



Posted to website 3-14-20 7:50 p.m.

**Instructions for Resident Students  
3-14-2020**

Our Lady of the Lake University (OLLU) cares deeply about the health, safety and well-being of our residential students. In light of the university's decision to conduct all spring 2020 classes through virtual or remote instruction, and in an effort to promote social distancing to help stop the spread of COVID-19, **effective immediately, OLLU is starting the process to close residential facilities by Monday, March 30, 2020.**

Residents currently on campus are asked to depart housing facilities by close of business on Monday, March 30, 2020.

Departing residents should take all their belongings with them, as the residence halls will not reopen during spring semester 2020. Residence Life will be prepared with information about local storage companies at the front desk of each residence hall starting on Monday, March 16, 2020.

**Special Note:** F-1 international students should contact Mary Scotka, AVP Administration/Principal Designated School Official (PDSO) prior to leaving campus for their home countries to discuss immigration requirements: 210-748-0720; [mscotka@ollusa.edu](mailto:mscotka@ollusa.edu).

Since students will be engaged in virtual or remote learning and will not be living on campus, the following procedures are applied to those who will move out:

- Students without a current balance due to OLLU will have a choice of receiving a refund or applying a credit towards next academic year's charges. Any current balances will be satisfied through applied credit from the housing and dining return.
- After a review of the individual student account, there are no guarantees that students will be due a refund after they move out.
- The effective date of the refunds will be March 16, 2020, unless a student stays past the March 30, 2020 deadline, and will be applicable through the final day of spring semester, May 8, 2020.
- Graduating seniors will receive a refund as they do not have an upcoming semester to apply a credit.
- Any other resident or meal plan purchaser can choose between a cash refund, or a credit to apply towards next academic year's charges.

- Students who received a Housing Grant, or otherwise had housing and meals paid for (i.e., athletes) will have those forms of aid calculated into the refund or credit.
- All students will need to complete a form for refund/credit, which will be reviewed and approved by the Director of Housing and the Vice President of Finance. No refund or credit will be granted without a form. This form will be emailed to students by Monday, March 16, 2020 by close of business.
- Refunds will be processed in the order received within two weeks of approval from the Vice President of Finance.

We understand this decision may create significant challenges for some of our students, therefore we want to do everything we can to support those students for whom this decision may cause undue hardship. We are here to support you during this time. As a result, the university will provide necessary exceptions to this temporary residence hall closure.

Students requesting an exception to the spring semester 2020 residence hall closure must submit a request online using this [request form](#) no later than **Friday, March 20, 2020**. We will review and respond to all requests within 24 hours. Residents approved to remain on campus will continue to be responsible for room and meal plan charges and may be required to move to a new room on campus over the coming weeks in order to promote social distancing.

#### **Check-Out Procedures:**

**The Office of Residence Life will be open on Sunday, March 15 from 9 a.m.-5 p.m. to assist residents checking out this weekend.** We will be offering express check-outs to move out of your hall/ apartment. Forms are available at the Residence Life front office in Lake View Apartments. Please follow the procedures below:

1. Upon return to your room, pack up all your personal belongings.
2. Completely clean your room and any common areas (bathroom kitchen, living room).
3. Any damages found by Residence Life staff will be reviewed and billed as deemed necessary
4. Once you are ready to vacate, double check that all personal belongings have been removed.
5. Complete your End of Semester Check Out Envelope and return to the Office of Residence Life. If not returned, a \$60 lost key fee will be assessed
6. End of Semester Check Out Envelopes will be available at the Office of Residence Life starting on Monday. Students choosing to depart this weekend can get one from the RA on Call.
7. For more information, you can contact the Office of Residence Life at 210-431-3941 or email [residencelife@ollusa.edu](mailto:residencelife@ollusa.edu).

Although we believe this is the best decision in the interest of public health, we are saddened to see our residential students leave earlier than expected. We look forward

to your continued success in your virtual or remote coursework in the spring semester. Your faculty are deeply committed to providing each of you with a rich and engaging learning environment. Our entire campus community will miss your presence on campus as each of you contribute so much of what makes OLLU a special place. We cannot wait to welcome you back to campus once this pandemic has subsided and normal operations resume.

If you have any questions about expectations for move out or how to request an exception, please call Residence Life at 210-431-3941 or email [residencelife@ollusa.edu](mailto:residencelife@ollusa.edu).

For up-to-date information about the university's response to the COVID-19 pandemic, please click the following link [OLLU COVID 19 Response](#).