



Thank you for your help and patience over the last two weeks! We truly appreciate your cooperation as the COVID-19 outbreak continues to evolve both in our community and across the nation. The safety, well-being and academic success of our students are our highest priorities in making decisions about our operations.

Given the rapidly changing situation, **we strongly encourage those who are currently living in Pontchartrain Hall and are able to return home to please do so.** While Pontchartrain Hall will remain open for those who are unable to return home, we will soon consider consolidating remaining residents, which may require you to move to another space if you choose to stay. Services available on campus may also be more limited.

We recognize that this semester has not gone as we had planned. The outbreak has resulted in many students returning home unexpectedly. Those who have already left and those who leave by Friday, March 27 will receive a credit up to 25% of their spring housing charges and meal plan applied to their student account. This credit will also be applied for those who have relocated home but have left their belongings in their room. Residents who check out of Pontchartrain Hall after March 27 will receive a prorated credit based on the date they check out and return their key.

For those who are currently on campus: [Click here](#) to select a time to check out of your room. We are limiting the number of students who can check out during each time slot to maintain proper social distancing protocols to protect you and our staff.

Unfortunately, due to the current “stay home” order, we cannot yet allow students who have already gone home to return to campus to collect their belongings. As soon as it is safe to do so, we will be in touch to begin planning for those students who need to collect their belongings.

Frequently Asked Questions:

Am I required to move out of my residence hall? Students are encouraged to strongly consider relocating home as soon as possible. Residents currently living on campus who do not have access to a safe location off campus, or those who are unable to travel home, will be able to remain for the remainder of the semester. Consolidation may occur by wing or floor if necessary, for safety precautions and to align with best practices for emergency housing protocol.

How do I check out? Remove your belongings from your room and suite; please leave the space as clean as possible. Return your key at the front desk of your hall; express check out forms are provided for your use.

What if I left belongings in my room and was unable to check out at my time of departure from campus? Will I receive a credit? A credit will be posted for those students who have departed campus but were unable to remove all of their belongings and formally check out. Office of Residential Life staff will notify you of procedures to schedule your return to retrieve your belongings at a later date. Please anticipate additional instructions via your UNO email account.

How do I check out if I relocated off campus and took all of my belongings with me? Please mail your key to the Office of Residential Life using the mailing address below. Tape the key to a piece of paper with your name, student number, hall and room number. Place the key and paper inside a sealed, stamped envelope. Please email studenthousing@uno.edu notifying our staff you are returning your key via mail so our team will be able to anticipate your key's arrival.

Office of Residential Life
2000 Lakeshore Drive
New Orleans, LA 70148

What if I need to remain in my room for the rest of the term? Students who need to continue to live in Pontchartrain Halls until the end of term on May 16, 2020 may do so. However, if required, consolidation of wings or floors may occur to follow best safety practices. Please note: students who continue to use housing and dining services will not be issued a credit.

When will I receive a refund? Circumstances specific to each student's account may affect the credit/ refund process. If the student has an outstanding balance, the credit will be applied to the balance on their account. Restrictions required by specific scholarship/ financial aid packages may restrict refunds being issued to the student. Students should review their Webstar account after April 1 to better understand their specific credit circumstances.

How will I receive a refund if I have a positive balance on my account? All students will need to enroll in direct deposit in order to receive their refund funds electronically. If you have not enrolled, login to Webstar. Once in Webstar, follow the links below to enter your account to accept direct deposit. Webstar> Main Menu > Self Service > Campus Finances> Self-Service Direct Deposit. Enter your bank routing number and account number. Students without a direct deposit account will be issued a check. Please note: checks will not be able to be mailed until normal operations commence.

What if I have additional questions? Email studenthousing@uno.edu.