

DO'S

- ✔ Prioritize students experiencing homelessness for housing and conduct strategic outreach for students to share their extenuating circumstances.
- ✔ Create contingency plans if campuses pivot to remote learning and work with students to identify housing options. Consider sharing these plans with students to help curb their nerves regarding what could happen if the campus were to close.
- ✔ Offer housing refunds if campuses switch to remote learning.
- ✔ Provide COVID-19 testing/health kits for students free of charge.
- ✔ Individualized outreach to students experiencing homelessness.
- ✔ Create a survey asking students what they need to be successful.
- ✔ Offer flexible class attendance policies, include a basic needs paragraph and resources in all syllabi, and record/transcribe classes.
- ✔ Train faculty and academic advisors on the distinct need of students experiencing homelessness.

DON'TS

- ✘ Pressure students to make a decision about housing options weeks prior to school.
- ✘ Wait until the last minute to notify students if they receive on-campus housing.
- ✘ Require students to quarantine without providing a room for students to do so.
- ✘ Require students to purchase and submit a negative COVID-19 test prior to arrival.
- ✘ Create FAFSA barriers like requiring additional documentation or notarized statements.
- ✘ Bombard students with lengthy and confusing emails.
- ✘ Enforce strict attendance policies that require students to have their webcam on.

WHY IT MATTERS

Students experiencing homelessness face many barriers in their pursuit of higher education. The pandemic has created even more barriers to their education, health, and safety. Institutions should review their policies and practices to ensure that they support students experiencing homelessness, and help rather than hinder their enrollment, retention, and success.