BU Housing and Residence Life

Update on Move-Out, Summer Storage, and Shipping Options

Thank you for your patience as we navigate the uncertainty caused by the COVID-19 pandemic. Please review the FAQs below about our current plans to manage move-out, summer storage, or shipping, which may be subject to change.

Q. What is BU’s plan to allow students to return to campus to pick up their personal belongings?

A. BU Housing and Residence Life staff have designed a move-out plan that balances safety, the well-being of staff and the local community, and your understandable desire to return to campus to retrieve your belongings. Please note that the move-out plan is in addition to providing undergraduate students living in campus housing with summer storage or ground shipping options at no cost.

Students have the opportunity to return to campus using a schedule, and public health guidelines to limit the number of people in any residential building at a given time. All students have been assigned to specific Terrier Groups (1-8) with scheduled dates and times to access buildings and floors to facilitate required social distancing.

Each Terrier Group has several date and time options available from June 1st to June 27th. The Terrier Group move-out schedule and more specific information can be found [here](#).

Q. May I return to campus and collect my personal belongings?

A. BU Housing will continue to provide storage of personal belongings in your room.

- BU Housing and Residence Life staff have begun contacting students via email and text messaging as we ready campus housing for move-out, packing, summer storage or ground shipping.

- Students will be notified in advance of BU staff entering their room for packing.

- When you are contacted, we will offer the use of a newly developed BU Moving/Packing app that allows students to identify their personal belongings remotely and provide packing information. We will provide direction on how to use the app at that time, and we ask that you please respond promptly to our request for you to identify your belongings.

- Upon receipt of this information, BU staff will systematically enter buildings to pack personal belongings for pick-up, summer storage or ground shipping. If you elect to return to pick up your property, we may not have packed your room. Given that
Q. I have a roommate(s), how will BU staff know which items belong to me and which belong to my roommate(s)?

A. Prior to packing your personal belongings, students will receive an email with a link to the BU Moving/Packing app. The app will contain four photos of your current room. Students will use the app to identify their items and provide packing info using a narrative box. BU staff will use your response to the app to guide the packing effort.

Q. I live in an apartment, what about our “common items” such as cookware, dishes?

A. BU staff will pack “common items” and identify these boxes with student roommate names, residence, floor, and room number to allow for pick-up and unpacking when you return to campus in the fall, at which time you can re-distribute to your roommate(s).

Q. What options are available to me if I am not able to return to campus to pick up my personal belongings?

A. On Friday, May 8th, all undergraduate students living in campus housing were sent an email with a link to a survey regarding your preference for ground shipping or storage. Please note that students who are not able to return for pick up, may choose one option, shipping or storage. Please assist us in supporting your arrangements by completing the survey as soon as possible. BU will provide students that have selected shipping or storage with an update after receipt of the survey. The survey will expire on Tuesday, June 30, 2020.

Two Options Are Available:

Option 1: BU will pack and ship your personal belongings, at no cost to undergraduate students living in campus housing. A standard sized shipping box (18”x18”x18”) will be used as designated by UPS. BU is unable to ship large or oversized items that do not fit in the standard sized shipping box. These items will be placed in summer storage, or students may designate items for donation through the “Goodwill, not Landfill” program.

- Ground shipping will be available inside the continental United States only, via UPS, beginning in July 2020, with exceptions made for extraordinary expenses. BU is unable to ship large or oversized items.

- Shipping outside of the continental United States is not available. For international students, the University will pack personal property and ship it to a friend or family member with an address within the continental United States, at no cost to the student, with exceptions made for extraordinary expenses.
International students will be responsible for their property once it arrives at the designated address. BU is unable to ship large or oversized items.

**Option 2:** BU will pack and store your personal belongings through the summer, at no cost to undergraduate students living in campus housing.

- Personal belongings will remain in storage through the summer, and will be available for continuing student pick up during fall move-in. BU Housing will provide a move-in schedule and campus pick up locations in August, which will be nearby your new residence and room assignment.

Q. **If I placed my items in storage at the UPS Store prior to departing campus, may I return to campus and pick them up?**

A. If you have a confirmed storage account through the [UPS Store](https://www.ups.com), you may schedule a time to pick-up your items from the UPS warehouse in Hyde Park, Massachusetts. Contact the UPS store directly for details by emailing Studentstorage0983@theupsstore.com with your request. Please Note: All requests for pickup must be made three (3) business days in advance of the requested pickup date to ensure your items are ready and available when you arrive.