

Frequently Asked Questions

King's College Residence Life

July 28th, 2020

- 1. What if I need to visit the Office of Residence Life?** The office will be open regular College business hours, Monday-Friday, 8:30am to 4:30pm. Students and visitors should make an appointment in advance by calling the Office of Residence Life at 570-208-5856. Drop-in visits are discouraged. Students have the option to have all appointments virtually by Zoom or Microsoft Teams.
- 2. How do I sign up for a meal plan, or check to see if I have a meal plan, without visiting the Office of Residence Life?** All students (residents, commuters, and off-campus) can access their Residence Life Self-Service Portal by using the QR code posted on the main door of the office or by clicking on the following link: https://kings.datacenter.adirondacksolutions.com/kings_thdss_prod.

To change your meal plan or to sign up for a meal plan in the portal:

- Click on the 3 lines in the top left corner to open the menu
- Select Meal Plan Sign Up
- Select Dining Plan
- Click the meal plan you would like to select, and then click 'Purchase' at the bottom of the page to finalize your selection. Once purchased, the meal plan will automatically be charged to the student's bill and added to their King's College

- 3. What if I need a King's College ID Card or I lose my King's College ID card?** Come to the Office of Residence Life during regular business hours. If possible, make an appointment by calling the office in advance of your visit. Unless necessary, do not bring anyone with you. You will need to wear your mask the entire time you are in the office, except when your picture is being taken. All lost or stolen ID cards will also need to be reprinted. All lost or stolen ID cards are \$15.00 for replacement.
- 4. What do I do if my King's College ID Card is not working properly?** Please email us at reslife@kings.edu and, where appropriate, provide as much specific information as possible (where isn't your card working? when didn't it work? etc.). If we can fix your card without requiring you to visit the office, then we will pursue this approach. If your card is cracked or broken, we will need to print a new card for you, which will require a visit to the office. There is no charge for replacement of a broken ID card.
- 5. How will health and safety protocols be implemented in the residence halls?** Students are required to wear masks in all public spaces in the residence halls—lounges, bathrooms, hallways, elevators/stairwells, laundry rooms. Students will be provided one reusable/washable mask by the College and are encouraged to bring additional masks as well.

The College added additional hand sanitizer-stations across the campus, including the residence halls.

Our Facilities staff have added additional supplies and protocols to its cleaning practices, including increasing the number of times each day that spaces around campus are cleaned, including restrooms and high-touch-point areas.

The computer labs in the lobbies and lounges of our residence halls will have reduced numbers of computers available for student use, so the students will be able to maintain social distancing while using those labs.

Students will be asked to reduce capacity in places such as elevators and lounges. Some lounge furniture will be removed or shrink-wrapped to prevent usage, and a maximum occupancy of each lounge will be posted on the entrance door(s).

We are making changes to RA programs and meetings, to encourage smaller scale and virtual programs and more virtual meetings. This will prevent, for instance, an entire floor of students crowding in a single hallway for a meeting.

We frequently discuss with students the importance of making good choices. Such discussions will continue, particularly in the context of current circumstances, as the choices they make will be integral to keeping themselves and others as safe and healthy as possible. This will include discussions with roommates about visitors, cleaning schedules for their rooms, planning to avoid the more crowded times in the bathrooms and dining halls and classroom hallways, and the like.

6. **Do I need to bring anything special to campus with me this year?** Besides your personal belongings and any academic and technology items (a list of suggestions can be found [here](#)), please also bring the following:
 - Hand sanitizer, for your room and your backpack
 - A thermometer, to assist with your daily health screening. Please note that all first-year students will receive a thermometer in their orientation health kit from the Student Health Center
 - Additional masks
 - Cleaning supplies for your room

7. **What happens if I do not feel well?** Students who do not feel well are asked to please stay home, in their residence hall room/apartment, and immediately contact the Student Health Center (570-208-5852 or studenthealth@kings.edu). The Student Health Center will conduct a tele-health visit with you, to provide further evaluation and recommendation. If you fall ill outside of normal business hours (8:30am-4:30pm), please contact your Resident Counselor or the Professional on Call through the College Switchboard (570-208-5900). You should also leave a message with the Student Health Center, detailing your symptoms and phone number.

8. **Are there any changes to the visitation policy?** Yes. For the fall semester, the College will not permit guests from outside of the King's College community to enter any residential spaces for daytime or overnight visits. This includes family members, friends from home, prospective students, athletic recruits, and others. Residence Life will re-visit this policy change prior to the start of the Spring 2021 and make any necessary updates.

9. **What are some things I should consider when living on campus?** Have an open conversation with your roommate about your comfort level of having friends in your room (how many friends can visit

your room at one time? do you want them to wear masks when in your room? etc.). Also, establish a regular cleaning schedule for your room/apartment. Facilities will clean the common space areas of the residence halls, but students are responsible for cleaning their own spaces. Be sure to regularly disinfect high-touch areas like doorknobs, cell phones, keys/wallets, computer keyboards. Students must provide their own cleaning supplies. Additionally, regularly do your laundry; do not allow it to pile up on your floor. Wash your clothes on the warmest setting possible. Students must obtain their own laundry supplies.

- 10. Can I still meet with my Resident Assistant (RA) or Resident Counselor (RC)?** Yes, of course. Your RA and RC are still good resources for assistance and advice. Under ordinary circumstance, it is best to email, call, or text them to set up a meeting time. For emergencies, more immediate and direct contact is welcomed. You will also be able to have meetings remotely, if you prefer. Your RA, RC or building supervisor will reach out to you from time to time to check on your well-being. Please take care to respond to that outreach within 24 hours.