

Fall 2020 FAQ Residence Life and Housing

How is move-in going to work? Is move in still August 18th or is it going to be earlier/later?

Move in for First Year Areas (Summit and the Village and Alpine Valley will begin Sunday, August 16th and will continue through Wednesday, August 19th. By now you should have received your move in day and time. If you need to arrive later email Housing@uccs.edu and let us know.

Alpine Apartment move in is Friday, August 21st through Sunday, August 23rd. Again, by now you have received your move in day and time. If you need to arrive after the start of classes you need to email Housing@uccs.edu.

Will Housing still cost the same?

Housing rates are based upon the type of room you have been assigned. In Summit and the Village at Alpine Valley they include room, board plan, parking, all utilities, and laundry.

Alpine Apartment rates include room, parking, all utilities, and laundry. Optional meal plans are available through the Housing office or Dining and Hospitality website

Clyde's cash is also available for purchase.

I am nervous about COVID-19, do I have to live on campus still? (Some students want to live with extended relatives, others just want to live in an apartment)

The University has not rescinded the requirement to live on campus for those out of the El Paso County area. We do understand that with many classes being remote you may not need to live on campus. Anyone under three (3) credits may cancel prior to move in. After moving in you will need to fill out a petition if you change your mind. Petitions are very specific, please see our website for the process.

We do encourage you to live on campus, the University has developed a robust plan for clean and sanitizing public areas, you have the safe guard of our staff and Police should you require assistance and even if your classes are remote you may still want to participate in both in person and virtual activities that are being planned.

You may fill out an exemption petition form on our website if would you want to live off campus, please provide all necessary documentation requested and be very specific in your personal statement. It is always best to not sign or commit to any obligation until you have found out the status of your petition.

Will campus be open in the fall?

Yes, campus is open and ready to educate and build community! The Return to Campus Committees have taken precautions to keep you safe and still allow for you to participate on campus. The planning involved resetting classrooms and public spaces for social distancing, providing face coverings and opening all Student Services offices for your use. Please contact any office via phone or email to set up an appointment for advisement.

Will students receive a refund if the school must close due to an outbreak in the community?

Yes, if the University needs to close for any reason you will be given ample time to plan your return to home. The housing rates will be prorated, and you will receive a credit on your account towards future billings. If you decide to not return to UCCS you can apply for a refund via the Student Financial Services Office.

What is the benefit to living on campus in this COVID environment?

The University and our office have spent months to develop plans to keep you safe, these plans require your cooperation with the rules and guidelines the University has put in place. Living on campus you will have many opportunities for involvement in activities both in person and virtual, you will have the convenience of

accessing the library, rec center, university center and all the other campus services offered just a short walk from your residence hall.

In the residence halls you will be able to interact and develop relationships with suitemates and members of your village community, take advantage of our Academic Commons (LaPlata and Copper Houses) and you will have Resident Assistants to rely on for referrals, advice and support.

How do I cancel my/my students housing? All my or my student's classes are remote.

If you are enrolled in less than 3 in person or Hyflex classes and wish to stay at home for fall you will need to fill out a cancellation form on the housing website. You may also defer your application to spring and move in then.

Is there a fridge and microwave in the room?

First year housing does not include a refrigerator or microwave unless you are living in Copper House. We encourage you to talk with your roommate and decide who is bringing what so that you do not end up with four microwaves! Your roommate contact information can be found in your assignment letter.

What are we doing if someone gets sick? Is it safe to have my student go to college this year?

If someone is not feeling well or is experiencing symptoms related to COVID: fever, cough, shortness of breath or difficulty breathing, sudden loss of taste or smell, muscle or body aches, sore throat, vomiting or diarrhea. You need to contact our Wellness Center at 719-255-4444 to get an appointment as quickly as possible. They will be able to evaluate you and test you for COVID. Residence Life and the Wellness Center has set up a protocol for quarantine and isolation. They will be able to assist you in the process. If you are feeling unwell, after seeing a provider in the Wellness Center we would encourage you to return to home if possible.

Safety has been at the forefront of all the campus planning. We have received guidance from El Paso County Health, Colorado State Department of Health, Colorado Department of Higher Education as well as many of the professional organizations for each of the divisions on campus. We have reset classroom and common spaces for social distancing, limited the occupancy of many of the service areas on campus and have done training with all staff and faculty on COVID. All the measure we have put in place should significantly reduce your risk on contact. What the University has done is only half the work, you as a member of this community must abide by all guidance and rules set out by the University. The University will do its best but there cannot be any guarantees. The safety of our campus is dependent on all community members do their part.

I want to sign up for housing, are there still spots? Or How do I sign into the application

Yes, we still have spaces available, not all room types have availability, but we will be happy to arrange to house you. You will need to log into the housing portal and complete an application. Upon the completed application and payment of fees you will be assigned based upon your housing preferences and availability. We are housing students at a maximum of four to a bathroom and two to a room. This was based on guidance from El Paso County Health after a tour of our facilities.

How do I access my housing portal?

You access your portal via the housing website <https://residence.uccs.edu/housing-application>

I do not like my roommate already, how can I switch?

Given safety measures around COVID-19, we are not allowing room changes unless approved by a Residence Hall Manager.

Can I skip the deposit and fill out the rest and come back to the deposit when I have a scholarship?

Payment of fees are required at the time of completion of your application. If you are Pell eligible, we may be able to waive some of the fees. You need to request a review of your financial status via email to housing@uccs.edu. You will be contacted. All student must pay the deposit of \$200 that is returned to you once you have completed the academic year and are not returning to housing. If you elect to return for the next academic year, we will keep the deposit on your account.

If my room type is changed, do I have to pay the difference?

You will be billed for whatever room type you are assigned to.

What is the official form of communication from the University?

The official form of communication with the student is to their @uccs.edu email address. You should check that email daily or you can forward to your personal email.

What can I expect on move in day?

When you arrive to campus on your day and appointed time slot you will be asked to provide a state or federal identification (driver's license, state ID or passport). We cannot check you in without that ID. You will be given your keys and if you are new student to campus and have not opened an ENT account you will also receive a temporary card for access. You will be given information about where to park and can begin your move in. We encourage you to bring with you no more than two helpers and they must also comply with campus rules on facial coverings and social distancing. We also request that you bring a cart or dolly to assist you with your move in, it is a walk from the parking garages to the housing villages and due to this COVID environment we are not able to provide volunteers nor moving carts because of sanitation issues.

After you have settled in your room please feel free to do a walking tour of campus, check out what building you will need to access for your in person or Hyflex classes and become familiar with the many services on campus.

Once you are moved in please go to the University Center Info Desk to get your formal UCCS ID. Your temporary ID will have building access and your meal plan on the card. It will not have any flex or Clyde's Cash loaded; you will need to have your formal ID to use those functions. It is important to have your formal ID because your access to the Rec Center, Library and Student Activities will require this.

What is the best way I can learn about their roommates before moving in?

The best way is to reach out to your roommate directly. Do not just rely on social media to get to know someone. If you are close in proximity try and get together for coffee and get acquainted. Please be open and honest about all your expectations. Share what you are most excited for as well as what you might be fearing. Remember that everyone has differences and living with someone who has different beliefs is not a bad thing but choose to look at it as a learning opportunity.

What will I be able to get involved with while living in housing?

Our student life office has been hard at work this summer creating events that will be delivered both in person, with social distancing as well as virtual. Your Resident Assistant will focus on getting to your floor as well build a strong community on your floor. You are also welcomed to join our Residence Hall Association; they are a programming and advocacy group that is advised by one of our Residence Hall Managers. Their sole purpose is to make our residential community open, inclusive and a fun and exciting place to live.

How does billing work?

All billing is done through your student account, you can access your account via your UCCS Student Portal. Housing charges are placed on your student account before the term starts. If you decide to leave housing at the end of the academic year contract you \$200 deposit is refunded to your account. If no balance is due, you will receive either a direct

deposit or a check. If you stay with us for summer or the next academic year, we will retain your deposit and it will sit on your housing account for the next contracted period.

What do I do if I have a maintenance concern while living on campus?

Please go to the Res Life and Housing website and fill out a work order. Most work orders are attended to within the next business day. You will be notified of the status of your work order via email. If there is a problem after hours or on weekends, contact the RA on duty at 719-255-4600 in Summit or 719-255-6500 in the Village at Alpine Valley. If needed, we can have maintenance come out after hours for emergencies. The RA on duty will determine what course should be taken.

How are roommate conflicts handled?

First try and work things out on your own, there are always challenges we face and often time sitting down to discuss the conflict you can come up with a reasonable compromise. If you feel you need additional support your RA has been trained in conflict management and mediation. They will set up a time to have a structured conversation. If that is still not working you can work directly with the Residence Hall Manager that oversees the area you live in. We have great success in navigating these conflicts, but everyone needs to be open to compromise for success.

What if I have difficulties eating on campus?

If you have food allergies our Dining and Hospitality (DHS) Service and Residential Dining will work with you and a dietitian to help you develop a healthy eating plan. There are always vegetarian and allergen free foods you can rely upon getting at either dining hall.

If your issue is a scheduling issue you can work with DHS to order meals to go!

Our Wellness Center also has a Dietitian Program where you again can sit down with one of our graduate students and develop your own personalized plan, contact 719-255-4444.

After one semester my student wants to move off campus, what do they need to do to cancel the contract?

Our contract is for the full academic year. We do have a petition process available on our website. Please provide all written documentation that the petition requests. The committee that reviews these are made up of member of the University Community that do not work in our office. We do this so there is a fair and equitable review of your petition.

Do you have housekeeping or laundry service available?

We provide custodial housekeeping only in public areas of the Residence Halls, we do not provide in room cleaning services. There are laundry services available in each village that are free of charge to the resident, all you need to do is use your own laundry products and you are ready to go.

What does my meal plan cover and where can they eat?

All student living in first year areas (Summit Village and the Village at Alpine Valley) have an all access meal plan that include \$50 of flex cash. You can eat in either dining hall (The Lodge in Summit Village and Roaring Fork in the Village at Alpine Valley). You may enter either dining hall as often as you would like during any meal periods.

The All Access Meal Plan will also do a meal equivalence once per day (Monday to Friday) at Café 65 on main campus. There will be a variety of meals you can purchase with a swipe or you can swipe to pay in portion for qualified meal items.

If you live in the upper-class apartments you may purchase an optional meal plan. Those meals are available again at both dining halls.

Clyde's Cash is available for purchase for all students. Your prepaid balance works off your UCCS ID and can be used at all food venues on campus.

Should a student get renter's insurance?

Please check with your family's homeowners or renter's insurance. Often a child residing in an on-campus situation is covered under the family's current policy. If not, there are plenty of insurance providers that can offer great coverage for a reasonable amount. We strongly encourage you to explore either option and get yourself covered in case of an emergency.

What can I do if I feel I am not being treated fairly by an instructor or professor?

In any conflict it is best to have the conversation directly with the person you are having issues with, request a time and try and understand what is happening in your situation. If you are uncomfortable with that route you can reach out to our Dean of Students Office or speak with your Academic Advisor. Both will be an excellent support and can help you navigate the situation.

What security measures are in place to keep my student safe?

Our residential areas are secured 24/7, please do not prop open doors or allow someone into the building that does not live there, we rely heavily on our residents to assist us with security. We have Resident Assistants on duty beginning Monday through Thursday from 5pm to 8am the next day and Friday at 5pm to Monday at 8am. Monday to Friday (except holidays) Monarch and LaPlata Desks are open to assist you 8am to 5pm. There is also a Professional Staff Member on Duty 24/7 to support the RAs.

Our campus is very lucky to have certified peace officers (University Police) to keep and maintain security for the campus. They have community resource officers to assist and security guards in the housing villages in the evenings. Please contact Police Dispatch at 719-255-311 if you have any issues.

Overall, we live in a very safe community, most crimes of what the police refer to as crimes of opportunity, leaving your backpack unattended in public spaces, leaving your room door propped open when you leave to visit a neighbor or check your laundry. Always keep your personal possession with you and lock your door when you leave. A quick trip to ask a question of your floormate can often time lead to a longer visit. When walking at night try to always have a buddy with you or all Police Dispatch, they will do escorts if someone is feeling unsafe.

Crime can happen anywhere, be aware of your surroundings, do not take chances your safety should always come first!

Parents, Family and Guardian FAQs

What if I have concerns about my student?

You can always call our office and ask to speak to one of our Residence Hall Managers, they can assist you and guide you to the appropriate resource.

You can always call our office or Police Dispatch for a welfare check. We will find the student and check in on them, we cannot always make them call you, but we can let them know you are worried about them.

Our Dean of Students Office can also be a great resource for you as well.

Will I be notified if there is a medical emergency?

In cases of medical emergencies your student must provide us with an emergency contact. If your student is transported to the hospital by ambulance, a member of Residence Life Professional staff will attempt notification with the emergency contact. Our staff will only be able to provide you with the basic facts of the situation and let you know what hospital they are being transported to. Because of HIPPA regulation often the hospital will not give out much information as well.

Will I be told if there is a student conduct process?

In most cases we do not inform parents, family, or guardians of a conduct situation. That is up to your student to tell you. You will be informed if the student if the student has been suspended from the residence halls or if your student receives a Formal Reprimand for a code of conduct violation. We work closely with the Dean of Students Office who oversees the conduct process for all students. Additional information on the conduct process can be found: <https://dos.uccs.edu/student-conduct>

What address do I use if I want to send my student a package?

If your student lives in Summit Village, please mail to:

Students Name
1010 Austin Bluffs Parkway
Colorado Springs, Colorado 80918

If your student lives in the Village at Alpine Valley or the Alpine Apartments, please mail to:

Student's Name
4645 Stanton Road
Colorado Springs, Colorado 80918

You do not need to include any building information or PO Box, our staff at the front desk looks up each piece of mail or package by the student's name and is then sorted.

What is FERPA and how does that affect communication with the office? University?

FERPA, Family Education Rights Privacy Act keeps all information about a student over the age of 18 private for that student. This means if your student did not give you rights to academic and or financial information via their student portal, we will not be able to have any detailed conversations with you. The FERPA law only allows us to give out the following without consent:

- Dates of attendance
- School/College of enrollment
- Major, minor, and field of study
- Academic level
- Enrollment status
- Degree completion status

The above is called directory information and can be given out when requested unless the student has prohibited us from doing so.

We can however have general conversations about our processes or standard operating procedures. We will never give out specific information without the student's consent.

Do you do bed checks every night?

Quite simply no. We treat our residents as adults, and they should be empowered to make their own decisions.

My student is using my VA benefits, how can I pay their bill monthly for housing?

Please contact Student Financial Service or our Veterans and Military Affairs Office for information on your benefits.