

# FAQs

## What on-campus residences does this impact?

All on-campus residences are closing. Specifically:

- Alliance
- Burch
- Catherine / Monica
- Chardin
- Corkery
- Coughlin
- Crimont
- Cushing
- DeSmet
- Dillon
- Dooley
- Dussault
- Goller
- Kennedy
- Lincoln
- Madonna
- Marian
- Roncalli
- Sharp Apartment
- Sharp House
- Twohy

*Questions for residents in university-owned off-campus apartments and houses are addressed at the conclusion of the FAQ.*

## Will I be able to access my building with my ZagCard?

Yes, ZagCards will work until March 27<sup>th</sup> at 5:00 p.m. You should still have your room keys. If not, you'll need to contact Campus Security for a "key service." If you need building access after 5:00 p.m. on March 27<sup>th</sup> but before April 13<sup>th</sup>, please contact the Housing Office to make arrangements.

## When will I be able to move out of my room?

You can move out of your room at any time between now and March 27<sup>th</sup> at 5:00 p.m. without prior arrangement. After 5:00 p.m. on March 27<sup>th</sup>, your access will be allowed after submission of the *Check-Out Information Form* on [ZagLiving](#). The deadline for you to remove all of your belongings is April 13, 2020.

If circumstances make returning to move out of your room by April 13<sup>th</sup> an impossibility, please contact the Housing Office at (509) 313-4103, between 8:00 a.m. and 5:00 p.m., Monday through Friday, and we will work with you on making special arrangements to secure your belongings and check out of your room.

### **How do I return my keys?**

An Express check out envelope was provided underneath your unit door. There may be multiple envelopes – one for you and another for your roommate, suitemates or apartment mates. If you don't find an express checkout envelope, please contact the Housing and Residence Life Office, 509-313-4103, [housing@gonzaga.edu](mailto:housing@gonzaga.edu).

Please complete the information on the envelope and place your keys inside. After completely moving out, please place the envelope in the blue drop box on the south side of Crosby (outside the building). This drop box will be checked daily.

### **I have moved out, but still have my keys. How do I return them?**

Please mail your keys back to the Housing and Residence Life office (include your name) by April 13, 2020:

Housing and Residence Life  
502 E Boone Ave.  
Spokane, WA 99258-2515

### **What are the expectations for cleanliness when I leave my space?**

To reduce the possible exposure of the virus to others, you should remove all of your belongings and place your trash in the dumpster outside. If you have items to donate to veterans, please take them to the collection sites in the McCarthy Parking Lot, DeSmet Circle and Tilford Parking Lot. Our partners with the Army National Guard will be on site between 8:00 a.m. and 5:00 p.m. on Thursday, March 19<sup>th</sup> through Saturday, March 21<sup>st</sup> to take your donations. We would appreciate it if you do your best to clean your space with the supplies on hand.

### **Are there local storage facilities where I can store my belongings?**

Yes, we have compiled a list of storage facilities. You can find them [here](#).

### **Will Gonzaga provide moving boxes?**

Yes. Boxes will be made available as needed.

### **What if I am not able to return to Gonzaga to move out?**

If circumstances make returning to move out of your room by April 13<sup>th</sup> an impossibility, please contact the Housing Office at (509) 313-4103, between 8:00 a.m. and 5:00 p.m., Monday through Friday, and we will work with you on making special arrangements to secure your belongings and check out of your room.

## **What if I am unable to travel to my permanent address? Am I able to stay on campus?**

In order to reduce social density and promote social distancing, we strongly recommend students return to their permanent residence. We recognize that for a few students returning to your permanent address may not be possible due to extenuating circumstances.

International students, housing-insecure students, and those who for any reason cannot leave campus may apply to remain in the residence halls, and these requests will be handled on a case-by-case basis. Students who are approved to remain must agree to abide by a more restrictive set of standards for personal conduct, including behaviors intended to reduce the risk of viral transmission, and in certain cases, may be relocated to another room on campus. Students who seek permission to remain on campus and who fall into one of the above categories must submit a Request to Stay form on [ZagLiving](#) as soon as possible, but no later than **Monday, March 23<sup>rd</sup>** at 12:00 p.m. Noon (PDT). Students requesting an exception will be informed of a decision no later than Wednesday, March 25<sup>th</sup>.

## **Can Gonzaga ship my things to me?**

If you have a computer, textbooks, or class materials in your room that you need immediately for your classes, please contact the Housing Office. We will make arrangements as soon as we are able to ship these to you. Additionally, if you have medicine in your room that you need, please let us know.

## **Will there be food options for students still living on campus?**

At this time, Sodexo Zag Dining plans to continue to provide “grab and go” meal service from the COG for breakfast, lunch and dinner, and currently plans to have both Starbucks and The Marketplace remain open. This is subject to change based on health district directives. If you have question about what meals are offered and dietary restrictions, please contact Sodexo (509) 313-6934.

## **What will happen if I break housing or conduct policies?**

We expect you to treat the situation in which we all find ourselves with regard to COVID-19 seriously. We will have a 'no tolerance' policy for conduct that is in violation of our expectations, which can be found [here](#).

## **I reside in a Gonzaga Owned off-campus property. May I stay?**

Yes. This applies to apartments as well as our houses. If you elect to stay, you may remain until the end of your lease term. If, however, you choose to vacate, your rent will be pro-rated and an appropriate refund will be issued. It may be the case that in certain houses, some residents may choose to stay while others choose to vacate. In this situation, students choosing to stay will not be required to pay increased rent.

**Will we be receiving a refund for housing for the remainder of the Spring semester?**

We will calculate a credit to your student account for room and meal plan charges on a pro-rata basis for the remainder of the Spring semester. If a refund is calculated, such amounts will be paid no later than April 10<sup>th</sup>. If the payor is not the student or parent, such as payments made by a third-party grantor for an outside scholarship, calculated refunds owed will be issued to the third-party grantor.

Any students that are making payments to the University under a payment plan will receive an update on any amounts owed after application of housing and meal plan credits. If you have additional questions please contact Student Accounts at (509) 313-6812. We appreciate your patience as we undertake the work of calculating and processing refunds.