

03/24/2020

Please see below for an updated housing and dining FAQ. All changes and clarifications are in **RED**.

ULM is urging all of its residents to move out for the remainder of the Spring 2020 semester.

ULM FAQ's

1. Will I be required to completely move out of my residence hall?

Residents will have until noon on Sunday, March 29 to *completely* move out. For each student who successfully completes move-out by noon on Sunday, March 29, ULM will be offering a 25% refund on your **Spring** 2020 housing and Aramark will be offering a 25% refund on your **Spring** 2020 meal plan **and they will be refunding any flex dollars you have left over (more information will be e-mailed to you regarding these refunds. Estimated time to receive your refund is by April 15).**

To receive your refund you must:

- Be completely moved out of your residence hall by Sunday, March 29, noon.
- Successfully complete the check-out procedure which includes having your room inspected, keys turned into Res Life, etc.
- The refund minus anything you might owe, will be direct deposited if you have direct deposit set up already. If not, the ULM Controller's office will be contacting you.

Students who are unable to leave campus will be accommodated but they will have to relocate. If you are unable to return home or leave campus, you must inform your Resident Assistant as soon as possible, but no later than the close of business Monday, March 23, 2020.

- Please note effective immediately, campus visitation is restricted to residents **ONLY** unless your guest is assisting you with move out.

2. Can I check out but leave my belongings in my room?

Unfortunately, you cannot. If you checkout, you are required to take all of your belongings home with you. **If you left ULM / moved out of your residence hall before Friday March 20, please contact ULM's Office of Residential Life at reslife@ulm.edu**

3. What about a vehicle?

If you are going to leave your vehicle at ULM, (1) contact UPD and let them know and (2) move your vehicle to the UPD parking lot. Vehicles will not be permitted to remain at any other location on campus.

4. Are there any charges associated with check out?

Only those charges associated with improper check out, lost keys or damage to the unit that was not on the move in inventory.

5. Are there any changes in the checkout process?

When you check out of your room you are asked to limit the number of individuals you bring to campus to assist you to preserve the health of our residential community.

6. Is there an additional charge for staying on campus if I need to remain?

There will not be an additional charge to stay on campus once you have been approved to do so however please note the following:

- The SUB, Starbucks and the PODS will be closed effective Friday, March 20.
- Schulze will be open for to-go meals only. **Beginning Sunday March 29, pick-up times for meals are as follows:**
 - Breakfast – 8-9:30**
 - Lunch – 11-1:00**
 - Dinner – 5-7:00**
- The bookstore will be closed. **Should you have questions for the bookstore, please e-mail Stacey Cordell at cordell@ulm.edu**
The bookstore will provide a free shipping label for you to use in returning your books.
- Visitation, social gatherings, etc., will be prohibited on campus.
- The Campus Post office will be open from **10 a.m. until 3 p.m. Monday – Thursday and 10-11:30 a.m. on Friday. UPS, Fed Ex, etc., will deliver all packages to the ULM Post Office.**

7. If I remain in the residential community, is anything else changing?

The library and SSC will remain open with social distancing practices in use. All offices on campus will continue to operate via telephone, email or video conferencing. All buildings will be locked down and accessible by ID only to essential personnel.

- **ULM Library hours this week are: Monday - Friday 7:30am - 5:00pm and Friday 7:30am - 4:30pm. The Library will close Sunday, March 29th until further notice.**
- **The Student Success Center will be open 7 days a week 1:00pm-5:00 pm effective Saturday, March 29. SSC Computer Lab hours will be contingent upon demand.**

8. Counseling Center personnel will be available 24/7.

During business hours, Crisis support is available by phone by calling 318-342-5220. A counselor will be notified of the students need for assistance and will return their call immediately. After normal business hours and on weekends, students may contact University Police at 318-342-5350 to make arrangements to speak with a counselor. If a student in crisis is unable to participate in video or phone counseling, go to the nearest emergency room or dial 911.

9. Will the Food Pantry be open?

Yes, the Food Pantry located in the AC will be open Monday, Wednesday and Thursday from 12 noon until 3 p.m.

10. Additional Questions?

- Housing Questions – 318-342-5240 / reslife@ulm.edu

11. What can I do to help?

- Make sure you notify UPD if you are leaving your vehicle at ULM and move your vehicle to the UPD parking lot.
- Make sure you are completely moved out of your residence hall by noon on Sunday, March 29 – and make sure you have completed the check-out procedure which includes having your room inspected and turning in your keys, etc. OR you have notified Res Life by 5 p.m. on Monday, March 23 providing them with the reason you cannot leave on-campus living.
- Check your @warhawks e-mail often.
- For those of you not graduating, the Housing Application for Fall 2020 is now live. Make sure you complete your housing application as soon as you can. We will do everything possible to make sure you are returned to your current housing assignment. Should you want to change your housing assignment for Fall 20, please indicate that in the appropriate section.
- If you are wanting to move off-campus for Fall 20, that application is due by April 1 to Auxiliary Enterprises, Sandel Hall 387. **You can e-mail your completed application and any necessary information to auxiliary@ulm.edu**

Housing/Dining FAQs

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- B. Schulze will be open for to-go meals only – times to pick up Breakfast, Lunch and Dinner will be posted and e-mailed to you.

- C. The bookstore will be closed.
- D. Visitation, social gatherings, etc., will be prohibited on campus.
- E. The Campus Post office will be open from 10 a.m. until 3 p.m.

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Library Hours – Monday-Thursday, 7:30 a.m. – 10:00 p.m. / Friday – 7:30 a.m. – 4:30 p.m.

SSC – Via Zoom – Tutoring hours are Monday – Thursday, 10 a.m. – 9:00 p.m.

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