**Webinar Transcript: A Conversation About Move-In Day and Bear Beginnings: Fall Welcome**

August 11, 2022

Student Transitions & Family Programs at Washington University in St. Louis

**Renaldo Luna Gacad**- Hi, everybody. Please give us a few more moments to make sure that all families have been able to log in, and we'll get started in a few moments. Hi, everybody. Please give us a few more moments to make sure that all families have been able to successfully log in, and we'll get started shortly. Hi everybody. Please give us a few more moments to make sure that all families have been able to log in, and then we'll get started in just a second. Hi, everybody. My name is Renaldo Luna Gacad, and I want to welcome you to the final webinar in our summer 2022 Family Webinar Series. Tonight, I'm joined by my colleagues, Katharine Pei, director of Student Transitions and Family Programs, and Will Andrews, associate director of Housing Operations. We are excited that you've chosen to join us for tonight's conversation. Some information before we get started. First, we want to make sure you know how to submit questions during this webinar. You will notice that we've given you the ability to ask questions via the Q&A feature. Our professional staff within Student Transitions and Family Programs are helping to field these questions. To make sure that you know how to use the Q&A feature, please share the place that you're watching from and we'll name a few of them on air live. While you do that, we will be showing a PowerPoint created by our panelists during tonight's webinar. However, if you prefer to download this PowerPoint and follow along on your own, please use the link that we just shared in the chat. As a note, in the chat feature, we will be sharing links and email addresses for the duration of the webinar. Third, this webinar is being recorded live. Next week, it will be uploaded to the families.wustl.edu website. Lastly, in a moment, we will hear from our panelists about Move-in Day and Bear Beginnings Fall Welcome. If something they say sparks a question, don't forget to send it to us using the Q&A feature. After the presentation, we will move-into the question and answer portion of the evening. Before passing things along, I want to share some of the places people are joining us from. We have families tuning in from Sarasota, Florida, Southlake, Texas, and Walla Walla, Washington among many other locations. Now, since I know that you all want to hear more about Move-in Day and Bear Beginnings Fall Welcome, I will turn it over to our panelists beginning with Will.

**Will Andrews**- Great. Thank you. Hi everybody, I'm Will Andrews, and director of operations. So we'll get started. So we're really excited for you all to move-in. What's gonna be really important first is that you log into our housing portal like logging in through WebSTAC to check your move-in time, your check-in time. That's really important because to help control the flow of traffic, and to ensure that families have a easy transition moving on please stick to your move-in time. You should also make sure you confirm that you've submitted your student photo ID and your immunization records, any student who has not submitted these will find a delay in the check-in process. Students should also review our Residential Life policies and procedures, which I believe you can also find on our website, it was also part of the moving guide that will be coming out pretty soon which will have some important information and policies. You should also packing. And then again, enjoy your final moments with your student prior to them coming to St. Louis, and moving in to the residential facilities. Again, the important piece I wanna reiterate is arriving during your check-in time, don't arrive before if your time is scheduled for 9:30, we ask that you arrive at 9:30, not at 8:00. Again, we have plenty of staff prepared, moving assistance prepared to assist you and getting you situated to your room. But again, we really want you to focus on arriving during your designated time. Once you arrive to campus, those who are driving, or if you are taking a Uber, shuttle, or any of those pieces, you're going to arrive at our temporary parking spot, which is in our Simon parking lot. From there, families and their loved ones will be asked to stay in the car, only the students going enter our check-in site, you wanna make sure that your student brings the government ID to check-in at the Danforth University Center. We also wanna make sure, just again, we'll have movers and in place and also staff to assist with the move-in, but it's really important to label your items with your first and your last name, the building, and your room number, and all of that information can be found from the housing portal. So again, if it's with some blue tapes, some sticky, or something that will stay placed on your items, so that... I always like to think, think of a cruise ship, you label all of your items, once you arrive, you're gonna place some all outside, there'll be movers there with bins and dollies, they're gonna grab all your belongings, take them into the building, either walk 'em up the stairs or into the elevator, and then try to make one drop and stop in your room to get your items up, and then they're gonna move the next family. So we'll have maps, and guides, parking clockers, that's gonna have all the important information of which lane you're gonna stand and direct you to the building so that you can offload. Again, we'll have professional movers. Again, they do this for living, and they're gonna make sure to they'll be in red shirts, and they're gonna say move-in crew, and they'll be the ones that are gonna ensure that your student items make it up to their room in a timely manner. Some things that I think you need to think about prior to coming is all of our beds are adjustable, they're extra large twin size mattresses, there're students love to call them their memory foams, so they're very comfortable. They all come with carpet desk chairs, blinds, all of your amenities and get all of this information on our website, the dimensions, floor plans. What's most important, and I think students is in that first week, we don't do housekeeping, housekeeping will not come along, but in the second week is when we usually start that cleaning schedule, so when you move-in your room will be prepared and clean. And then again, you'll be able to see when our housekeepers will enter your space to clean the bathroom areas only of your suite. For some of you who are gonna pack quite a few items. If you are coming to campus with a U-Haul or a box truck, you will not be allowed to offload in front of your building. We'll have a designated location where when you pull in, you'll be directed to park. What I encourage, if you're bringing any of these larger vehicles, please provide hand trucks or anything to be able to move those items because due to fire code and the number of traffic, you're not going to be able to, again, offload in front of the building. I also encourage you to do as much shopping prior, you'll have one time to enter the South 40 to have movers assist you in getting your items to your room. So if you are arriving the day before I would recommend you do your shopping runs that day or before you come to the check-in site to check-in and to drive onto the South 40. You'll have access after the move-in is after five o'clock to be able to make multiple runs, But during the time where we have our movers, it's important that you have one drop to be able to drop items off and have movers assist you in moving those items up. We also have mail room service that's available, they'll be many of the items if you have them shipped to campus, probably up 'til now, they will be in your room once you arrive. If not, you'll receive an email notification from the mail center that once you arrive, you'll be able to go down to the mail center and pick those items up. We'll have no long term parking on the South 40, so once you arrive on the 40, you drop off your items at the drop off locations, the driver of the car will need to drive to our long term parking facilities. We're encouraging all families to park at the East End garage, and then if it overflows, we'll move over to the Danforth Center, but the first stop will definitely be the East End garage, and there'll be shuttles to be able to shuttles families back over to Simon's lot where you'll be able to walk over, back going to the South 40. And that's the movement experience. We're excited, and I look forward to meeting you all once you arrived, so thank you.

**Katharine Pei-** So I'm gonna provide a little bit of information about Fall Welcome and Parent and Family Orientation. So I work with Student Transitions and Family Programs, our role is to support our new students and their families as you transition into our community. So that includes our orientation programming that's happened this summer, the communications that you've received, Fall Welcome and Parent and Family Orientation that'll occur in a little over a week. We also oversee a peer mentorship program called the Washington University Student Associate or WUSAs. For those of you who are on this call, who are students, you should have already heard from your WUSA, they stay with you as your orientation leader through Fall Welcome, and they're with you through that your entire first year, providing academic and social support. We have First-Year Experience programs, so the whole first year of school, including a really exciting program on the first day of classes that we call First Day. Students, you can take a picture at the underpass with a professional photographer, we'll give you a sign to hold that says, "First day of college." We'll give you some really fun first day of school snacks and some school supplies. It's a really popular tradition on our campus. We took over 3000 photos last year, and we often now have sophomores, juniors and seniors who come, so we have signs for all years that you're at WASU, and we continue programming like that throughout the first year. We also offer experiences for our sophomores. So even though right now, this conversation is for our new students, we'll still be with you as a second year student at WASU. And then we are the primary office to provide resources and supports for parents and families of all undergraduate students. So if you are a family member on this call, we are here with you from today until the moment your student graduates. We have colleagues who have other department meetings that have parent in it, like the APAP, Alumni and Parent Admissions Program through advancement, and they work to help find family members who might be willing to be volunteers at some like college fairs and locations that we're not able to send an admissions counselor to, or to do phone calls for families in the summer, some of you might have gotten one of those calls to a parent to parent connection. We also have colleagues and parent engagement and advancement that may reach out to see if there's an opportunity for you to be involved in the university in another ways of volunteer or philanthropically. But what we're really here to do is to make sure that we can answer all your questions, get you connected to WASU. And if you ever aren't sure who to call, that you can call us. I mean, we're here, as I said, from now until your student graduates. I'm gonna start by giving a brief overview of Parent and Family Orientation. So our Parent and Family Orientation day is gonna be on Sunday, August 21st. If you are coming with your student to our campus, whether it's to just drop them off or to stay through some of our experiences, please go to families.wustl.edu, you can do it right now, or as soon as this call is over, and please RSVP for Parent and Family Orientation. We really need to know how many people are coming on campus so that we can be prepared to have enough supplies, food, programming, seats in our auditoriums for everyone, or if we need to do a little bit more live streaming. So for those of you who have a student who's checking in on August 19th, you'll check-in at your designated time that we'll spoke about earlier, and then you have the rest of the day to move-in and get settled, just make sure that your student is free and available by 8:00 PM because your student... And students, you have a residential floor meeting at 8:00 PM the night that you move-in. So you only go to this floor meeting on the day that you move-in. If you're coming in early, like you're fall varsity athlete, I dunno if there any football students on here or their families, you're gonna go to that meeting on the 19th as well. On August 20th, there are some special programs welcomes, so for students who are in a named scholarship program like Danforth, Ervin, or Rodriguez, if you're a Deneb STAR, a Trio scholar, an international student, or the Beyond Boundaries Program, there are some special program welcomes for you from 5:30 to 7:30 where you hear remarks from senior leadership at the university and then followed by dinner for you, so if you're in one of those programs that may apply to you. And then that evening at 8:00 PM is that residential floor meeting for people who moved in on the 20th. Then our real Parent and Family Orientation day is on Sunday the 21st, we begin at 9:00 AM with Parents as Partners. The chancellor will speak, our vice chancellor for student affairs will give some remarks, and then all of the associate vice chancellors and student affairs will be there to answer questions that you may have as family members. And we'll talk about how, what resources and supports we provide to your student to help them be successful, and then we'll make sure that families have those resources readily available for them as well. And then at 10:45 AM the deans of each academic division, hold a meeting specifically for families to go over a little bit about their curriculum, what their school or college has to offer and answer your questions. There's a Resource Fair that takes place between noon and 2:00 PM. And then for our fall varsity athletes, this isn't on here, but there is a reception for fall varsity athlete families from 2:00 to 3:00 PM. All programming for families ins by 3:00 PM. we know that folks need to travel back home, they've got other commitments, and so we want to make sure that you have travel time available. And then for those of you who maybe are in St. Louis for the rest of the day, and you wanna spend a little more time with your student, you wanna have dinner together, please make sure that your student's done by 7:00 PM so that they can go to the residential community meeting at 7:00 that evening. students have a separate schedule the morning of the 21st, So I specifically talked about family programming, but students have other commitments on Sunday the 21st. Again, if you only take one take away from all of this, please go to families.wustl.edu and RSVP for Parent and Family Orientation. Particularly, if you're students in one of the special programs, wanna make sure we have food for you at those dinners. And if you intend to participate in Parents as Partners or one of those deans meetings, I need to make sure that those are located in spaces where there are enough seats. We also live stream and record the programming that's happening on Sunday the 21st. We know many people aren't able to join their student on campus, they need to get home a little more quickly before, can't stay until 3:00 PM on the 21st and that's okay, we'll share all those resources for you later. For the class of 2026, you have orientation experiences from Saturday the 20th through Saturday the 27th. Those experiences include some of those programs for special populations I just mentioned, there's time to engage with your residential community where you will get to meet your resident advisor, the professional staff member who lives in your residence hall, the faculty family, and your residents, learn about the community expectations associated with common living as well. There's three days that you spend with your academic division, you'll get to learn about the curriculum in your school, you'll meet your four-year academic advisor again. Each school does it a little bit differently, so if you're in sandbox, there's time for you to set up your studio space so that you can be an artist and an architect with some space outside of your room to do your drawings and your sketches. If you're in the McKelvey engineering, they're gonna take you into the machine shop and the maker's space, and you're gonna get to learn about the curriculum of each of the different programs within McKelvey. In Olin, there's time to meet with their career coaches, the academic advisors, you get a first lecture from the interim dean of Olin. In arts and sciences, if you're in a first year academic program, you're going to do your first year seminar first class during Fall Welcome. There's gonna be time for you to hear faculty spotlights from the different kinds of courses we have in humanities, and social sciences, in natural science, and math, they also have a little celebration on the quad for you all. And then near the end of the week, there's time for students to explore St. Louis with some optional excursions into the community. And we end the week with convocation, which is a university tradition and kickoff for the start of the academic year. We have any transfer and exchange students on this call, you have a slightly shortened schedule, you're with us from Tuesday the 23rd through Sunday the 28th, and your experiences include community socials with just the transfer and exchange community, your own academic meetings because it's a little bit different for the curriculum if you're a transfer student, and there's a another curriculum path if you're an exchange student. And then there's also time to explore St. Louis and have a dinner in our community, visit the arch, et cetera. Some of the topics that we're gonna cover during Fall Welcome, our academic life and the resources to ensure that you're successful, what it's like to live in community, safety and security, health and well-being, diversity and inclusion, our focus for WASU to be in, with, and for St. Louis, which is part of that in the St. Louis excursions component, and then also spirit and traditions. For those of you on this call or family members, I really encourage you to have these conversations with your student before you get in the car or on the airplane to come to St. Louis. What are your expectations for your student during college that maybe are around some of those tougher topics like alcohol, sexual health, those expectations also include about money management grades, et cetera, have a plan for communication. You're living in this beautiful age where it's really easy to call your family on a cell phone. And it's not a situation when I was in college, and I did not talk to my parents for six weeks, 'cause cellphones were not a thing and I was not good about using the phone in my room. My parents were still a little upset about that with me. But how often are you gonna communicate? Who's gonna reach out first? Is that a daily text message, just as like a proof of life call? Are you gonna do a weekly FaceTime call with a family over dinner? Does those FaceTime calls include siblings or pets? Sometimes our students are really looking for those. Please make sure your student is prepared for independent living, there's still one more week to make sure your student knows how to do laundry, make a quick meal in the microwave, clean up their bathroom. While we do have weekly bathroom cleaning, I will say that if you have four people using the same bathroom, you need probably wanna wipe down that counter before the next weekly clean, right? And it's not a lot, you just need some Lysol wipes, but make sure you you've soak that through as well. And then the last and maybe the most important thing, if you're a family member on this call is think about expectations around sharing information regarding grades and academic progress. Students, your academic record is your own, so as a student, you have rights under FERPA, which is the Federal Education Rights and Privacy Act. It's kind of similar to HIPAA, so where HIPAA protects your medical records, FERPA protects your educational records. So even for students who are under the age of 18, the day they matriculate at WASU, those educational records are their own, and so we do not have a mechanism nor are we permitted to share the grades and academic progress of our student. And so please think about what that means for you. We know many of our family members are graciously financially supporting their students in college, and so they wanna know both to be supportive, but also maybe like campaign your tuition bill, I wanna see what your grades were that semester, and so please have that conversation with your student now. And then action items. Please, please do all of the action items on the Before You Arrive checklist, please, please do all of them. But if you only finish three before you come next week, make sure you update your immunization health history forms, you submit a student ID photo, and if you wanna participate in those off-campus excursions, register for U-Pass. You cannot get your key to your residence hall room without immunization records and having a photo ID like a photo on your student ID, we're not gonna give you an ID, whether there's like a photo of a cat or there's like a no photo at all. So for safety reasons, we need pictures on there, we have to have proof of immunizations for people to live in our residence halls. Residence halls are community living, so we wanna make sure that people who have vulnerable health conditions are protected or there're individuals who can't get immunization, so we need the herd immunity of everyone else to have that. And so please, make sure that you have those two things submitted. I really encourage you to register for a U-Pass so you can participate in those really fun excursions into our St Louis community. Again, you need to do all of your checklist items, but if you only get those three done for now, do the others. But at some point you need to finish the rest because a lot of them, if you don't finish them, they will put a hold on your student account, you won't be able to adjust your course schedule when you'll eventually be unable to register for spring classes. And then lastly, make sure you're packing and follow Will's grade instructions that you have your name, your building and your room number on there. There are lots of great ways to connect with Residential Life and Student Transitions and Family Programs. This is our contact information. I know they're gonna put it in the chat for you as well, but we are here to answer your questions. We wanna make sure you have the resources to start on a solid footing when you join us in a little over a week. And so we're gonna answer your questions live now, but sometimes you may have a more nuanced question or something that you wanna be able to talk to someone on the phone, this is how you can reach us either by phone or email.

**Renaldo Luna Gacad**- Thank you, Katharine. We will, for sharing all of that information, I have a first question that I know many families may be wondering. How long are family members able to stay on campus during orientation?

**Katharine Pei-** So we are an open campus. Families can technically stay as much time as they want. However, we recommend that you travel home on Sunday, August 21st, students are gonna be really busy beginning the evening of the 21st. And so we wanna make sure that families have the ability to get home and manage their other commitments that they have, work, family obligations, maybe younger siblings, et cetera. And then we wanna make sure that our students can fully zone in on Fall Welcome. So, families, you will not have time to see your student beginning on Monday.

**Renaldo Luna Gacad**- Thank you, Katharine. We will now move onto the remainder of our question and answer a portion of this webinar. Family members, as a reminder, please submit your questions via the Q&A feature. Will, we're gonna start with some Move-in Day and Residential Life questions. Can you clarify how students can ship items to campus prior to Move-in Day?

**Will Andrews**- Yes, so they can log into the housing portal, and under their assignment, you'll see your mailing address, which we have a MSC number. It's really important that we mail those items, that number is associated with the mailing address. And what will happen is, once it's received on campus, your student will receive an email notification sent to their WASU email, letting them know that their package has arrived. Again, certain packages, the mail services trying their hardest to put items into rooms. But if they're not in the rooms, you'll be able to pick 'em up in one of our electronic boxes where they'll receive a passcode and they'll be able to go to the box, open it up and grab their item to take back to their room.

**Renaldo Luna Gacad**- Thanks, Will. We have a couple more in the same sort of vein of like mail room questions? So when can students collect items from the mail room?

**Will Andrews**- So once a student has checked in, their ID will give them 24 access to the mail room's lobby. Again, we have electronic boxes, if it's able to fit in one of the boxes, they have access to it 24 hours a day. If the item is too large, it will be during the mail room hours and those hours are displayed on their website. And we'll also make sure to have them available at Move-in Day, so people are aware of when they can go down to the mail room.

**Renaldo Luna Gacad**- Awesome. And then is the mail room open only on Move-in Days of the 19th and 20th, or do they have additional hours for some of the other Move-in Days, like on the 17th or 18th, for students who have special circumstances or maybe athletes.

**Will Andrews**- We'll be having additional hours for the mail room during the move-in period, but technically the mail room, again, traditional hours, and then special hours during the Move-in Day. But again, as a student, if the item is of a certain size has access to the mail room to pick up those boxes at any time during the evening or day. Students love that convenience because as you know, many of them are in classes. so sometimes to actually go pick up a package, maybe at nine o'clock or 10 o'clock at night.

**Renaldo Luna Gacad**- Shifting gears a little bit. Katharine, many of our families, including our students have never been here to campus, here at WASU. Will there be tours offered during Move-in Day or throughout Bear Beginnings?

**Katharine Pei-** Yes, so there are campus tours on both Friday August 19th, and Saturday August 20th. They happen on the hour from 9:00 AM with the last tour leaving at 4:00 PM.

**Renaldo Luna Gacad**- Great. Thank you. And then for students who are on the call, there is some programming later in during Fall Welcome where your WUSAs will bring you around to your classroom locations, so we'll make sure that you have that version of a campus tour as well. I wonder meal plans activate for students.

**Katharine Pei-** All student meal plans will be active beginning on Thursday, August 18th.

**Renaldo Luna Gacad**- And then many of our students had met their four-year advisors virtually. Will students have a chance to meet with their four-year advisors during Bear Beginnings Fall Welcome?

**Katharine Pei-** Yes, every student will meet with their academic advisor during those three academic days that I mentioned. Some students meet with them one on one, some of them meet in group advising settings. Renaldo and I both actually are also four-year academic advisors in the college of arts and sciences, so we'll meet with our students as a group because he and I combined have too many students to meet them hourly during that three-day period. We wanna make sure they can go to all the other great events arts and sciences has.

**Renaldo Luna Gacad**- Shifting back to some moving questions. Will, do those who arrive early follow the same procedures that you had outlined earlier, such as parking at Simon for people who maybe fall athletes, et cetera?

**Will Andrews**- Great. No, that's a great question. So leading up to the early arrival dates, the students with early arrivals will receiving communication from Residential Life on how they can pick up their key. Quick answer is no for those that are first years arriving early during the early arrival days, you will arrive on the South 40 campus and pick up your key at our rest life center. But again, more instructions and information will be sent out to those early arrivals on address and parking locations, parking placards and everything, once you arrive.

**Renaldo Luna Gacad**- Will, so you had mentioned that there are movers who are there to help move the items from down with the students cars or from those locations up into their rooms. Are families permitted to enter the rooms and help with the unpacking and setting up of the spaces?

**Will Andrews**- Yes, we definitely encourage it, and actually, I just wanna make sure I correct. It's moving assistance. Some students come with quite a bit more items, and again, we'll have a couple of movers, again, anywhere between two or three helping, but the families may also have to grab a couple of the bags to be able to get everything up in one swipe going up. But yes, families are the only, if you are driving to campus with a vehicle, one family member is going to need to stay in the vehicle. Once the car is unpacked, move their vehicle to long-term parking. So that one family member will, again, go park the car, take the shuttle back, and then be able to meet their student up in their space to help get them settled in.

**Renaldo Luna Gacad**- Right, and then, Will, are there different sets of instructions or where can I find additional instructions from those who might be arriving by cab or by ride shares such as Uber or Lyft on Move-in Day?

**Will Andrews**- Yes, so in the communication that student transition and families are gonna be sending out, there'll be a moving guide, and it will have the location of where individuals taking Ubers, Lyfts, all of those share ride programs of where they'll park, I mean, where they'll get dropped off to be able to pick up their key, and then again, get assistance on getting down to the South 40.

**Renaldo Luna Gacad**- The next question that we have. If a family member and a student have a move-in date that is on the 19th, does that student have the option to attend the 8:00 PM residential floor meeting on the next day on the 20th? Why or why not?

**Will Andrews**- I'm sorry, Renaldo, can you repeat that again?

**Renaldo Luna Gacad**- Yeah, so if a student's moving in on the 19th, they have an 8:00 PM residential floor meeting that night. Does that student have the option to attend the residential floor meeting on the following day?

**Katharine Pei-** I can answer this one, Will. So a student has the floor meeting on the day they move-in. So if you move-in on the 19th, you have to go to the floor meeting on the 19th. If you move-in on the 20th, you have to go to the meeting on the 20th. If you are of an athlete or another student with an early arrival and you arrive before the 19th, you go to your floor meeting on the 19th for the first time. And the reason we do that is that that floor meeting, you'll get to meet your resident advisor and some of the other people on the floor. But importantly, we cover some really important health safety items, like we talk about where you get your room key if you get locked out in the middle of the night, we cover information about our alert system in the buildings in case of emergency. For those of you not from the Midwest, it is still tornado season here. And so we wanna make sure that students know the safe locations to go in case of emergency. Tornadoes are incredibly rare, right? I'm not telling that to scare anybody, but we wanna make sure that in case of like a fire, or tornado, et cetera, that students know the safe exits and locations to get themselves out of the building or to like a secure location in the building during a tornado.

**Renaldo Luna Gacad**- Speaking of the 19th and 20th, do students stay overnight starting on their Move-in Day on Friday the 19th or 20th, or do they stay with their families? What does that look like?

**Katharine Pei-** We recommend that once a student has their key and they've unpacked in our settle that they start spending the night in the residential facility. So if they move-in on the 19th, we recommend they stay in the residence hall the 19th, if they move-in on the 20th, we recommend they stay on the 20th. I know that many families will be here in a hotel and there might be a really enticing idea to stay in the hotel room and one night last night with your family. But we really encourage you to stay in the residence hall because a lot of community building begins after those residential community meetings. Folks are, you know, at the end of the hallway, in the lounge, ordering pizza, and watching a movie or just chatting, and those are some great opportunities to start meeting your classmates. And so you miss out on those, if you're not in the building.

**Renaldo Luna Gacad**- Well, we have some questions about some residential living pieces. So are double rooms with private bathrooms cleaned by cleaning staff, or do students need to clean them themselves? And I know that you had mentioned a little bit about this during your presentation.

**Will Andrews**- So all of our first year buildings, actually all of our suites, if you live in a suite, which all first year students do, have a cleaning schedule where one of our housekeepers will go in, pull trash and clean the bathroom.

**Renaldo Luna Gacad**- Speaking of trash, do students need to bring their own trash bags and trash bins?

**Will Andrews**- So we provide recycling trash cans for each of the rooms. We also offer composting if students wanna sign up for that, they can do that also in their rooms. And I think we have trash rooms, we do, I'm sorry, we have trash rooms on each of the floors, so students are encouraged to take their trash. So if you wanna buy your student a small trash can to collect trash in the room, I would encourage, but outside of that, they can again have trash rooms down the hall, even recycling where they can tear down boxes. And again, each morning, housekeeping goes through, checks the trash rooms and takes the trash out. So, yeah.

**Renaldo Luna Gacad**- And then in terms of the physical space, Will, we have some folks who are asking questions is, if there's a place that gives dimensions of furniture in the residence halls, for example, we have some people who are asking how much space is under the bed for storage.

**Will Andrews**- So, we probably don't have the exact dimensions, but I will tell you the beds all rise as high enough where the dresser that comes along in the room, or even the desk can be slid under the bed itself. And what I see a lot of students do, the plastic bins are very popular. Students will slide many of those items, potentially even a micro fridge underneath the bed. So if I'm 6'3", there's enough storage to probably meet up to my line up to my chest, if you raise the bed all the way that high. So I don't that you all are gonna worry about a storage space and many of the spaces also come with closets.

**Renaldo Luna Gacad**- Katharine, shifting gears a little bit. Can you share more about convocation that takes place at the end of Bear Beginnings Fall Welcome?

- Certainly. So convocation is a longstanding university tradition to kick off the official start of our academic year. It's hosted by our chancellor and includes some really wonderful speeches by our chancellor, our vice chancellor for student affairs and a senior student. I will say that when Renaldo was an undergraduate student here many years ago, he was the convocation speaker for I think the class of 2018?

**Renaldo Luna Gacad**- Mm-hmm.

**Katharine Pei-** Did I get that right? And so all the speeches are wonderful. I will say that most of our students remember they're senior student speaker the best. But that program is specifically for our students, families are invited to participate from the comfort of their homes watching the live stream.

**Renaldo Luna Gacad**- Speaking of live streams, what events will be live streamed and how can family members watch them, and/or are there opportunities to watch some of the Parent and Family Orientation sessions after the facts, are they recorded? What is the access there?

**Katharine Pei-** Certainly, so we live stream Parents as Partners, which is that session I mentioned that starts early on Sunday, August 21st, where our chancellor speaks, our vice chancellor for student affairs, and then we answer questions, that one is live streamed. The deans meetings are recorded and that's 'cause they're in multiple locations, and we do not yet have the technology to live stream from four locations on our campus. And so we will livestream and record that Parents as Partners session, we will record those deans meetings for families, so you can watch live Parents as Partners as you want. And then you can watch a recording of any and all of the sessions and they're available about a week after the event. And the reason it takes us a week is because we send the video off to professional transcription service before we can post it, 'cause we have to have captions on the video before we can post it.

**Renaldo Luna Gacad**- Katharine, can you share more about what to expect from the Resource Fair that takes place on Sunday?

**Katharine Pei-** Sure, so our colleagues from across campus, every department in student affairs and many of our close colleagues and friends and departments like dining services, the Teaching and Learning Center, the Writing Center and Speaking Studio, Parking and Transportation, Athletics and Recreation, Residential Life, we are all present to provide some resources as handouts and to answer questions that folks have. I would say probably about 75% of our students and families choose to walk through the Resource Fair, some folks just kind of pass by tables and grab something if it catches their eye, and other people use that as an opportunity if they have a question that they really wanna ask someone in person, it's a way that you can do that without having to send an email or a phone call.

**Renaldo Luna Gacad**- Well, I have some really rapid questions about mostly refrigerators. What size refrigerators are allowed in the room?

**Will Andrews**- Oh gosh, I knew you would ask me that question. It's, I believe it's four cubic feet. And again, we're not asking for full sizes, it is a standard size mini fridge. And again, the information is on the website, so if you click on that and also in the moving guide that defines the size of the refrigerator.

**Renaldo Luna Gacad**- Great, and families, we will make sure that that gets posted just here in a second in the chat once again. Will, for folks who rented refrigerators and microwaves, will those be in the room when students arrive?

**Will Andrews**- Yes, for the most part, if you rented them through UTrucking, those items will be, yes, more likely in the room prior to your arriving. If not, they'll arrive, once you have checked in, they'll probably be someone delivering the item to the room.

**Renaldo Luna Gacad**- And then lastly, Will and Katharine, can you talk about where students may be able to get refrigerators or other appliances or things that they may want for their rooms?

**Will Andrews**- Yes, so we have a student-run group called SWAP, and they will have a setup on Saturday where in the grassy area they'll have all their items near the basketball court laid out. And it's kind of like going to, I guess, a flea market. And these are items that have been passed down from other students. And again, they are discounted, so they're at an affordable rate. I encourage you, the families to support them, they have everything from appliances to hangers, to shower caddies, you name it, they're probably a student who's donated it for the next student to be able to purchase the item.

**Renaldo Luna Gacad**- And then, Will, do cleaning services, when housekeepers come in, do they provide toilet paper? Is that something that students need to purchase themselves?

**Will Andrews**- Yeah, so we do provide toilet paper that will actually, they'll change, they'll be checking and changing those out pretty regularly for students. But I will tell you some families, if you grew up in a certain household, you like certain softness, I think our toilet paper soft, we get good reviews from it from students, but students are also encouraged to use any other products that you like to bring along.

**Renaldo Luna Gacad**- Katharine, is there a way that students can make sure that all of their checklist items, so the Before You Arrive checklist items have been completed and received?

**Katharine Pei-** So this is an excellent question, and I'm gonna start it by saying that Washington University is getting a new student information system in 2025. None of our systems talked to each other because we had this really advanced system that we made ourselves in 1979, I'm not making up that year, and we integrate 142 different systems into our student information system. That will not be the case in 2025, but there's actually not a centralized way, a student needs to track on their own what their progress is. If a student has not done something, they have likely received one or more reminder, you've definitely received a reminder if you have not completed your immunization records. A way you can check to see if you've submitted a student ID photo is that if you go into your WebSTAC account and there's a picture of you then we have your photo, if there is just a little box that says, no photo submitted, then we do not have a picture of you.

**Renaldo Luna Gacad**- Katharine, can you speak more about HIPAA and FERPA policies? You had mentioned them a little bit earlier. Are there any forms or things that students need to fill out in regards to these ahead of time?

**Katharine Pei-** Certainly, so FERPA again is the Federal Education Rights and Privacy Act that protect all students' educational records. There is not a form at this time at our university for students to consent to release their information that really relates again to that, I just said we have aging student information system. We are working on a process, but as of today on August 11th, it's not available. So a student is the only individual who has access to their records and needs to share that information with a family member if there's an expectation to do so there. HIPAA, as most of us know, refers to the protection of health records, it stands for Health Insurance Portability and Accountability Act. But most of it think of it as when you go to the doctor, they ask you like, do you wanna give your records to anyone else. If a student would like to release their medical records to a family member, they can go to the Habif Health and Wellness Center in person and sign a release, that release typically expires after six months. Part of the reason that we have our students sign that release in person is to ensure that someone can have a conversation with them, make sure they know which boxes are checking, right? Like I wanna receive emails, I wanna receive things in my portal, I want you to share my records with a family member or my sibling, or my best friend, whatever that looks like. And it does expire because we have found that many of our college students have changing expectations with families about what you do and do not share. It's kind of like at some point, your pediatrician tells your parents to go sit in the living room or the waiting room, even though you might still be a minor, and so we want our students to be thinking about that frequently as well. Some families may have worked with a private attorney or others to create a health directive or a power of attorney. If you have those documents, you should keep them yourself the same way you would right now, in case of emergency, those documents are typically utilized if in case of emergency and someone's unable to make decisions for themselves. And so you should just keep that documentation the way you have it now, and I hope that you never have to use it.

**Renaldo Luna Gacad**- Pivoting a little bit. We're going to move into some questions, a series of questions that are around food and dining. So Katharine, you had mentioned that students have their own schedule on Sunday, August 21st. Should families expect to see them or eat with them Sunday morning for breakfast and at what time?

**Katharine Pei-** So the student a family wants to have breakfast together, they're gonna, the student's first event... Hold on, let me look, 'cause I don't wanna mess up my time zones here. A student's first event is at 9:30 AM Central Time on Sunday, August 21st, family members who are attending Parents as Partners that's at 9:00 AM. And so depending on if you're going to Parents as Partners or not, you wanna have a pretty early breakfast, probably 7:30 or 8:00 in the morning.

**Renaldo Luna Gacad**- Will the dining halls be open during Move-in Days and Fall Welcome?

**Will Andrews**- Yes, some of our dining facilities are even open now. The hours are reduced today on August 11th and the next span to like hours when I am asleep like 11:00 PM to and midnight. Once the students get back, our dining hours, the locations and menus for those dining facilities can be found on diningservices.wustl.edu.

**Renaldo Luna Gacad**- So you had mentioned that during the check-in process that students receive their student ID during the move-in check-in process. Do they receive a meal card? How do they access their meal plan?

**Will Andrews**- Student's meal plan is access through their student ID. So as soon as they pick up that student ID at check-in, they then have access to their meal plan.

**Renaldo Luna Gacad**- Thank you. Will, we have some folks who are asking, how and when do students get their room numbers?

**Will Andrews**- So their room numbers are live on the housing portal. So if they click on, once you log in through WebSTAC, click on the housing portal. At the assignment page, when they click in, it will have their address, with their assignment, with also their roommate's assignment. So all of that information is under the assignments page.

**Renaldo Luna Gacad**- Thank you. Will, how far away is the long term parking from the residence halls which are on the South 40? And then, I have a follow up to that.

**Will Andrews**- Yes, so the parking garage is at our newly great spot called the East End. And I encourage all the families, when you're doing a tour and walking around with your students to check out the campus, you'll feel like you're... I feel like you're in the middle of DC, like all the Smithsonians and all that stuff, it's a beautiful part of campus. So it's an underground parking garage, it's the nicest you'll ever be in, I'll be honest, and then there's a shuttle. So the walk, if you were to walk it, I would say would be a 10 to 15-minute walk or again on a shuttle it'll take less than five minutes.

**Renaldo Luna Gacad**- My follow up was, what time does the shuttle run?

**Will Andrews**- The shuttle will start as early as 8:00 when we first start with the check-in experience, and it will run probably throughout the whole day while families are on campus, so there'll be plenty of opportunities if people need the assistance.

**Renaldo Luna Gacad**- Will, you'd mentioned a little bit about raising the beds. Can you talk about how bed lofting works? Do students need to request that their bed is lofted prior to move-in or do they do them themselves?

**Will Andrews**- So we do not provide lofting kits. Students can loft their beds themselves. Our beds are all universal, so you're able to, usually by two people be able to lift the bed. But if you really want to, you can put in a request through maintenance. We can't guarantee it will be that day, but at some point, probably within 48 hours, a member from our facility team will come and assist in lowering or raising a bed if need be. But most students we find like the bed raise because they wanna be able to maximize the amount of storage and space in the room.

**Renaldo Luna Gacad**- Katharine, we have some questions. If families are unable to reach their child, so you talked a little bit about like communication expectations, if a family member sets that communication expectation and then finds that they cannot reach their students, is there any way for that family member to connect with the university around emergency assistance?

**Katharine Pei-** So, if a family member is concerned about their student, like you have a belief that they might be a danger to themselves, or you have not heard from them in significant period of time, the same way that you in your hometown might file a missing person's report, you can contact the Washington University Police Department to do a well-being check. Now, the police department is going... Because our police department is a full accredited licensed and deputized police department in St. Louis County, they're gonna ask you the same questions that you would get if you called your local police station. So they're gonna ask you the length of time it's been, why you have a concern, so I'm gonna use a silly example, but like if I hadn't heard from my student and it had been like an hour when I'd normally like get a text from them by 9:00 AM and it's 10:00 AM, they're not gonna likely do a well-being check for them. But if I again have concerned about my student, their personal safety, where we think someone else or they might harm themselves, they're gonna go check. Or if you haven't heard from them for several days, they're gonna go check as well, so the Washington University Police Department is a way to do an emergency well-being check. The other thing I will say though, is we know that our families, like, you know your students best, and so if you have a concern about your student and it's been a couple of weeks and you just think, like they seem really off, they seem depressed, they are saying things that are concerning to me, but you don't have an immediate concern where you need to call the police, you can either contact our office or a department called WASHU Cares, and you can file a WASHU Cares report, and we will have someone follow up to make sure that your student is doing okay. And that's different than one of those well-being checks. Those well-being checks are emergent issues that we use the police department the same way you would, like I said, if you had a missing person's report to file at home. And then we through either WASHU Cares or starting with our office can talk to you if you have some other concerns that are not as emergent, but you wanna make sure that your students getting the resources that they need. Sometimes when you call us with that information, we can provide you with just resources to share with your student. Like, hey, you should consider going to see someone in the mental health services area or use we have an app called TimelyCare that can do virtual mental health appointments, or you think what your student really just needs is like to get some more sleep, and we can talk to you about some resources to share with your student about that. We can do that, or it can be that, we need to have someone check-in on your student, but again, not in an emergent situation.

**Renaldo Luna Gacad**- Katharine, who should students get in touch with if they need accommodations during Bear Beginnings and/or has that already happened?

**Katharine Pei-** So if a student needs ongoing accommodations for an accessibility or an academic reason, they should work through disability resources. If a family member or a student needs something specifically for Fall Welcome, they can contact our office. We do typically ask for 14 days in advance notice to make sure that we can meet those accommodations, but if you can email us today, we'll do our very best. Some common things that people might need as an accommodation might include a sign language interpreter, to make sure that they're in a room where we have a microphone so you can tune in with a hearing aid, it might mean that they need some materials provided in front, et cetera. And then we do our best to meet all those accommodations.

**Renaldo Luna Gacad**- Will, I have some move-in questions for you. Can families and students come with multiple cars for Move-in Day?

**Will Andrews**- Yes, but... Which really try-

**Renaldo Luna Gacad**- Is it recommended?

**Will Andrews**- It is not recommended. We really would encourage if you were coming in multiple cars that you park one car with many of the items. Again, we have over a thousand students each day moving in, we're gonna have multiple cars. Again, I reiterate, we really do not show up before your students arrival time to check-in, this is to make sure you have a smooth experience to be able to not wait in a long line. I would encourage the individuals that are coming along in the extra car to park in long-term parking, and then to come down to meet with the family with the student moving in. But I understand in some cases, some students are gonna come with multiple people, but we really encourage to pack one car with the belongings that will access the South 40 and have them movers be able to get those up.

**Renaldo Luna Gacad**- Will, if my check-in time is on Friday, August 19th, am I able to continue moving in items on Saturday all day or only after 5:00 PM?

**Will Andrews**- Only after 5:00 PM, because there will be another thousand or 800ish students checking in, so if you're moving in on the 19th, once you enter on the 40, you will have to wait until after 5:00 PM to access the South 40 with the vehicle. We will have parking placards that will determine on which day you're able to enter. So again, long term parking would be where the family would need to park and then take the shuttle to get back down to the South 40.

**Renaldo Luna Gacad**- Will the professional moving assistance help me multiple times, or only during that first drop off?

**Will Andrews**- Only during the first drop off. So again, I highly encourage you do the shopping, do anything you would need assistance with, that's gonna be heavy, in this one drop off that you have.

**Renaldo Luna Gacad**- Katharine, what should students and families do during the day on Saturday if they're moving in on Friday, or alternatively, if they move early during the day on Saturday. What do they do with the rest of their day?

**Katharine Pei-** Sure, so help to get your student unpacked and settled. If you've traveled to St. Louis in a car, you may want to do a little exploring in St. Louis, some folks wanna try some of our great local restaurants. St. Louis is a sneaky foodie town, I think people don't think of us that way, but we have really great restaurants and local businesses. Some folks will choose to make an extra run to Walmart or Target or IKEA which is located really close to campus. And then others just make a determination if they have that Friday move-in, they may say, you know what, we're actually gonna travel home on Saturday, and then we'll watch the recordings of the Parent Family Orientation Programs, but there's nothing specifically expected or required.

**Renaldo Luna Gacad**- If I'm looking for recommendations for shopping or dining, where should I go?

**Katharine Pei-** So on Monday, every new student and family are gonna get another email from our office with a last minute reminder, with all this stuff we covered today and some other final items. And there will be a link to a local shopping guide with some of the big box stores in the area and common places that our students have told us that they shop. And then there is a list of more than 50 local restaurants that was curated by our students.

**Renaldo Luna Gacad**- Great. If there are students who need to get vaccinations at Habif Health and Wellness once they arrive to campus, will they still be able to move-in? What does that look like?

**Katharine Pei-** So Habif will be at the check-in center and will have a clinic set up at our check-in site. So if there are certain vaccinations that a student needs to receive, they'll be able to receive it prior to checking in.

**Renaldo Luna Gacad**- We are going to ask one last question for the evening. Panelists, thank you so much for the information that you've shared tonight. What piece of advice you have for our new students and their family members leading up to Move-in Day and Bear Beginnings Fall Welcome?

**Will Andrews**- I'll go first. Okay. My biggest advice parents, is pack once, unpack, and take some items out. We don't need everything in this first week because you have to remember, you're gonna come to campus, they're going to shop in our bookstores, shop in our stores, they're gonna be wearing WASU SWAG. Don't pack everything at once, your student's gonna come home, they'll be things that they can bring back. I, again, I always say pack some, but then take something out, because you have to come back and either pick it up also. So you always say parents come with a whole lot more, when it's time to move out, then that's when you need the two vehicles of the amount of stuff that your student has collected in their first year.

**Katharine Pei-** I mean, I think my biggest piece of advice is just to spend this next week with your family. I really want everyone to submit an ID photo or really want you all to do your immunization records, I would like most of you to get a U-Pass so you can go do these St. Louis excursions, but time with family and friends is precious, and so spend some time with your loved ones and get some extra sleep, because while there is plenty of time to sleep during Fall Welcome, I have found that students stay up a little late 'cause they're meeting their new friends.

**Renaldo Luna Gacad**- Panelists, thank you so much again. Families, we hope you are able to learn some valuable information this evening. As a reminder, this webinar recording will be shared at families.wustl.edu next week. Please stay tuned for our Fall Family Webinar Series that will be coming out soon. Topics and dates will be released at our website families.wustl.edu. Thank you all so much, and we'll see you soon.