

Move-Out FAQ

What will happen with my MicroFridge?

Residential Education and Housing will defrost and store your MicroFridge until it's safe for the company to pick it up. You only need to remove your food and clean the MicroFridge. Any questions about your contract should be directed directly to [Campus Specialties](#) at 1.800.525.7307.

Can I reschedule my checkout time?

Yes. Simply log in to [MyHousing](#), delete your checkout time, and select another.

I need a nighttime checkout appointment. Is that possible?

No. The Governor of New Jersey implemented an 8 p.m. curfew, so we are unable to accommodate later times.

I am available to move out only on a weekend, but all the timeslots are filled. What can I do?

Email housing@tcnj.edu. We will monitor any cancellations of existing move-out appointments and fill them when possible. If we do not have an opening, we will reach out to you to schedule another time.

I am unable to move out during that time frame. Can I select a different time?

If you cannot move out during the two-week time frame, email housing@tcnj.edu with your request.

I won't be done by the end of my time slot. What do I do?

For wellness reasons and to allow people to practice social distancing, we need you to do everything within your power to abide by that time frame. Once that time frame is over, you will not have swipe access into the building. **We strongly encourage you to show up at the beginning of your timeslot to allow for maximum move-out time.** Moving out takes longer than moving in, especially since students were not prepared to pack their belongings beforehand.

If you have extenuating circumstances, call the help number posted in your building's lobby, and one of our professional staff will troubleshoot with you. If we did not fill all of our timeslots for the next shift, we may allow you to continue move out; otherwise, you may need to return at a later date.

I am unable to move my own belongings out. Can I have someone else do it for me?

Yes, as long as you do the following:

- Email housing@tcnj.edu from your TCNJ email account with your PAWS ID to let us know the name of the person who will move your belongings out.
- Sign up for a checkout time as you normally would and communicate that to the person assisting you.
- Make sure the person has your key and ID, as access will be granted only during your scheduled checkout time.
- Ensure the person brings his or her own photo ID, just in case.

I have belongings in academic buildings. How do I retrieve those?

Email the dean of your school to coordinate this.

I have belongings in a student organization office, locker, or cage. How do I coordinate retrieving them?

Due to health and wellness issues, we are unable to accommodate such a request at this time. Please email involvement@tcnj.edu to document your request. Once it is safe for students to return to campus, staff will reach out with details on the process for retrieving these items.

I forgot to return my key. What do I do?

You may mail it back to the college, but we recommend that:

- it be packed carefully (perhaps in a padded envelope), as metal keys will often poke holes in envelopes and fall out
- you look into insuring it so if it is lost in the mail, you can be reimbursed for the cost of a lock change by the mail service provider you chose. The college is not responsible for lost keys or keys that we do not receive.

How many people are assigned to a timeslot at one time?

This depends on the size of the building. It might be two for a small, three-story building like Ely or as much as 15 for a large, 10-story tower like Wolfe. There are far more timeslots than students who need to move out, so some timeslots (especially on weekdays) may have many fewer students than the maximum allowed.

When will room-change day take place? How do I change rooms for the fall?

More information will be forthcoming. Please keep an eye on your TCNJ email account and follow us on social media.

When will the singles waitlist go live, and how will I hear about it?

More information will be forthcoming. Please keep an eye on your TCNJ email account and follow us on social media.

I checked out by mistake and now need a timeslot to actually move out. What do I do?

Email housing@tcnj.edu, and we will let you know when we've adjusted your assignment so you can log in to [MyHousing](#) to schedule a move-out time.

I lost my key or locked it in my room. How can I get back in?

Email housing@tcnj.edu. We will provide your lock-out key (or your new key if there was a lock change over break) in your mailbox. This process allows for the maximum social distancing, protecting you, your household, and our staff. Housing will email you a reminder with your mailbox number and combination in case you need it.

I'm on campus and trying to move out, and I have a question/problem. What do I do?

First, refer to the signage in your hall lobby and/or digital signage, where you'll find a help line number connecting you to a member of our professional staff. If there is no immediate answer, the staff members are busy assisting others, so please wait a moment and call again.

The trash rooms are locked. Where do I put my trash?

All trash must be removed from the building and placed in the dumpsters outside the buildings.

I have a package in my area office or paper mail that I need to pick up. When can I get it?

Unfortunately, due to health and safety issues, we are unable to deliver any packages in the area offices. Anything shipped via USPS will be forwarded to your home address. Packages sent via any other carrier (FedEx, UPS, Amazon, etc.) will be returned to the sender.

You are encouraged to check your building mailbox for any paper mail. Any First-Class mail left in building mailboxes will be forwarded to your home address. All other mail will be recycled.