



## Charlie's Fast Pass Frequently Asked Questions?

### What is Charlie's Fast Pass?

*Charlie's Fast Pass is an opportunity for new residential students to come to campus for a day on the weekend before Charge In to move some of their belongings into their Residence Hall! Students will be let into their residence hall room by either an Orientation Leader or Residential Assistant, and will be given an hour to move in their belongings!*

### Who can participate in Charlie's Fast Pass?

*All first year residential students who have been cleared by Health Services and the Bursars Office have the opportunity to participate in Charlie's Fast Pass.*

### How long will we have to move things into our Residential Hall?

*You will be given 1 hour to move things into your residential hall room. When you register you will select a time slot that works best for you and your family's schedule. Time slots are filled on a first come, first serve basis.*

### Is Charlie's Fast Pass mandatory?

*Charlie's Fast Pass is not mandatory! This program is available for those who wish to take advantage of the opportunity of moving some of their belongings into their Residence Hall room early, and to make Charge In an easier experience.*

### I'm getting an error message when I try to register. The message indicates that I have a hold. Who should I contact?

*If you are receiving an error message while trying to register for Charlie's Fast Pass this means that you have either a Bursary hold or a Health Services hold on your account. In order to have these holds lifted or to receive more information about these holds you will need to contact the Bursars Office or Health Services directly.*

### Can I still participate in Charlie's Fast Pass if I have a hold?



*Unfortunately you will not be able to participate in Charlie's Fast Pass if you have a Health Services hold or a Bursary hold on your account.*

### **How can I find out if I have a hold on my account prior to registering?**

*If you are unsure if you have a hold on your account you can contact the Bursars Office or Health Services directly to receive more information. See below for their contact information*

*Bursars Office | 203-932-7217 or [bursar@newhaven.edu](mailto:bursar@newhaven.edu)*

*Health Services | 203-932-7079 or [healthservices@newhaven.edu](mailto:healthservices@newhaven.edu)*

### **How does the move in/check in process work for Charlie's Fast Pass?**

*The process for Charlie's Fast Pass is straight forward! Once you arrive to campus and park your vehicle, come directly inside to check in prior to bringing any belongings into the building. Upon check in a member of our staff will escort you to your Residence Hall room and unlock your room for you. The staff member will also remind you when your time frame to move your belongings in ends. From there you will be able to move things into your room at your leisure. It is important to keep track of your time, and how much time you have left as you are bringing things into your room. Once your time slot hour is over a staff member will go back and lock your room. At the conclusion of your Charlie's Fast Pass experience check out at the lobby table prior to leaving. We will see you at Charge In!*

### **Where do we go once we arrive to campus?**

*Once you arrive to campus, the best suggestion would be to park as close as you can to your Residence Hall and then simply check in at your Residence Hall (this will depend on your particular Residence Hall).*

### **Are there elevators inside of the Residence Halls to aid us in the moving in process?**

*There are elevators available inside of a number of Residence Halls. The Residential Halls with elevators and the number of elevators are as follows: Westside Hall (2), Bergami (2), Bixler (2), Gerber (2). Due to the high foot traffic of Opening Day it is advised to take the stairs if you aren't moving in belongings. Also be advised there are no elevators within Bethel Hall.*

### **Will there be any bins, hand-trucks, etc. that we can use when we move in?**



*Unfortunately there will not be any bins, or hand-trucks that students and families can utilize during Charlie's Fast Pass. But, you can always bring your own to assist you. When you return to campus for Charge In there will be large bins that students and families can utilize to assist them in moving in additional items.*

**Will there be anyone to help us move things in during Charlie's Fast Pass?**

*Since this is an opportunity for students to move belongings in early there will not be any additional volunteers or staff members to help in moving things. However, during Charge In there will be plenty of volunteers ready to assist you.*

**Will I be able to set things up in my room or is this just a drop and go?**

*You will have the opportunity to move things into your Residence Hall for your designated time slot. How you and your family choose to use this time will be at your discretion, just keep in mind you will only have an hour to move your belongings in.*

**What happens if I need to change my time?**

*If for whatever reason you need to change your time slot contact the Orientation Staff via email at [orientation@newhaven.edu](mailto:orientation@newhaven.edu) or by phone at 203-479-4582.*

**Will I receive my room key or ID early by participating in Charlie's Fast Pass?**

*You won't receive your room key or campus ID at Charlie's Fast Pass. You will receive your room key and campus card when you arrive to campus for Charge In.*

**Who can we contact if we have any additional questions regarding Charlie's Fast Pass?**

*If you have any additional questions regarding Charge In please contact the Orientation Staff within the Center for Student Engagement, Leadership and Orientation via email at [orientation@newhaven.edu](mailto:orientation@newhaven.edu) or by phone at 203-479-4582*