

The information contained within this document applies to students living with Residence Life and Student Housing in Alvarado, Coronado, Hokona, Laguna/DeVargas, Santa Clara, Redondo Village Apartments, SRC Apartments, and LoboRainforest. Students who live in either Casas del Rio or LoboVillage, managed by UNM’s private partner, American Campus Communities, should contact their property directly for information related to COVID safe practices, relevant policies, and procedures in place for the 2020-2021 lease year.

For resident Lobos, the Fall 2020 semester will be a completely new and different experience and we are committed to making it meaningful as well as supportive of your academic success. What can’t be overemphasized, is that choosing to live on campus this fall will come with additional responsibilities, and we want to clearly articulate those to you and your family to assure that we share an understanding of what it will mean to live on-campus at UNM this fall. At UNM we say, “each of us defines all of us.” It’s not just a catch-phrase; it’s part of a culture that recognizes that while we are all individuals, with our own personalities, experiences and perspectives, we are united in our commitment to the good of the pack. With that in mind, please understand that processes and protocols outlined here are in place to ensure not only the safety and success of each student living on campus, but also the safety and well-being their friends, faculty and entire Lobo community.

Our goal is to help you have a full and rich on-campus experience, but that experience will be impacted by the current public health situation—above all our primary objective will be to strive to maintain the safest possible environment in the residence halls. These actions are being taken to protect those who live on-campus, as well as the greater UNM, Albuquerque, and New Mexico community. We each have a responsibility to make daily decisions that keep ourselves and others safe. Students who live on campus this fall shall be held to the highest standard; your choice to live on campus must be made with the unequivocal understanding and agreement that you will be expected to make daily choices to keep others safe and will be held accountable for decisions or actions which work against that goal.

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MOVE-IN

Campus move-in is typically a very exciting but crowded time for housing. This year, the move-in process has been designed to limit the number of people in each space and hopefully reduce interactions between residents, and to do our best to separate out-of-state students from in-state students. Students will need to arrive, check-in, and move-in to their assigned space during their selected time block.

We will have three time-blocks during the move-in days allocated (which are outlined below): 9A-12P, 12P-3P, and 3P-6P. We will be allowing a maximum of 10% of the building occupancy to move-in during each timeslot.

Out-of-State students will need to select a timeslot between Friday, August 7 and Sunday, August 9. We are asking out-of-state students to return early enough that they can immediately begin their self-monitoring period within the residence halls.

In-State students will need to select a timeslot between Thursday, August 13 and Sunday, August 16. We are asking in-state students to wait to move into campus to give a window of time between the arrival of out-of-state and in-state students to reduce the risk of virus transmission.

The move-in sign-up will be available for students to begin selecting a move-in time on Monday, July 20 at 11:00AM. Students will be able to select via their housing dashboard, which is accessible here: <https://unm-residence.symphlicity.com>. Students will receive notice back confirming or denying their requested selection time. Students who are denied will be instructed to reselect a time with additional instructions to aid their selection.

Students must select a move-in time no later than 5:00PM on Monday, August 3, 2020. Students who do not select a move-in time will be assigned a time from the remaining available timeslots, and they will be notified of their assigned check-in time on Tuesday, August 4, 2020.

Move-In Helpers (Family & Friends)

Another important element of a safe move-in will be a minimal number of friends or family assisting with your move-in. Residents will only be permitted **ONE** person to assist them with moving their belongings into the building. RLSH understands that many students have more than one person looking to see them off to college, and that only allowing one person to assist with move-in may be impactful for resident and their families. To allow more people to wish you well as you join us for the fall, *you will be able to trade out the one person who is assisting you with moving-in*. To be clear, you may only have one person with you at a given time, but you can rotate who that one person is throughout your move-in window. At the end of your move-in window, all non-residents must leave the residence halls.

The one person who is assisting you move in will also be expected to wear a face covering in accordance with state health orders and campus policies. If they are not willing to wear a face covering, they will not be allowed in the building with you. During move-in, we ask that people be exceptionally conscious of maintaining a considerable amount of physical distance between families and that everyone wash or sanitize their hands a few times throughout the move-in process.

Check-In Procedures

In brief, RLSH is planning for a check-in which will provide you with everything you need to be able to get into your room while maintaining the most distance possible to keep you and our staff safe. RLSH will be sending out a PDF version of the 2020 Fall Move-In Guide in shortly before move-in which will contain very explicit instructions about the check-in process and maps to assist you once you arrive on campus.

For those who are returning to campus or have helped others move-in in the past, this year our check-in will be a completely different experience. We strongly encourage all students to pay close attention to the move-in guide to have the most updated and accurate information.

RLSH will be utilizing a drive-thru format for residence hall check-in; students will arrive in their cars and remain in their cars for the duration of the check-in process. Those without a car will be able to walk through the check-in to access everything they need.

Required Limited Interactions and Self-Monitoring Period for all Out-of-State Students

This limited interactions and self-monitoring period replaces the information previously provided to on-campus residents regarding a required off-campus quarantine prior to their move-in to the residence halls.

At the University of New Mexico, our top priority is our student's safety and providing as excellent a learning experience as possible in these less than ideal circumstances. Governor Michelle Lujan Grisham has ordered a 14-day quarantine for visitors to New Mexico and we are providing below our plan to align the return of our students to Albuquerque with that important requirement. We ask for your patience as we continue to monitor the changing situation and note that our guidance may evolve. We recommend self-monitoring and self-isolating while at home BEFORE traveling to New Mexico for incoming students in order to further reduce the probability of infection and for added safety. Please note that self-isolating before coming to New Mexico does not decrease the 14-day self-monitoring, it is just added safety for you and others. Though we have considered testing outcomes as an alternative to the quarantine, our Health Protocol Committee has recommended that all students abide by the following limited interactions and self-monitoring protocol. It does not matter if you have been tested before you arrive, you must follow these instructions. In the event that we do have students who test positive for COVID-19, we have set aside empty rooms for isolation. If you have any questions about the 14-Day Limited Interactions and Self-Monitoring Protocol below or anything related to housing and dining in general, please contact: housing@unm.edu

14 Day Limited Interactions and Self-Monitoring Protocol – Students in Campus Housing

Students arriving from out-of-state locations are required to limit interactions and self-monitor for 14 days. During this time, students in our residence halls must restrict personal interactions on campus. Students not abiding by these rules are subject to disciplinary proceedings under the Student Code of Conduct.

DO:

1. Follow all the protocols of check-in for access to the Residence Halls.
2. Self-monitor and self-isolate BEFORE traveling to New Mexico
3. Begin responding to the UNM DAILY Screening email upon arrival
4. Immediately self-report symptoms or a positive COVID-19 test on the COVID-19 reporting website; if reporting a positive case, immediately stop using any shared facilities and contact your RA for further instructions
5. Be prepared to move to isolation or quarantine space if directed
6. Attend classes remotely, NOT in person, during the 14-day self-monitoring period.
7. Utilize carryout or mobile ordering pickup for food service (UNM food locations are available for mobile ordering on Grubhub Campus Dining)
8. Adhere to all advisories on social distancing and mask requirements, as well as all other residence hall policies
9. Wipe bathroom surfaces with sanitizer/disinfectant before and after use
10. Maximize social distancing at all times.
11. Limit visits to shopping venues (grocery stores, bookstores) to a bare minimum; utilize on-line options, the UNM Bookstore delivers to the halls.
12. Avoid areas of campus with groups of people, library, computer pods, SUB
13. Wash hands several times per day, preferable at least every two hours

14. Take your temperature at least twice per day with the thermometer included in your welcome kit; self-report if your temperature becomes elevated above 100.4 degrees
15. Avoid taking public transit or riding campus shuttles unless necessary
16. Avoid elevators
17. Avoid laundry facilities during peak times
18. Follow all instructional signage in buildings re single direction in order to maintain proper safe practices

DO NOT:

19. Do Not attend in-person classes during the 14-day self-monitoring period.
20. Do Not enter La Posada, rather use meal swipes for carry out at SRC Market or any swipe-and-go location
21. Do Not visit dine in restaurants or food service operations
22. Do Not allow others into your bedroom space – you alone should be there
23. Do Not utilize shared spaces like lounges, common areas, or kitchens
24. Do Not attend mass gatherings, including religious observances, even within social distancing parameters

Required COVID19 Testing at Time of Campus Arrival

Testing for COVID-19 may be a requirement prior to moving in and/or periodically throughout the semester. This has not yet been finalized, and residents will be provided the information related to testing as it becomes available. However, since it may be required, we want all residents to be prepared for this possibility.

What to Bring

Our sincerest hope is that we make it through the semester and year without disruption to our students' ability to stay on campus; but we cannot make that guarantee. We cannot stress enough how important it will be to pack only the essentials for this fall. The fewer items you bring with you to campus, the less there will be for you to manage. We urge you to pack lightly and bring only what you need.

The intensity of our request for bringing only the essentials is our clear attempt to hope for the best, but plan for the worst. One of the most significant struggles faced when the residence halls closed in March was reuniting students with their belongings—our goal is to learn from that difficulty and have a better plan in case the halls have to close unexpectedly this year.

We recommend that you only bring with you what you can successfully move out on your own with very short notice. In the instance we need to close (as outlined below), it is probable you will have a very limited window to exit the halls. Though you were able to have assistance moving in, it will be likely you cannot bring in additional people to help remove your belongings in the instance UNM must close the residence halls during the semester

CLOSURES

We will strive to provide a clear outline of what moving out will look like for the winter recess, and be as transparent and upfront as possible with you about our process if some or all of housing would need to close throughout the semester. For all financial information related to hall closures, please see the [Financial Adjustments](#) section of this document.

Planned End of Semester Closures

We are optimistic that RLSH will be able to operate the residence halls for the complete fall semester, and to that end will be closing the main campus traditional residence halls at 2:00PM on Saturday, December 12, 2020, as originally outlined in the housing contract. RLSH is planning that the main campus apartments (SRC and RVA), as well as Rainforest and Student Family Housing, will remain open for the duration of winter recess.

UNM has outlined a change to the fall course calendar which includes the removal of fall break and the end of in-person coursework on Wednesday, November 25, 2020. RLSH recognizes that for some students this means you will plan to travel or leave campus at Thanksgiving break and not return until the spring semester begins; therefore students who check-out of their residence hall room at Thanksgiving will be given a **CREDIT** toward the spring portion of their housing contract. **To be clear, a credit is not a refund; credits are funds which are applied to future housing charges. Any credits would be subject to discounts for scholarship, financial aid, and merit and/or grant aid.**

The credit amount will be 10% of the fall semester room rate charge, and only offered to those who fulfill all the following conditions:

- The student returns their keys to the appropriate area or SRC desk no later than 8AM on Monday, November 30, 2020;
- The student packs their rooms according to the instructions in this document for End of Semester Closure; and
- Returns to campus enrolled for at least 6 credits in the spring semester, and completes the spring check-in procedures to return to your room no later than the second day of class for the spring semester

Students who depart for the fall semester, either at Thanksgiving or in December, will be permitted to leave belongings in their rooms only if all items left in the room are packed into a “speed-pak” box which RLSH will provide to each student that needs one. Students will only get one box to pack their belongings and everything must either fit in the box or be taken with the resident at the time they leave the residence hall. Please see the section on “Moving Out & Managing Belongings” that outlines what you will be expected to do with your belongings in the instance that you are required to depart from campus.

Possible Closures

RLSH is identifying four types of unanticipated closures:

- Partial Closure - the closing of individual residence halls;
 - A partial closure would likely be the result of a cluster spread of COVID-19 related to a specific residence hall
 - **FOR EXAMPLE:** there is spread showing in “X” Hall, but other residence halls appear unaffected; we may close only “X” Hall while keeping the other residence halls open
- Intermittent Closure - the closure of all residence halls for a short-term basis;
 - An intermittent closure would likely be the result of a cluster spread of COVID-19 within multiple residence hall communities, or related to a campus wide decision to reduce the density and presence of people on campus for a period of time, well before the planned end of the semester, with the intent to return people to campus before the end of the semester
 - **FOR EXAMPLE:** in early October UNM determines that main campus should return to limited operations for a 3 week period but plans to return at the beginning of November. The residence halls would close for the duration that UNM is on limited operations and only those who demonstrate an absolute need to stay would be allowed to remain in on campus housing.
- Early Semester Closure - the closure of the residence halls for a short-term basis which immediately precedes the originally planned end of the semester;
 - An early semester closure would likely be related to a campus wide decision to reduce the density and presence of people on campus for a period of time, which precedes the planned end of the semester closure, with the intent to return people to campus at the beginning of the next semester
 - **FOR EXAMPLE:** on November 10, UNM determines that campus should return to limited operations and does not plan to return to full operation until the spring semester. The residence halls would close for the duration that UNM is on limited operations and only those who demonstrate an absolute need to stay would be allowed to remain in on campus housing.
- Contract Termination Closure - the closure of the residence halls which result in the early termination of the entire remaining housing contract term.
 - A contract termination closure would be related to a campus wide decision to reduce the density and presence of people on campus without the foreseeable return to campus for the duration of the housing contract.

As a permanent reference point on the details related to RLSH’s unanticipated closure plan, and any updates we make throughout the semester, please visit: <http://housing.unm.edu/coronavirus.html>. We will maintain this page with any information related to closures throughout the semester/year, and where appropriate we will email those updates to students via their UNM email.

In the event there is a partial or intermittent closure, it is possible that you may be asked to:

- a. Relocate to another residence hall; and/or
- b. Depart from campus, unless granted an exception to remain.

The next section outlines what you will be expected to do with your belongings in the instance that you are required to depart from campus.

Moving Out & Managing Belongings

In the instance that RLSH must institute a partial, intermittent, or early semester closure, all affected residents will be required to vacate the residence halls within five (5) calendar days of RLSH releasing notice of the closure.

Residents will be expected to complete an Express Check-Out and potentially return keys (depending on the type and anticipated duration of the closure). This will be done at the SRC desk for any main campus residents and at the Rainforest desk for any residents at Rainforest.

Residents will be permitted to leave belongings in their rooms only if all items left in the room are packed into a “speed-pak” box which RLSH will provide to each student that needs one. Students will only get one box to pack their belongings into and everything must either fit in the box or be taken with the resident at the time they leave the residence hall.

If any of these temporary closures transition into a contract termination closure, RLSH will work with a local moving and storage company to remove the speed-paks from student rooms. Any student wishing to have their belongings shipped to them will be responsible for the full pre-paid cost of shipping and coordinating that request according to the instructions RLSH will provide at the time of the closure. Any belongings in student rooms which are not packed into the provided speed-pak will not be boxed, moved, or stored by the moving company; these unpacked belongings will be removed from the room and discarded.

For those residents not wishing to cover the cost of shipping, RLSH will pay for the cost of storage for 4 months after the closure. Students will need to make arrangements directly with the storage company to collect their belongings within the 4-month timeframe. Responsibility for any belongings remaining in storage after the 4-months will transfer to the resident to assume the cost of continued storage of their belongings.

Contract Termination Closure

Should the original closure announcement be a contract termination closure, **all** residents will be required to vacate the residence halls within five calendar days of RLSH releasing notice of the closure, and residents will be responsible for removing all of their belongings at the time they vacate. Any belongings left behind will be removed from rooms and discarded. RLSH will not pack, store, move, or ship any belongings left behind by residents if a contract termination closure is announced.

In the instance a student is unable to take all their belongings at the time they vacate, they can request a speed-pak and will be provided information for local moving and storage for coordinating their own moving and storage solution.

RLSH anticipates it will maintain a very limited exception process for students who demonstrate an absolute need to stay on campus in the event of a contract termination closure.

BEHAVIORS & SAFETY MEASURES

In our communication to residents on June 1, we let you know that living on campus this fall involves the shared responsibility to help keep everyone safe and healthy. We informed you of the expectation that residents will need to wear a face covering and maintain social distance in public spaces, to wash their hands regularly, and to maintain awareness of potential symptoms, while following other protocols. We also stated that a complete description of responsibilities and expectations will be included in July—and this next section is our fulfillment of that promise.

New/Amended Policies

RLSH will be implementing policies and practices with the goal of the safety of our residents and the greater community. These policies may evolve over the course of the semester, and the most updated version of expectations can always be found online at <http://housing.unm.edu/coronavirus.html>. RLSH will also include information in the Residence Hall Handbook, which will be electronically provided to you at move-in and will be available online at <http://housing.unm.edu/current-students/expectations--conduct.html>.

Guests & Gathering Limits

Until further notice, absolutely no guests, except for personal care attendants for students with accommodations, will be permitted in the residence halls at any time. Guests are any person who is not assigned to live in the specific residence hall. Residents may only congregate or socialize, while maintaining social distancing and face coverings, in the residence halls with students who live in their specific assigned residence hall. Students are only permitted to be present in the residence hall to which they are assigned.

Additionally, students are only permitted to have one other person in their room at any time throughout the semester. Apartment style halls may only have 2 additional persons present in the apartment at any time. All persons present in any given room must all live in the residence hall. Any resident groups outside the residence halls but within the outdoor areas monitored by RLSH must abide by current group-size limits set at the department, university, city, state, or federal level.

RLSH has eliminated double rooms until further notice due to the danger posed by students sleeping in close proximity to each other. Due to this restriction, RLSH will also be prohibiting overnight guests in student rooms.

Students found responsible for violating the guest policy should expect, at minimum, they will lose all visitor (limited to persons who live in the same hall) privileges and will be prohibited from having any other persons in their assigned space for the remainder of the semester. Additionally, if it is found that the guest policy is being violated at the same time other RLSH policies are being violated, it is exceedingly likely that the housing contract for the involved residents will be cancelled and they will be expected to vacate university housing.

The only guest exception is during housing move-in and the planned end of semester closure when students will be permitted to have one guest assist them with the moving process during their move-in timeframe. Additional details related to guest presence at the planned end of semester closure will be released during the fall semester and will be dependent on the current status of the health situation.

Any student requesting an individual exception to this policy should reach out to us at housing@unm.edu to be directed to the best individual to evaluate your request.

Housing, other university staff, or emergency personnel with a legitimate business, health, or safety need for their presence in a residence hall may enter any of the residence halls, provided they are wearing appropriate face coverings.

Face Coverings

Per the [public health order](#) requiring all those in New Mexico to wear a face covering anytime they are not eating or drinking, and the University directive from the Provost requiring that “[a]ll students are required to wear face masks, except when in their own dorm room”, all residents are required to wear face coverings anytime they are outside of their assigned bed-space. In traditional and suite style halls, bed-spaces are considered the room a resident occupies. In apartments, bed-spaces are the individual rooms within the apartment, therefore the requirement for wearing face coverings includes the kitchen and living rooms.

For students who believe wearing a face covering will pose an undue burden based on a documented disability, we encourage you to work with the Accessibility Resource Center to request a reasonable accommodation.

In the instance that any RLSH staff must enter the individual student apartments or rooms, students will be required to wear a face covering while the RLSH staff is present.

Students who do not wear a face covering in the residence halls will be addressed through the residential conduct process; but may also be subject to additional disciplinary proceedings under the Student Code of Conduct, through the Dean of Students office.

Roommate Agreements

Historically, RLSH has strongly encouraged students to complete a roommate agreement. This year, roommate agreements will be required for those living in the apartment and suite style residence halls. These agreements will set the foundation for how each apartment will assure accountability within the apartment for the part we all play to keep each other safe.

Required Quarantines for Travel During Semester

UNM is still finalizing requirements for what would be required of students who choose to travel out of the state of New Mexico during the semester. Therefore, students are strongly encouraged to NOT travel out of the state for the duration of the semester.

Housing Conduct Process

Students who are found responsible for violating any of the health protocols outlined above or those communicated with residents throughout the semester will be held accountable for their choices. RLSH will continue to follow the published Housing Conduct Procedures (available within the Residence Hall Handbook), with appropriate and necessary considerations for physical distancing and alternate mediums for meetings between staff and students to address alleged violations of policy. Due to the risk posed to the greater community by health protocol violations, students found responsible could very likely face removal from campus housing, even on the first offense.

The appeals process for students who are removed from campus housing will remain intact, but appeals must be filed on the grounds for appeal outlined in the Residence Hall Handbook. Please be aware, the appeal process does not guarantee residency for any reason. We are imploring residents to avoid making decisions which put the health of themselves and the community at risk; doing so puts your continued residency with RLSH at risk.

Students found violating housing policies may also be subject to the disciplinary proceedings under the Student Code of Conduct through the Dean of Students Office.

Facility Limitations & Shared Space Restrictions

For those returning to the residence halls, you will notice some instructions for how you navigate the halls that haven't previously been there. You may see stairwells and hallways limited to single direction of traffic, limits on the number of people in an elevator, signs reminding you of the need for masks, reminders on physical distancing, demarcation on the floor to maintain physical distancing, and clear plexiglass barriers in service areas. As recommendations and best practices emerge, RLSH will work to incorporate those into the residence hall space.

RLSH plans to heavily restrict the usage of common area space and kitchens throughout the fall; the ability to use these spaces will be in accordance with local, state, federal, and University thresholds for in-person interactions. To begin the semester, students should plan that common spaces within the residence halls will either be closed entirely or will have very limited use requirements that must be followed.

As New Mexico and our campus proves our ability to limit the spread of coronavirus, RLSH will reopen shared spaces to the safest extent possible.

Cleaning Plans

RLSH plans to clean shared spaces in accordance with information available from the Centers for Disease Control and Prevention (CDC) or per direction from UNM Facilities Management. RLSH uses cleaning chemicals aligned with CDC specifications for sanitization and effective reduction of many viruses and bacteria within the residence hall.

For students living in the Traditional and Suite style halls, RLSH will be disinfecting all hard surfaces three times daily, or as otherwise directed by UNM. Restrooms in traditional halls will be disinfected multiple times daily and fully cleaned once daily.

For students living in the suite style halls, RLSH will provide cleaning of these restrooms on a regular basis, but we highly encourage students to also take action to wipe down the surfaces they touch before and after use. Cleaning supplies will be provided in the restrooms for students to use to wipe down spaces.

For students living in the Apartment Style halls, the residents of the individual apartment unit will be responsible for maintaining the cleanliness of your in-unit restroom. RLSH will provide residents with disinfectant necessary to disinfect hard surfaces in your apartment and restroom. A poster of how to clean your restroom will be posted in the apartment. Please follow the instructions regarding product, method, and frequency to ensure the cleanliness of your restroom.

Within common areas, such as laundry rooms and restrooms, where possible RLSH will install physical barriers or take other actions to encourage appropriate physical distancing between students.

Designated Isolation & Quarantine Space

RLSH has set aside a portion of the residential area to serve as space for students in need of quarantine due to exposure risk (not for travel related quarantine) and for those in need of isolation due to contracting COVID-19. Regardless of RLSH setting aside space, the best place for quarantine or isolation is not in on-campus housing. If a resident can go home or elsewhere because they live locally or have family nearby, they should. If a resident does not live locally or have family nearby, then UNM RLSH will work to try to accommodate them. Please note, RLSH cannot guarantee a space for all. Space will be limited and only available for UNM students who currently live in on-campus housing, are enrolled in

classes, and are well enough to be on their own (as determined by a medical professional). Students who need medical attention that cannot be delivered remotely should be hospitalized or make other arrangements.

RLSH has been working closely with UNM Student Health and Counseling throughout this pandemic and will continue to do so for the 2020-2021 academic year. RLSH and SHAC will continue to coordinate the use of the quarantine and isolation space.

At the direction of SHAC or other medical professionals, RLSH may require a student to move into the quarantine or isolation space and remain there until medically cleared to return to their original space. Students will be expected to follow all additional requirements of isolation or quarantine. Students who are found to have failed to follow the requirements of isolation and quarantine will likely have their license agreement terminated and will no longer be permitted to remain in campus housing.

Required COVID-19 Testing

UNM is still making decisions related to any COVID testing requirements; once decisions are finalized, that information will be communicated to students via their UNM email address.

CONTRACTUAL OBLIGATIONS & ADJUSTMENTS

All students who have been assigned a room will have a 2020-2021 License Agreement Contract Amendment & Addendum made available to them on their housing dashboard; before students can complete their move-in, they will be required to review and agree to the terms of the Amendment & Addendum. Students who indicate they do not agree to the Amendment & Addendum will have their contract administratively cancelled at no cost. **Students who do not agree to the Amendment & Addendum will not have housing with RLSH for this fall.**

Any student who doesn't complete the Amendment & Addendum by Friday, August 7, 2020, will have their housing contract administratively terminated and will not be charged the cancellation fee.

Financial Adjustments

Please reference our section on "Closures" for definitions of the types of closures we have designated for this fall; the same definitions will be used in this section.

Possible Credits for Partial, Intermittent, and Early Semester Closures

In the instance RLSH must close the residence halls for a portion of the fall semester, RLSH will not be providing refunds to students, because housing contracts extend for the duration of the academic year. However, any partial, intermittent, or early semester closures COULD result in a credit for the next semester's housing charges. The amount of the credit will be determined by the length and type of the closure, and the decision regarding the credit amount will not be made until the full details of the closure are outlined.

Any potential credits would be applied to student accounts at the time the student returns to the residence halls for the next semester. Any potential credits would be subject to discounts for scholarship, financial aid, and merit and/or grant aid. Students who do not return to the halls for the next semester will forfeit the credit generated by the closure and will be subject to the applicable contract release or no-show fees, as appropriate to the situation.

End of Fall Semester Closure & Thanksgiving Transition to Online Courses

As previously outlined in the “Planned End of Semester Closure” section of this document, RLSH will provide a credit in the amount of 10% of the semester room charge towards the spring semester housing charges for those students who move out at the Thanksgiving closure, if:

- The student returns their keys to the appropriate area or SRC desk no later than 8AM on Monday, November 30, 2020;
- The student packs their rooms according to the instructions in this document for End of Semester Closure; and
- Returns to campus enrolled for at least 6 credits in the spring semester, and completes the spring check-in procedures to return to your room no later than the second day of class for the spring semester

Students who move out at Thanksgiving and fail to return to RLSH in the spring semester will forfeit the credit for the fall semester and will be charged any applicable contract release or no-show fees, as appropriate.

Any potential credit for Thanksgiving departure will be a flat fee of 10% of the semester room charge. Students must fulfill all conditions to receive any potential credit. Failure to fulfill all conditions will result in waiving any potential credit by the student. Students will not be granted a larger credit for departing from the residence hall earlier in the fall semester.

Room Rates

In the June 8, 2020 communication, RLSH shared information on room rates for this fall. As a reminder, established rates will not change. If you are assigned to a single room, you will be charged for the single room. If you are assigned to a room that is normally a double room, you will be charged the double room rate. However, if the global health situation improves and the University decides to place residents with roommates, those in double rooms may be assigned a roommate. Therefore, residents in double rooms must remain roommate ready and the additional bed will remain in that room.

Appeals for Charges

RLSH has a structured process for appealing charges related to cancellations and contract releases. Students generally have to demonstrate significant life altering situations to be eligible for an appeal. For 2020-2021 RLSH will be adding an appeal category for changes directly related to COVID-19 or its impact. Students must follow RLSH procedures for appeals but will be able to appeal on the basis of unforeseen or uncontrollable impacts caused by COVID-19. This appeal process does not guarantee a specific outcome on housing related charges. To inquire about or request the packet to appeal a charge, please reach out to RLSHMGT@unm.edu.

UNM FOOD

Safety Precautions

The UNM Food Dining facility is taking many precautions to ensure that all of our students and associates are safe while dining with us. UNM Food will have safety signage and equipment that will ensure students practice social distancing, maintaining facial covering requirements, frequently wash their hands, and utilize hand sanitizing stations. Seating will be configured to maintain social distancing per State and local guidelines. The following measures will be included in our safety plan at La Posada and all food services on campus.

- No Self Service
- Facial coverings and other applicable safety supplies required for associates and diners
- Daily associate wellness checks to include temperature check
- Surface sanitizing every 30 minutes
- Constant sanitizing of high contact surfaces
- Increased hand washing and glove guidelines
- Take-out meals available
- Online ordering for pickup and delivery available for participating locations
- Plexiglas Shields at all transaction and communication sites
- Contactless payment options

In addition, UNM Food will comply with all guidelines from the Center for Disease Control and the New Mexico Department of Health to ensure the safety of our students and associates. We will be updating our policies and procedures throughout the fall semester as needed and will communicate these changes promptly. For any questions or concerns, please contact us at food@unm.edu or direct message us on our Instagram platform @UNMFood.

Students will be required to comply with any state executive orders and campus regulations for the safety of the community.

FOR EXAMPLE: Current guidelines regarding face coverings, dine in/takeout restrictions, social distancing, and number of diners per table.

Meal Plan Requirement

Freshmen who elect to live in UNM main campus housing (including Casas del Rio) are required to purchase one of the four Full Access Meal Plans for the academic year. These include the Cherry Unlimited, Lobo Unlimited, Cherry Weekly 15, or Lobo Weekly 15. If a freshman main campus resident does not select a plan, the Lobo Weekly 15 will be the default selection activated for use and charged to the student's Bursar account on August 3, 2020. Visit our [Fall 2020 Meal Plans](#) page for more information.

Dining Options

UNM Food will deliver the most comprehensive dining experience as we are able to while following state safety standards and UNM guidelines. A reduced campus population may cause operating hours of our locations to reduce or fluctuate. Current hours of operation will be available at food.unm.edu throughout the semester. Please reach out to us at food.unm.edu for any assistance with meeting dietary needs.

Meal Plan Credit

UNM Food may issue a credit for residents in conjunction with an approved [‘Planned End of Semester Closure’](#) checkout from their campus residence and confirmation of a spring 2021 housing assignment. Please note that students must comply with the checkout process to be eligible for a credit equivalent to two weeks of meal plan usage applied to your Bursar account for spring 2021 billing details. Any credits would be subject to discounts for scholarship, financial aid, and merit and/or grant aid. Students who do not return to the halls or purchase a voluntary Full Access Meal Plan for the next semester will forfeit the credit generated by the closure.

Please refer to the [‘End of Fall Semester Closure & Thanksgiving Transition to Online Courses’](#) checkout procedures in the Housing section for credit eligibility.

LOBOCARD OFFICE

Have you submitted your photo utilizing the [Online Photo Submission](#) service through the LoboCard Office website? The LoboCard is the official UNM ID card carried by students for access to their Residence Hall. The LoboCard is the single most important form of campus identification you can have as a UNM Student. From checking out books from the library to buying lunch at the SUB, the LoboCard has got you covered. Not only does it function as a photo ID, it also grants you access to many of UNM's facilities and services. If you are an incoming freshmen, transfer student or current student who may have misplaced your UNM LoboCard, please submit your photo prior to you arriving on campus to ensure it is printed and ready for you to pick up when you check-in so you can access your residence hall with no delay.