessment:**
Students and guests must complete and continue to monitor a health assessment. Only students and guests who qualify based on this screening may come to campus.

4. Take your temperature. If your temperature is over 99.4F
   - If YES student/guest should consult medical professionals; they may not come to campus
   - If NO then proceed to #2
5. Do you have symptoms of respiratory infection (fever, cough, shortness of breath, or muscle aches)?
   - If YES, or student/guest is otherwise symptomatic and considered at risk for COVID-19 exposure, they may not come to campus.
   - If NO, proceed to #3
6. Have you been in close contact (e.g., within 6 feet for more than a few minutes) with a person with confirmed COVID-19 infection?
   - If YES, student/guest may not come to campus. They will be invited to campus at a later date to remove belongings.
   - If NO, student/guest may proceed to campus.

**Social Distancing and Protective Gear:**
In accordance with State of Delaware’s Emergency Declarations ([link](#)) students and guests must wear face coverings at all times including parking lots, hallways, and student rooms. Coverings can be regulatory masks or scarves/bandanas but must cover nose and mouth;

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Only one student with their two helpers may ride in elevator at a time;
Doors will be marked for entrance and exits, and directive signs will note walk-way direction to minimize groups crossing paths.

**Items to Bring with you to Move Out:**

It is important to stick to your designated 2-hour Move Out window. Therefore we ask all students be prepared for their Move Out with the following items:

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- Trash bags (dumpsters will be available on all parts of campus for trash)

**At the conclusion of your appointment:**

*Return your Keys:*
Please return your keys. There will be signs directing you on how to do so in your building.

*Complete the Electronic Check Out:*
You will receive an email directing you back to the “Electronic Check Out” form after your appointment is over. Please complete this final step to close out your housing completely.

Sincerely,

Dr. James Tweedy
Director of Residence Life & Housing
tweedy@udel.edu

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**Email to Student After Appointment Time has Passed Subject Line: Final Step of your Move Out**

Dear STUDENT,
Thank you for returning to campus to remove your belongings from residence halls during your designated appointment.

We have one last step for you to complete your Move Out. Please complete the Electronic Check Out Form: [LINK]

We thank you for your assistance to ensure a safe Move Out for our campus community.

If you did not come and remove your belongings during your appointment, please notify your Residence Hall Coordinator as soon as possible ([Insert email]).

Sincerely,

Dr. James Tweedy
Director of Residence Life & Housing
tweedy@udel.edu