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Dear Resident,

**Welcome to Texas Woman's University Residence Halls!** Our Motto is "**Living on Campus-The Place to Be!**" The minute you step on the campus, you will soon discover why this motto is so true for you and many others. Our residence halls are more than a place to eat and sleep; they are activity centers oriented to the student, where you will meet and make new friends. You will also have an opportunity to be involved in a variety of activities, which will broaden and supplement your total educational experience.

To provide an atmosphere conducive to both living and learning, the Department of University Housing provides a variety of housing facilities for students. The facilities are provided in Denton through three distinct residential areas, including family housing and campus apartments. Approximately 1,650 students live in TWU residence halls.

The Department of University Housing has made a commitment to provide an environment where individual growth can effectively take place and where classroom learning can be integrated into your daily living experience. I challenge you to further your own personal development by taking advantage of the many opportunities afforded by residence hall living.

This handbook is designed as an introduction and a guide for all residence hall students at Texas Women's University. As you become settled in your residence hall you should familiarize yourself with the contents of this book, as it is a summary of our activities, services and policies.

Sincerely,

Nancy Murphy-Chadwick  
Director of University Housing

# UNIVERSITY HOUSING

## MISSION STATEMENT

The Department of University Housing is committed to providing exceptional quality service and living/learning residential communities, that are reasonably priced, in which the mission of the University is supported through collaborating with others, valuing diversity, and facilitating individual and community development.

## VALUING HUMAN DIVERSITY - OUR COMMITMENT

University Housing is committed to strengthening relationships among people. This commitment needs to be supported by all of the individuals who work and live within our residential communities. Our goal is to support interaction among people that promotes awareness and understanding of the diversity that exists within and outside the University community. We encourage each person to continue developing and refining skills and attitudes necessary to be positive and productive members of society. Developing these skills and attitudes involves the commitment to appreciate and value human differences.

The individuals that make up University Housing come from diverse backgrounds and social groups. We encourage acceptance and appreciation of people regardless of race, gender, age, ethnicity, able-bodiedness, sexual orientation, socioeconomic status, or religious affiliation. We believe that each person has worth and should be treated with dignity and respect. In a community that values diversity, acts of bigotry cannot be tolerated.

We encourage all people in our community to reach out to each other and develop positive relationships.

## Take the Housing **CHALLENGE** to . . .

- ✓ Be **INVOLVED**, participating actively in your residence hall community
- ✓ Consider **NEW IDEAS**, experiencing different viewpoints and life experiences
- ✓ Be **CREATIVE**, adding your own special touch to your college experience
- ✓ **GROW**, both intellectually and personally
- ✓ Become a **LEADER**, here at TWU and for the rest of your life

# **I. UNIVERSITY HOUSING AND RESIDENCE LIFE STAFF**

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## **HOUSING OFFICE**

University Housing Office is located in Jones Hall on the Denton Campus. All of the staff is here to assist you. The staff is composed of professionals in the field who coordinate room assignments, billing, maintenance, staffing, and programs.

## **RESIDENCE HALLS**

The Residence Hall Staff, which consists of Student Life professionals who live within the hall communities and student paraprofessionals, plan activities that promote an exchange of ideas, experiences, attitudes and interests as well as being conducive to academic achievement. Residents are encouraged to actively participate their hall communities, including getting to know the RA and Area Coordinator.

## ***RESIDENTIAL COMMUNITY-PROFESSIONAL STAFF MEMBERS***

### **Area Coordinator**

The Area Coordinator (AC) is a full-time administrator who lives in the residence community and is responsible for the educational, social and operational functions of the residence halls. By coordinating skills and programs with other housing staff members and the University community, the Area Coordinator seeks to provide a living/learning environment for all residents.

### **Residence Director**

The residence Director (RD) is a full time professional who lives on site and assists the Area Coordinator with the overall management of the residential operation. The RD provides leadership for staff and students in the residential area.

### **Residence Hall Desk Clerk**

The Desk Clerks in the residence halls are valuable resources for the residents. These clerical staff members provide residents and guests with information on assignments, billing, and the University.

### **Facilities Management and Construction Workers**

Texas Woman's University's Facilities Management and Construction (FMC) coordinates the upkeep and maintenance of the residence halls. Each FMC employee is assigned to several buildings so problems and work orders are addressed on a priority basis. Call the staff at the front desk when you have a maintenance problem such as a broken window, leaking faucet, etc. If you are not there when the worker shows up, she/he will enter the room, make the repair and leave a notice indicating she/he has been in your room.

### **Custodians**

Each residence hall has full-time custodians. Custodians provide cleaning and general maintenance services in public areas such as hallways, lobbies, lounges, laundry rooms and study rooms. Students are responsible for cleaning their own rooms.

## **STUDENT STAFF MEMBERS**

### **Hall Directors**

The Hall Director (HD) is a student leader on the residence hall staff. The HD assists the Area Coordinator in managing the overall operation of the building while also providing peer leadership to fellow RA's as well as direction for the hall council.

### **Resident Assistant**

The Resident Assistant (RA) is a student who lives on the residence hall floor to serve as the primary resource to the residents for information and assistance. RA's are selected on the basis of academic achievement, leadership ability, and commitment to residence hall living. Professional staff members provide extensive training for the RA's with TWU faculty and staff serving as resource personnel. While serving fellow students and the University, RA's have the opportunity to gain valuable insight into their own strengths and weaknesses, and to develop skills that will serve them throughout life.

The responsibilities of the Resident Assistant include:

- Creating a community environment conducive to academic success and personal development;
- Assisting new students in adapting to university life;
- Developing community spirit and consideration for the rights of others on the floor;
- Serving as a resource agent through knowledge of campus services, programs and personnel;
- Organizing educational and social activities which contribute to students' personal growth;
- Counseling residents on personal concerns, and referring students to appropriate professionals;
- Communicating residence hall regulations, and assisting residents in developing methods of self-enforcement and acceptance of responsibility;
- Providing educational training and taking appropriate action to protect the health and safety of residents; and
- Assisting the RD, HD or AC in general administration of the hall.

### **Office Assistants**

The front desk in each residence hall is staffed by Office Assistants (OA's) and RA's. They are responsible for assisting and checking in visitors and guests to the building, answering the phone, issuing equipment, games, keys and other materials which are available to residents for check-out; and other administrative tasks which may arise.

### **Recreation Coordinator**

The Recreation Coordinator is responsible for program development for the Clubhouse after-school and summer recreational program. This person serves as the on site supervisor for the Recreation Leaders.

### **Recreation Leaders**

The Recreation Leaders implement programs at the Clubhouse. The student staff hired in this position have recreational, elementary education or child development backgrounds.

### **Peer Advisors**

The Peer Advisor is a student who is an alumnus of the NET/1<sup>st</sup> Year Connections program who has been selected to serve as an academic liaison for students in the NET/1<sup>st</sup> Year Connections program. There is one Peer Advisor for each NET Block/1<sup>st</sup> Year Connections Floor and the PA is also the Teaching Assistant for UNIV 1011 course for that block. The PA works closely with the Resident Assistant on the NET/1<sup>st</sup> Year Connections floors to meet the co-curricular needs of students in the NET/1<sup>st</sup> Year Connections program.

## **II. LEADERSHIP OPPORTUNITIES**

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### **FLOOR OR WING MEETINGS**

The Resident Assistants (RAs) call, wing or floor meetings several times each semester. It is strongly recommended for residents to attend these meetings to obtain information concerning the residence hall and campus. Since residents are responsible for the information, those who have conflicts with the scheduled meeting are expected to meet with their RA.

### **RESIDENCE HALL GOVERNMENT**

(Hall Council or Community Council)

Each resident will live within a community in the residence hall and each community will define and govern itself in its own way.

Stark, Guinn, Reagan Houston, and Jones are communities that use a Hall wide government, known as Hall Councils, to govern all the residence hall communities within the building. Mary Hufford Hall has a Family Living Council that governs the family living community, and uses the "town meeting" concept.

A Resident Assistant (RA) will assist the residents in establishing a community environment to meet the needs of the residents within their area. The RA will sponsor activities and programs that will provide the foundation for you to begin developing your community. Each floor will elect representatives for the Hall Council, Residence Hall Association and Food Advisory Board. Regardless of the government you create for your community/floor, your involvement will be critical for its success.

### **RESIDENCE HALL ASSOCIATION**

The Residence Hall Association (RHA) is the coordinating body for the residence hall communities and is composed of voting representatives from each community. RHA works with the Housing staff and residents in the development of residence hall policies, programs, and facilities. With the cooperation of the hall/house and family living councils, a variety of activities are provided in order to bring the residents and hall communities together. RHA acts as a liaison between the residence hall students and the Department of University Housing. Residence Hall Association responsibilities include:

- To serve as a liaison between the residence hall students and the Department of University Housing.
- To serve as the general governing body affecting residence halls.
- To promote facility improvements in the residence halls.
- To advise each residence hall in the establishment of an autonomous governmental structure.
- To provide leadership development within the residence halls.
- To provide community interaction opportunities for all residential students.
- To represent residence hall students in a variety of University committees and forums.

### III. COMMUNITY LIVING

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#### COMMUNITY LIVING

Life in the residence hall begins with getting along with your roommate but it doesn't end there. When you live in the residence hall, you become part of a community. This community will gradually take on new meaning for you, as it becomes your new home. The RA in your community, Hall governments, and the Residence Hall Association will plan events designed to help you get to know the other people in your community and in the hall. While these events are optional, your participation will help establish a sense of friendship among community members.



Community living has some similarities to living with roommates. Both require that you are considerate of the other people and that you take the time to get to know the others. Your RA will be meeting with the residents in your living area to assist you in establishing agreements for your floor/hall community.

#### COMMUNITY

Community is a place you can call home . . .

- ...where open communication is encouraged and diverse realms of life are shared;
- ...where rights and responsibilities are honored;
- ...where relationships and friendships are developed;
- ...where life long learning patterns are established;
- ...where personal growth, trust and tradition are the outcome.

#### ROOMMATES

One of the first issues you face is being away from home, family, friends, and familiar places. Even though you might still have financial ties with your parents, you are on your own. You've taken on personal freedom and independence. Sometimes there is loneliness and homesickness connected to those newfound pleasures.

You and your roommate may be experiencing some of the same emotions at the same time. If so, you might be able to help each other. Then again, if only one of you is experiencing some personally rough times, tension could develop.

It's always very important for roommates to communicate with one another. Your RA will be working with you and your roommate to establish a roommate agreement. In making this agreement, you will talk about keeping the room clean; arrangement of the room; whether to borrow personal belongings or not; if boyfriend(s) or girlfriend(s) should be visiting late at night or early in the morning, or at all; individual privacy needs; who is the night owl or the early riser; when to have the TV on; what type of study atmosphere is needed; and what are individual study habit hours. The latter also includes being considerate of each other and respecting each other's preferences as well as accepting each other's differences. By taking the time to lay groundwork, you can stop some potential problems from ever happening. If conflicts arise once your roommate agreement has been established, go back and discuss your agreement again. Remember: as you deal with any conflict, each issue has at least two people involved who have the need to be heard and accepted. In addition, you can contact your RA at any time for assistance in roommate disagreements.

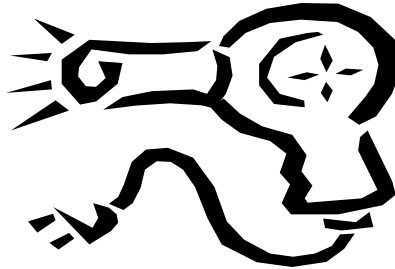
## IV. YOUR ROOM OR APARTMENT

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### APPLIANCES

There are policies outlined in the Cooking and Electrical Appliances Policy sections of the handbook that will more clearly define what is mentioned here because residence halls have definite limits on the capabilities of their electrical systems. Overloading these systems can present fire and safety hazards. Thermostatically controlled coffee makers, single unit popcorn poppers, and closed coiled hot pots (where heat-producing element is enclosed in the appliance) are the only cooking appliances permitted in student rooms. The following electrical appliances, which must be UL approved and in good condition, are permitted in student rooms:

Blenders  
Clocks  
Computers  
Curling Irons  
Desk Lamps  
Fans



Radios  
Razors  
Record Players  
Stereo Equipment  
Portable Hair Dryers  
TV's

### CLEANING PERSONAL SPACE

You are encouraged to bring your own mop, broom, and cleaning supplies to maintain your own room/apartment. *For further information see Residence Hall Building Policies.*

### DAMAGES

Upon checking into your room, review the Residence Hall Room Occupancy and Clearance Form with the Resident Assistant, noting the condition of your room. Any changes in the room's conditions discovered at the time of check-out other than what was noted on the card at the time of check-in will be the resident's responsibility. If you do not return your room occupancy clearance form and a checkout release form will be completed at the residence hall office with the assumption that your room is in good condition. Charges for damage and/or cleaning will be assessed against the student(s) by the University and must be paid promptly. The University at its sole discretion shall make determination of the amount of such loss or damage. Failure to pay the assessment will result in a hold or block of your registration and issuance of grades or transcript. A listing of common charges is included in the back of this handbook. *For further information see Residence Hall Building Policies.*

### DECORATIONS

You are encouraged to decorate your room as long as it does not create a safety hazard or any permanent damage to the room. If materials must be attached to the walls, students are encouraged to use 3 M materials or **white** "Plasti-tak". Transparent tape and masking tape are especially difficult to remove without damaging the surface and are not permeated for use. Pins and tacks should be used on bulletin boards only. When decorating, also refer to the Decorations Policies outlined in the Policies section of this handbook.

## **ENERGY CONSERVATION**

Conservation of energy and resources is a major concern for University Housing. We ask that you contribute by being conscious of your energy consumption. In practical terms, this means turning off lights and electrical appliances when not in use. Cutting off water faucets and reporting "drips" will also save money. These actions alone can help significantly keep our utility costs and your room/apartment rates down.

## **FURNISHINGS**

Each residence hall room is furnished with a bed, dresser, closet, desk and chair for each occupant. In addition, each room has a 1.5 cubic foot refrigerator for the residents' use.

Furniture cannot be removed from rooms. If furniture is not in the room or is damaged when you check out, you will be charged for the price of replacement. Waterbeds, bunk beds and lofts are prohibited in student rooms. Due to safety issues, concrete blocks and bricks are not permitted for use in the rooms. When used to hold up a bed frame there is the danger that the structure will be unsafe and collapse. They also bend bed frames and mar floors.

Furniture from lobbies or common areas is not to be placed in the individual student rooms for any reason.

## **FIRE, LIFE SAFETY, AND MAINTENANCE INSPECTIONS**

The TWU Safety Officer and the along with University Housing staff will conduct fire and life safety inspections of all campus residence halls. The inspections are unannounced and will be conducted during the school year. The intent of the inspections is to increase the level of safety and safety awareness for all of our occupants as well as identifying maintenance issues.

Safety practices in general and the items noted below will be the primary focus of the inspections. Residence hall staff appreciates your cooperation in this effort and will make every effort to minimize inconvenience to residence during these inspections. *For further information see Residence Hall Building Policies.*

Violations found during inspections will result in fines and disciplinary actions. Examples of violation fines are as follows:

**Candles** - \$50.00 fine per candle. Decorative candles with or without wicks are prohibited.

**Poor Housekeeping or Excessive Combustible Items**- \$50.00 initial fine with a daily charge of \$50.00 until the violation is corrected.

**Tampering with fire equipment** - Minimum fine of \$50.00 but could be higher depending upon the incident. The following areas will be reviewed during fire and fire safety inspections. Remember that the minimum fine begins at \$50.00.

**Fire Safety Inspection Check List:**

<p><b>ELECTRICAL:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Improper use of extension cord (s)</li> <li><input type="checkbox"/> Cover plates missing/damaged</li> <li><input type="checkbox"/> Electrical wiring frayed/damaged</li> <li><input type="checkbox"/> Overloaded outlets</li> <li><input type="checkbox"/> Unapproved electrical appliance (s)</li> <li><input type="checkbox"/> Other _____</li> </ul>	<p><b>IGNITION SOURCES:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Candles/ incense present</li> <li><input type="checkbox"/> Flammable liquids present</li> <li><input type="checkbox"/> Combustible materials at electric source</li> <li><input type="checkbox"/> Excessive fire load</li> <li><input type="checkbox"/> Halogen lamp w/o bulb guard</li> <li><input type="checkbox"/> Other _____</li> </ul>
<p><b>FIRE SAFETY EQUIPMENT:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Room smoke detector obstructed</li> <li><input type="checkbox"/> Room sprinkler head obstructed</li> <li><input type="checkbox"/> Fire extinguisher obstructed</li> <li><input type="checkbox"/> Room smoke detector damaged</li> <li><input type="checkbox"/> Room Sprinkler head damaged</li> <li><input type="checkbox"/> Fire extinguisher damaged</li> </ul>	<p><b>EMERGENCY PLANNING:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Safety Decal not on back of door</li> <li><input type="checkbox"/> Windows/doors obstructed</li> <li><input type="checkbox"/> De-activated door closures</li> <li><input type="checkbox"/> Hallway obstructed</li> <li><input type="checkbox"/> Door chocked/propped open</li> <li><input type="checkbox"/> Other _____</li> </ul>
<p><b>HOUSEKEEPING:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Poor housekeeping</li> <li><input type="checkbox"/> Floor/wall/ceiling penetration</li> <li><input type="checkbox"/> Door closure missing/damaged</li> <li><input type="checkbox"/> Gift wrapped door</li> <li><input type="checkbox"/> Prohibited live/cut tree</li> </ul>	

Practicing good fire safety benefits everyone in the community.

**PROTECTING YOUR PERSONAL PROPERTY**

In most cases, theft of personal property from student rooms/apartments occurs because of failure to lock the room. You should always keep your door(s) locked even when you are in your room/apartment. You are encouraged to insure personal belongings against loss and/or damage either through your parent(s) homeowners' policy or with your own policy. The University is not responsible for loss or damage of students' belongings.

If you are going to be away for an extended period of time, notify your Resident Assistant, Hall Director or Area Coordinator. Do not keep expensive articles in your room/apartment where they can be easily seen or taken. Never keep large amounts of money in your desk or dresser. If you see someone who is acting suspicious, call the front desk and report him or her.

Electric engravers are available at the beginning of each semester to engrave your driver's license number on your valuables. This discourages theft and helps in locating the rightful owner of recovered stolen property. The Department of Public Safety offers a special bicycle registration program.

If you lose personal belongings or your room/apartment keys, you should immediately report your loss to the Area Coordinator, Hall Coordinator or Resident Assistant.

## REPAIRS

Trained professionals employed by the Facilities Management and Construction Department of the University make repairs to University property. Reports of necessary repairs should be made to the staff on duty at the front desk of the residence hall. If a repair has not been completed within a reasonable amount of time (24-48 hours excluding weekends), contact the Area Coordinator, Residence Director, Hall Director, or Resident Assistant in your building.

## ROOM ENTRY

The University reserves the right to enter student rooms/apartments for purposes of room inspection, fire and safety inspection, maintenance improvements, possible policy violation, suspicion of an accident, or in the event of epidemic or emergency which jeopardizes the well-being of the occupant or other students in the hall. Student rooms/apartments may be searched for cause only by authorized civil authorities. In case of suspected criminal violations, a search warrant issued by a magistrate will be used to authorize the search.

## SMOKE DETECTORS/FIRE SPRINKLERS

All of the residence halls (Guinn Hall, Stark Hall, Jones Hall, and Lowry Woods Community) are equipped with individual room smoke detectors and equipped with a fire sprinkler system. Periodically, residence hall staff members will test the smoke detectors to ensure they work properly. If there is a problem with the smoke detector or sprinkler in your room, please notify a residence hall staff member immediately.

**Do not tamper with the smoke detector or sprinkler head at any time. Do not obstruct or attempt to relocate the smoke detector. Do not hang items from the sprinkler head at any time. Tampering with ANY fire safety equipment will result in disciplinary action as well as a fine.**

## RESIDENCE HALL BUILDING POLICIES

Living in a community environment will provide you with many wonderful and memorable experiences. Each member of the community has a responsibility for the maintenance and upkeep of their individual living areas as well as the community space in residence hall. This is your home away from home while at the University and you should treat it as such. Listed below is some valuable information on maintaining a comfortable living environment in your residence hall community.

### Cleanliness and Sanitation

For the health and safety of all residents and families, it is the responsibility of the residents:

1. To keep the room or apartment clean and free from garbage and trash.
2. To share in the proper care, cleaning, and use of community areas and facilities, including stairs, stairwells and laundry rooms.
3. To dispose of all trash and garbage in the trash rooms or in Lowry Woods the dumpsters provided near each building. Residents shall not sweep trash from inside to outside of the room or apartment or throw trash, garbage, or waste from windows, breezeways, or balconies.
4. In Lowry Woods, to keep children's toys and all bikes off the common areas, grass, sidewalks, and parking lots when not in use.
5. Not to shake rugs and dust mops from balconies, breezeways, or stairwell landings.

## **Health and Safety Compliance**

Residents shall comply with all requests from the Department of University Housing pertaining to the correction of health and safety concerns or violations in their assigned rooms or apartments. A specific amount of time will be given (typically 24 hours) to correct the health and safety concerns or violations. Should the resident fail to correct the violation in the prescribed time period, the Department of University Housing reserves the right to send in maintenance/cleaning staff to correct the concerns or violation and the resident will be responsible for the cost of such.

## **Health and Life Safety Inspections**

Health and Life Safety Inspections will be conducted monthly and will typically be unannounced. Periodically the University Safety Officer and/or the State Fire Marshal may be present for the Health and Life Safety Inspection.

Here are some helpful tips to avoid a health and life safety repair or cleaning charge:

1. Remove all trash and properly dispose of it in the trash containers in the trash room on your floor or in Lowry Woods, the dumpster located near your building.
2. Vacuum or sweep and mop all floors in your room or apartment regularly (we recommend at least weekly).
3. Check your smoke detector to see if it is properly attached and in operational condition.
4. Check electrical outlets, cords, and connections to make sure they are not overloaded and that cords are not run under carpets or around bedding.
5. Check and make sure that beds, other furnishings, and other items are not blocking emergency egress and heating and ventilation units.
6. Note any maintenance problems in your room or apartment and report them to the staff immediately.
7. Do your laundry and properly store your clean clothes when finished.
8. Pick up and organize your personal belongings.
9. In Jones and Lowry Woods, make sure your screen is installed on windows (they are not supposed to be removed).
10. Walls, windows, ceilings, doors and university furnishings should be free of stickers, graffiti, stains and unauthorized paint.
11. Clean up any spills and messes and get rid of any leftover food sitting around the room or apartment.
12. Do a little light dusting.
13. In the kitchen in Lowry Woods or Guinn Studio Suites: dispose of spoiled food, wipe down surfaces, clean up appliances, do the dishes and store them away, and properly store food.
14. In the bathroom in Lowry Woods, Guinn and Stark: clean the toilet, including in and around the bowl, clean the shower/tub, clean the floor, wipe down countertops and clean the sink, and put away and/or organize personal items.
15. Do not have any candles or incense in your room or apartment.

## **Pest Control**

All residents must help by practicing good housekeeping techniques. Since bugs in a room or an apartment can be unbearable, the following practices will help control roaches as well as other insects:

1. Purchase a trash can with a tight-fitting cover and, when possible, use plastic liners in all trashcans.
2. Do not leave dirty dishes or food out overnight because this is when pests feed.
3. Store open food containers (cereal boxes, etc.) in plastic bags or in the refrigerator.
4. Do not use contact paper in cabinets or drawers. Roaches like to feed on the sticky backing.
5. Do not leave paper bags or newspapers sitting in your apartment. Pests like to nest in these areas.
6. Keep all floors clean and free of food crumbs.
7. Do not store damp rags or sponges in dark closets. Store brooms and mops with the handle down.
8. In Lowry Woods, do not allow grease to build up on the stovetops and burners or in the oven.
9. Do not leave articles of clothing on closet floors, in corners, etc. Pests nest in dirty closets.

10. Spray door jams and under sinks for spiders, ants and other miscellaneous bugs. If you see even one roach, please submit a work order.

### **Prevention of Mildew**

Residents can help prevent the start of mildew by following these suggestions:

1. In Lowry Woods, turn on your exhaust fan over your stove while cooking.
2. After you shower or bathe leave the exhaust fan on in the bathroom until all steam has dissipated. If you do not have an exhaust fan leave your bathroom door open after you have completed your shower and turn on the fan in your room.
3. Do not over-pack a closet. Allow clothes to hang freely. This will help the air to circulate and lessen the possibility for moisture to accumulate.
4. Wipe the area where mildew is first discovered. If mildew persists, please submit a work order.

## **END OF YEAR CLEANING CHECKLIST**

### **Cleaning and Damage Charges**

Most cleaning and damage charges come about because departing residents leave their room or apartment without returning it to the condition it was when they moved in and/or they failed to clean regularly and thoroughly and the resulting buildup of grime is difficult to remove. If you share a room or an apartment with other students, you are responsible for cleaning your bedroom or your side of the room and you and your roommate(s) are collectively responsible for all shared areas (e.g. bathroom, kitchen, living room).

Examples of the types of damage/cleaning assessed beyond normal wear and tear are:

- Labor costs that result from cleaning rooms or apartments that are not cleaned sufficiently when residents vacate, i.e. floors not swept, hard water stains, dirty oven or refrigerator, etc.
- Nail holes, tape residue, paint peels found on walls, doors, or cabinets
- Burn or burn holes of any kind
- Stained carpets that will not steam clean or stains on the tile that cannot be removed
- In Lowry Woods, repair or replacement of garbage disposals/drains jammed or damaged by excessive amount of material or inappropriate material.
- Toilets plugged with food, grease, toys or other miscellaneous items.

**To avoid charges here are some helpful hints for each room:**

#### ***Living Room (apartment or studio suite)***

- Vacuum carpets. Go under and around all furniture
- Dust and wipe down all furniture. Clean under furniture cushions
- Wash the inside of the windows and windowsill
- Check blinds and make sure rods and fixtures are attached
- Remove any sticky residue on the door or walls
- Wipe down door to remove scuffs and smudges

#### ***Bathroom Area – Lowry Woods, Guinn, and Stark (room or apartment)***

- Sweep and mop the floor
- Wash and scrub vanity and sink
- Empty and wipe down cabinets, drawers and under sink
- Wash mirrors
- Empty all trash from bathroom area
- Disinfect and scrub shower and/or tub, including fixtures, and remove any mildew
- Scrub all soap scum and mildew from shower ceiling
- Disinfect and scrub inside and outside of toilet and around the base

## **END OF YEAR CLEANING CHECKLIST continued**

### ***Bathroom Area – Lowry Woods, Guinn, and Stark (room or apartment)***

- Empty and wipe or wash down linen closet
- Dust off the light globe
- Wipe down door to remove scuffs and smudges

### ***Bedroom (room or apartment)***

- Vacuum carpet or sweep and mop floor
- Dust and wipe down furniture
- Empty and wipe down desk drawers, dresser drawers, nightstand and closet
- Return bed and furniture to move-in condition
- Wash windows and windowsill
- Check blinds and make sure rods and fixtures are attached
- Recycle, donate or throw away all unwanted items
- Wipe down door
- Defrost and wash inside and outside of refrigerator and freezer (room only)

### ***Kitchen (apartment or studio suite)***

- Disinfect and scrub counter top
- Defrost and wash inside and outside of refrigerator and freezer
- Throw away all food in refrigerator and cabinets
- Scrub oven, range top, drip pans, and broiler pan drawer (apartment only)
- Clean convection microwave inside and outside (studio suite only)
- Wipe down cabinets and pantry shelves. Remove shelf paper and any residue. Check for items on top of the cabinets
- Sweep and scrub floor. Do not sweep debris into the breezeway or hallway
- Clean out garbage disposal and dishwasher (apartment only)
- Make sure that all appliance parts are present, such as the broiler pan, oven racks, egg tray, etc.
- Leave fire extinguisher under the sink

### ***General***

- Remove all trash and dispose in the dumpster near the building or the trash container in the floor trash closet. Trash left in the apartment, studio suite, or room or out in the hallway or breezeway will result in cleaning charges

### ***Breezeway Storage Closet – Lowry Woods only***

- Clean out all belongings from the storage closet
- Sweep out the closet and put trash and debris from the floor into a trash bag and dispose in the dumpster
- Wipe down the door inside and out, removing scuffs, fingerprints, and dirt
- Make sure that the light is turned off

### ***Breezeway – Lowry Woods only***

- Remove all belongings from the breezeway
- Do not leave any trash on the breezeway
- Clean any stains in the area around your apartment and storage closet
- Do not leave anything on the stairs

## V. HOUSING INFORMATION

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To be eligible to live in a University residence hall, residents must be enrolled as a TWU student. Contracts are issued with the assumption that the resident has been or will be accepted for admission to the University and is currently enrolled in classes. If a resident is not enrolled at TWU but can provide proof of registration at another university the resident may contract for space as a non-TWU student occupant. In the event that the resident is not enrolled at any university the resident will be expected to vacate the room/apartment within 72 hours of notification. When space permits, students affiliated with an area university near Denton may contract as a non-TWU student to reside on campus.

All students desiring on-campus housing are required to sign a one-semester or academic year Housing/Food Services Contract, Family Housing/Campus Apartment Contract, or a Non-TWU Student Contract at the time they move into their assigned residence hall. These contracts are binding agreements between the University and the resident.

### RESIDENCY REQUIREMENT

**TWU requires that all full-time, single, undergraduates who have not completed 60 credit hours, who are under the age of 21 and who are not veterans of military service, or who do not live with parents or legal guardians within commuting distance must live in University residence halls.**

If you fall under the Residency Requirement, you will be automatically blocked from registering for more than eleven (11) hours of coursework in the Fall and Spring semesters and five (5) hours of coursework for each summer term. In order for the block to be removed, you will either have to complete a notarized form stating that you will be living with your parents/family within commuting distance or you must have a housing assignment.

### HOUSING APPLICATION/ CONTRACT

Application/Contracts will not be accepted or processed without a \$25 non-refundable application fee and \$100 deposit for a TWU student room or apartment or a \$25 non-refundable application fee and a \$200 deposit for a non-student room.

Cancellation of the application for the initial semester will take place when written notification of desire to cancel is received the University Housing Office on or before July 1st (Fall semester), December 15th (Spring semester), May 1st (Summer I & III), June 14th (Summer II). If cancellation takes place after the above dates, the University will retain the deposit. Detailed information is available from the Department of University Housing upon request.

Students have the option of selecting a one semester or an academic year (fall/spring) contract. Your Housing Contract should have already been signed in order to complete the application and assignment process.

### FAILURE TO COMPLETE CONTRACT

A student may cancel the contract after occupancy (i.e., received room keys) if she/he will not be in violation of the University Residency Requirement. The effective date of any refund will be the actual date the student officially checks out of the residence hall. The \$100 deposit will be forfeited and the student will be charged a \$300 failure to complete contract fee, a \$20 meal plan handling fee (if applicable), and a daily rate for housing/meal services. The remaining balance, if any, will be refunded. Refunds will not be issued beginning

the fourteenth (14th) day prior to the end of the semester. Non-TWU students and Apartment residents will lose their deposit and be charged one-month's additional rent.

## **GUARANTEED ASSIGNMENTS**

An assignment guarantees a space (not specific rooms) within the residence halls. University Housing reserves the right to reassign students to other spaces when it appears to be in the best interest of the individual and also reserves the right to consolidate students who have not paid for a private room and have no roommate. Private rooms, selected roommates and particular room requests are accommodated whenever possible.

## **PRIVATE ROOMS**

When space permits you may rent a room on a private basis by payment of an additional fee applicable to the particular semester. These assignments cannot be guaranteed until after the 2nd class day of each session. Rental of a room on a private basis guarantees that you will not be assigned a roommate for that specific semester. It does not entitle you to make the extra set of furnishings (where applicable) available to another student or guest. There is no correlation between the amount of the additional fee and the size or furnishings of the room. If, for any reason, you occupy a room on a private basis, you will be charged the private room rate. Private rooms are accommodated based on your application date and space availability.

## **APARTMENTS AND FAMILY HOUSING**

Family Housing provides accommodations for single parents with a maximum of three (3) children and married couples with a maximum of three (3) children depending on the size of the accommodations. Family housing is available in the Lowry Woods Community.

## **HOUSING/FOOD SERVICE PAYMENTS**

Students must pay one-half or the entire semester's Housing/Food Service fee prior to checking into their rooms for each long semester. The entire Housing/Food Service payment is due prior to check-in for each summer session. Students electing to pay one-half at check-in will pay their last two installments prior to the 6th and 11th week of the Fall and Spring semesters.

Failure to make these payments may result in immediate disciplinary action by the University and eviction from University Housing. The residence halls operate on a limited, self-supporting budget with no outside funding; therefore, it is imperative that your accounts are paid on time. You should arrange your finances so that you do not become delinquent or this will necessitate that your registration, grades, and transcript be blocked. Delinquency may also result in eviction. Students with severe financial problems should contact the Office of Financial Aid for assistance prior to the beginning of the semester.

## **OPENING AND CLOSING DAYS**

University residence halls will open as announced prior to registration for each semester.

Non-graduating residents may remain in the halls at the end of the semester for twelve hours after their last scheduled examination or until 10:00 am the day after the last officially scheduled examination as per the University calendar, whichever is earlier. Space accommodations will be provided for graduating residents until immediately following graduation exercises.

## ROOMMATE WHO IS A NO-SHOW OR MOVES OUT

At the beginning of each semester each residence hall will hold two or three "Roommate Parties". All students who need a roommate are encouraged to participate. Signs will be posted in each hall identifying when the Roommate Parties will be held. These functions provide an opportunity for students who need a roommate to meet other students in the same situation. A majority of the students who attend these functions find a roommate and a room change is processed. During the semester the Area Coordinator will keep a list of residents who need a roommate and will assist students in finding a new roommate. To obtain a roommate, you should do the following:

1. If you meet someone you would like to room with, at the Roommate Party or through the list of names you get from the front desk staff, you should inform your Area Coordinator so that the necessary paperwork can be completed to process the move. In the event that neither you nor your desired roommate wants to be the one to move, the Housing staff would make the decision based on the date your original housing application was received. The person having submitted her/his application the earliest will be allowed to remain in her/his assigned room and the other person will have to move.
2. If you did not find a roommate at one of the Roommate Parties or through the list of people kept at the front desk, you will then be assigned a roommate if one is available. As in #1, the date your housing application was received will determine who moves unless you or your assigned roommate has already indicated a willingness to move.
3. Please be aware that you will be charged the private room rate for the entire period of time you do not have a roommate. However, the Department of University Housing provides you with a grace period of one week from the date your roommate moves out or is identified as a "no show" to obtain a new roommate. If you select a roommate (through Roommate Parties or the roommate list) or have one assigned by the Housing Staff and have completed the move within the grace period, you will not be charged for the period of time you occupied a single room.
4. If your roommate has moved out and you want a roommate but there are no other individuals on campus needing roommates, you will not be charged for the room alone. However, the first person needing a roommate will be assigned to you. NOTE: There could never be more than one person of the same sex in a building (at any given time) that would fall into this situation.
5. Please be aware that you also have the opportunity, if space is available to elect to officially stay in a private room. You would then be billed accordingly.

## ROOM CHANGE GUIDELINES

We hope that you will be happy in your current room assignment, but if you find it necessary to request a room change, you will need to do the following:

1. Talk with your RA about your concerns. Sometimes you can work out conflicts or other problems without having to move. **THIS IS ALWAYS THE FIRST STEP BEFORE REQUESTING A ROOM CHANGE OR HALL TRANSFER.**
2. If you still want to move, complete a change request form at your residence hall front desk. All room changes are submitted to your Area Coordinator for approval before the change can take place. NOTE: Be sure that you want to definitely make the move before completing a form. If you change your mind, you may be affecting other residents who have requested to move into your vacated space.

3. At the beginning of each semester a number of rooms change requests are submitted and it could take two or three days to process your request. At the beginning of each semester room changes cannot begin until after the first week of class when we are able to identify those spaces where people have not returned. Students in temporary housing spaces will then be moved into permanent spaces before other room changes can be considered.
4. If we are able to approve your request, you will receive an approval notice indicating that you will have a 24-hour period to make your move. In the event that you are transferring to another residence hall, you will have 48 hours. Remember: others may be involved with your move so please abide by these parameters.
5. All residents have the opportunity of making one room change request at no charge within a given semester. There will be a \$15 processing charge for each additional room change request an individual makes.
6. If you change rooms without receiving approval, you will be automatically charged for two rooms for the period of time you reside in the new room prior to receiving official approval and will be billed a \$50 lock change charge. There may be reasons that we cannot approve the room change. If this occurs, you will then have to move back to your original assigned room.

**WE NEED TO KNOW WHERE OUR RESIDENTS ARE RESIDING FOR THEIR SECURITY AND COMFORT, SO PLEASE WORK WITH US WHEN YOU DESIRE TO CHANGE ROOMS.**

### **HOUSING DURING BREAKS AND VACATION PERIODS**

During official holidays within a semester and vacation period between semesters, the University reserves the right to close certain halls and require students remaining on campus to move temporarily to another hall. Students wishing to stay in the residence hall between semesters must sign up for break housing at their residence hall front desk in advance. If they have a current Housing/Food Services Contract and have submitted a Housing/Food Services application for the following semester, there is no additional fee for this service. Students, who do not remain on campus the following semester or term, will be charged a daily rate for break housing; this also includes occupying a room with belongings only. Break housing is a special service only for continuing semester Housing/Food Service contract students. Guinn Hall studio suites and the Lowry Woods Community are open the entire year. Periodically Guinn, Stark, and Jones halls may rotate being open for students during the summer for maintenance purposes. In the case of apartment students and families, the monthly rent continues as usual covering break periods. Information will be sent out from the Department of University Housing two weeks prior to a vacation period.

### **CHECK OUT PROCEDURES**

#### **A. Prior to the end of the term**

NOTE: Failure to follow proper checkout procedures will result in a \$50 fine. Residents who withdrawal from school during the semester or contract period must go first to the Office of Admissions and Registrar, to initiate formal withdrawal from the University (if a TWU student). Then:

1. Come to the Department of University Housing, located in Jones Hall on the 3rd floor.
2. Remove all of your personal belongings from your room. Make sure that your room is clean and orderly and that all furniture is in its place.

3. Contact your RA to have your room properly checked. At this time, your room will be inspected for damages using the Room Occupancy and Clearance Form.
4. Take your key(s), Room Occupancy and Clearance Form, and withdrawal form to the front desk of your hall.
5. Any charges for damages, missing furniture, or lost key(s) will be assessed by the Area Coordinator. You will receive notice of the approximate damage costs, if applicable. Once you receive an official financial statement, payment should be made immediately to the University Cashier's Office.
6. Residents that check out prior to the end of the term of the contract will forfeit their \$100 deposit and will be charged the applicable contract breakage fee and a daily rate for housing and meal plan expenses for the number of days the resident has possession of a room key.

## **B. End of term**

1. If you are graduating or completing your contract at the end of the Fall Semester, you will complete a Deposit Refund Request Form and follow the procedures for "Prior to the end of the term" stated previously.
2. At the end of the Spring Semester the same procedures for the Fall semester will pertain. If you are returning to a traditional room in the residence halls for the Summer or following Fall semester, you will need to complete a Housing/Food Services or Family Housing reapplication, transferring your deposit to that specific semester. If you are not returning to the residence halls, you may complete a Deposit Refund Request Form.

## **REFUND OF DEPOSITS**

To be sure that you get your room/apartment deposit back, you must fulfill the following conditions:



1. Clean the room/apartment thoroughly.
2. Remove all personal belongings.
3. Check out properly with the residence hall staff.
4. Leave a forwarding address.

If you are not returning to on-campus housing the following academic year and wish to receive your room/apartment deposit after you check out, you must follow the steps above and complete a Request for Refund of Room/Apartment Deposit form. If there are no additional charges with Housing or the University, a check will be issued and mailed to your forwarding address. This process usually takes three to six weeks. If there are room damages at the time of check out, or an outstanding balance in your student account, the charges can be deducted from the deposit refund. If you do not request a refund of your room deposit, it will be held for one year, then, it will be forfeited.

## **VI. SERVICES**

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### **COMMUTER/GUEST HOUSING**

The Department of University Housing offers "Guest Housing" for guests of University students, staff and faculty and conference participants in Guinn Hall. Short-term housing (maximum of three consecutive nights) for students who commute to campus is available. Single and double rooms are available on a reservation basis only by contacting the Housing Office at 940-898-3676. Guest housing is available on a space available basis only.

### **COMPLAINTS**

Most problems that arise in the residence halls can be solved in the halls of origin. Residents with problems should take those problems to their RA's. The RA may decide that an Area Coordinator needs to be consulted. Problems for which residents believe their RA's have not found suitable solutions or cases in which the RA's may be perceived as being part of the problem, may be taken directly to the Residence Director or Hall Director and then to the Area Coordinator by the complaining residents. Residents who are still dissatisfied may make an appointment with the Assistant Directors or Director of University Housing.

### **COMPUTER LABS**

Each residence hall is equipped with a computer lab offering PCs and printers connected to the University system and to the Internet. To use the lab, residents must reserve a time period and computer at the front desk of their residence hall. All labs are kept locked and residents will be able to access the lab at their assigned time through the issuance of a lab key or by their ID card.

The service is for residents to assist with their classes. Individuals taking up lab time for non - academic purposes may be asked to leave so that residents who need the computers for class assignments and projects can be sure of their availability. All University and Housing policies apply to the labs.

### **CUSTODIAL SERVICES**

TWU custodians are responsible for cleaning the public areas of each residence hall daily. However, a large part of the hall upkeep is the responsibility of the residents. Custodians are not required to move furniture back to its original place or to clean up any mess that is the result of student negligence. Residents may be assessed the cost of any extra cleaning performed by custodial personnel as a result of unnecessary messes. Residents are responsible for cleaning their own rooms/apartments. Cleaning of the individual's room/apartment is the responsibility of the residents occupying the room/apartment. The custodial staff maintains the cleanliness and upkeep of the lounges, lobbies, hallways, and community bathroom facilities.

### **ELEVATORS**

There are elevators in each of the towers and Jones Hall. All elevators are equipped with timing devices that keep the doors open for a short period of time. This helps to maximize elevator use. Never attempt to manually close or open elevator doors. This is dangerous and can cause serious damage to equipment and only cause additional delays with the doors. The elevator emergency equipment is to be used "for emergencies only".

If you drop an item down the elevator shaft, plumbing fixtures, heating/cooling unit, etc., a repair representative will be called to try to retrieve the items at your expense. The average per hour service charge is \$30 for plumbing or heating/cooling and \$75 for elevators.

## **LAUNDRY AND VENDING MACHINES**

CARD operated washing machines and dryers are located in each residence hall. All mechanical difficulties should be reported immediately to the front desk staff in your residence hall. Residents can use their ID cards to access laundry service in the residence halls. Basic laundry service is covered under the residents rent.

For your convenience, vending machines are located in each residence hall. Money lost in vending machines should also be reported to the Cashier's Office. Change is not kept at the front desk.

## **PEST CONTROL**

To discourage pest problems extermination is provided by Facilities Management and Construction. Residents can help this effort by adhering to sensible cleaning practices. Residents may be asked to clear closets, remove dresser drawers, cover food items, or assist in other ways the University deems necessary to facilitate an effective pest control program. Spraying generally occurs over vacation periods in student rooms and public areas. This is done to inconvenience as few residents as possible while maintaining pest control. If pest problems occur, please notify your Area Coordinator. A word to the wise - Improperly stored food, dirty dishes, and trash attracts insects, roaches, and mice. You and your neighbors in keeping the facilities clean and free of debris can do more to control the pest problem than by any quantity of pesticides we can put out to kill them.

## **RESIDENCE HALL MAIL**

U. S. Mail delivery is not made to the residence halls. To ensure that you receive your mail, you will need to rent a post office box from the postmaster located on the first floor of the Student Union.

### Post Office Hours:

Monday - Thursday	9:00 am - 3 pm
Friday	9:00 am - 12:00 pm

\*Please note that both hours and costs are subject to change without prior notice.

## **RESNET COMPUTER ACCESS**

Available in Guinn, Stark, and Jones Halls and the Lowry Woods Community, Resnet lets you connect your personal computer-when equipped with a 10/100 Base T Ethernet adapter-directly to TWU's data communications network, and through the university network, to the Internet. Resnet enables you to easily perform many tasks from your own room. There is no extra charge for Resnet.

Why use Resnet?

- Exchange email
  - Browse and publish information on the World Wide Web
  - Access campus information, course registration, library catalogs, and other databases
  - Submit assignments to professors, confer with classmates, conduct research
  - Participate in electronic groups
  - Download software patches, etc.
- No telephone line or modem is needed. **No more busy signals.**

Connections are multiple times faster  
Access is immediate  
No additional Internet provider is needed  
There are no time limits on how long you can remain connected.  
Resnet staff is available to help set up your connection if necessary

Computers attach to the Resnet Internet system by means of a network interface card and Ethernet patch cable that the student must supply. If you are considering a computer purchase, have the network interface card installed by the computer vendor.

## **SPECIAL NEEDS FACILITIES**

The Department of University Housing also has special needs rooms for mobility and hearing impaired students. Contact the Housing Office for further information.

## **TELEPHONE SERVICE**

Texas Woman's University provides local telephone service in each student room. This service includes a Denton Extended Dial Plan that reaches most telephone numbers in the Dallas/Fort Worth area. It also offers Caller ID and Call Waiting. Students must provide their own telephone, answering machine, caller ID box, and long distance calling card.



## **TELEPHONE POLICY**

Collect calls are not to be accepted and reverse charges are not to be made by a resident or guest. In the event this occurs, a \$20 charge, in addition to the cost of each call, will be automatically assessed to the student's account. The cost of the charges will be divided equally between the assigned occupants of a room if responsibility cannot be determined. All charges will remain against the account until the bill is settled in full and the responsible party makes full payment.

Any student wishing to be unlisted in the University phone listing must complete an "Information Withheld" form and submit it to the Coordinator/Director of her/his residence hall. (These forms may be obtained at the front desk of all residence halls.) Students making such a request must understand that information will be withheld from all persons making inquiries (including parents and other family). The only exception will be for inquiries made by the Department of University Housing and the University Police. All requests will be valid for one academic year (fall /spring semesters) if the student remains in the same room. Whenever a room change is made, a new request must be completed. Separate forms must be completed for summer terms.

Any student wishing to be unlisted in the University phone directory, which is printed in large quantities and distributed to all faculty, staff and students, can do so by indicating the appropriate responses on the advising forms during the registration process.

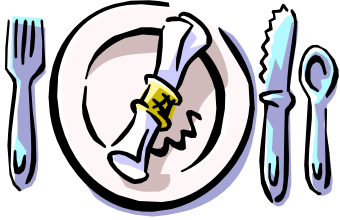
## **24-HOUR QUIET FLOORS/AREAS**

Each residence hall offers designated 24-hour quiet floors or wings (check with your Area Coordinator or the Housing Office to identify the specific areas). If you reside in one of these areas, volume must always be kept low using the same parameters listed under the section on Quiet Hours. In the event you do not wish to reside in a 24-hour quiet area, contact your Area Coordinator to request a room change. They will try to facilitate your change as quickly as possible.

## VII. FOOD SERVICE

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### DINING FACILITIES



Denton campus residents living in traditional rooms are required to purchase a meal plan. There are different meal plans to choose from with different costs, a brochure with your application packet outlines this information. Meals are served in the Garden Room, the Underground, Chick Fil-A, and the Baker's Dozen. Daily meals can be purchased on a cash basis or by using your meal card. A variety of meal plans are available to suit residents' appetites, class schedule and budget. A convenience store is located in the Commons for snacks and late night munchies. Hours of service are posted near the residence hall offices.

### FOOD ADVISORY BOARD

The Food Advisory Board (FAB) is made up of faculty, staff, residence hall, and commuter students. The purpose of FAB is to serve as a communication link between students and the Department of Food Services. The responsibilities of FAB members are to provide feedback from the students about menu preference, service, food quality, marketing ideas, and special event preferences. FAB is also responsible for taking information to the students from the Department of Food Services about student-related problems, menu limitations, and other related topics. FAB members provide input into meal plan format, renovation plans, and other important food service issues. The Hall/Community Councils of each residence hall appoint the FAB members but students that participate on the 12-meal plan also have a seat on FAB. Commuter students are chosen on a committee sign-up basis.

### TUMMY TAMER

Tummy Tamers may be provided for students who are unable to come to the dining hall for meals due to illness or injury. Tummy Tamers contain a basic liquid diet. Regular menu items are not provided as Tummy Tamers unless the school physician has specifically requested them.

Procedure:

1. A representative of the sick student should issue a request for a Tummy Tamer at the food service cashier's desk.
2. The representative should ask for the Tummy Tamer, stating the reason for the request.
3. The representative should present the sick student's meal card, which the cashier will validate.
4. The cashier will present the representative a token, which the representative will give to the supervisor behind the serving line.
5. The supervisor will give the cashier a Tummy Tamer.
6. The representative will pick up the Tummy Tamer on his/her way out of the cafeteria at the cashier's desk.

## VIII. EMERGENCY PROCEDURES

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### ILLNESS OR INJURY

If you are ill or sustain an injury, you are encouraged to contact the Student Health Center or a member of the residence hall staff for assistance. These staff members will contact the proper officials to assist in taking care of your particular need.

### FIRE PROCEDURES

Fires can destroy property and lives each year. For this reason, it is imperative that all residents know what to do in case a fire strikes the building. Remember: it is usually the smoke, rather than the flames that kill.

Fire drills are conducted minimally, twice each semester and once each summer term to familiarize the residents with the sound of the building alarms, the emergency exits that are available, and the procedure for evacuating the building. **Residents must evacuate in the event of a fire drill.**

The following are facts concerning fire prevention that all residents should be acquainted with in order to protect against any possibility of fires:

- Extreme caution should be exercised when smoking. Remember all buildings are smoke free!!
- Defective wiring or appliances, which are shorting out, should be reported to a staff member at once.
- Circuits should not be over-loaded; one item plugged in each outlet; no gang plugs or adapters are to be used. Surge protectors are recommended.
- Cooking is not permitted in student rooms.

### EVACUATION

**A continuous ring** of the fire alarm means that you must leave the building immediately. It is mandatory that students evacuate the building when the alarm rings; failure to do so may result in disciplinary action and a fine of \$50.00. You should become familiar with the evacuation procedure in your hall.

#### **When the Fire Alarm Sounds:**

1. Check for smoke seeping around the door.
2. Feel the door for heat; IF HOT, DO NOT OPEN.
3. Evacuate the building immediately. If there is smoke, stay low and take a wet towel to protect your hair and assist in breathing.
4. Wear shoes and wear or carry a coat.
5. Your door will lock when it closes behind you, so bring your keys.
6. WALK to the nearest exit. USE STAIRS - DO NOT USE ELEVATORS.

7. Remain outside until instructed to return.
8. If you cannot leave your room -
  - Seal the cracks around the door.
  - Open your window slightly.
  - Hang a sheet out the window to signal for help.
  - Remain close to the floor and STAY CALM.

If you are trapped . . .

- A. THINK.
- B. Crawl through the smoke. Hold your breath and close your eyes when you can.
- C. Put closed doors between you and the smoke.
- D. Find a room with an outside window if you can. Signal from the window. If there is a phone, call the Department of Public Safety and tell them where you are even if they are already on the scene.
- E. Be calm.

## **POWER OUTAGES**

Power outages can occur at any time during the year. In the event of a power outage there is emergency security lighting in most public places such as stairwells and hallways, but individual rooms can be rather dark. We encourage students to be prepared for power outages. Here are some suggestions for your safety and protection of your property.

### Where to Stay

- If you are in your room, or in a public area such as a stairwell or hallway cease movement to see if the power outage is temporary and to let your eyes adjust to the lower light level.
- If you must leave your room, lock your door.
- Follow instructions issued by the residence hall personnel or university police

### What to Do

- Remain Calm
- DO NOT USE THE ELEVATORS
- Keep a flashlight and batteries in a place where you can easily locate them. Mini flashlights can be carried in your purse or pocket
- Turn off all light switches, appliances and computers to avoid a power surge on the system when the power is restored. Residents are encouraged to use surge protectors on electrical equipment.
- Keep room refrigerators closed throughout the power outage.
- DO NOT use candles or other open flames for lighting.
- Please do not tax the emergency telephone system with calls to advise that a power outage has occurred. The university police will already have this information.
- Residents with disabilities should use the buddy system if they must leave their room.

## SEVERE WEATHER AND TORNADOES



In the event a tornado is reported or sighted, all persons within the University community should move to a safe area. Action should be taken to prevent personal injury from falling objects or flying debris. Building basements, inner hallways, enclosed stairwells or lobbies (without glass) are suggested areas of safety. Persons living in residence halls are instructed to go to the following areas:

Guinn/Stark:

Basement, laundry area or interior hallways.

Lowry Woods Community:

Bath area in individual apartments.

Jones Hall:

Interior Hallways

### In The Event of Severe Weather, Do Not Pull The Fire Alarm

Tampering with emergency equipment is prohibited.

The Department of Public Safety will be in constant communication with the University community for information, evacuation to areas of safety and for notification of "all clear" announcement. If you have any questions or concerns about approaching severe weather, contact the front desk of your residence hall.

## SEVERE WEATHER INFORMATION

Severe Weather Watch - Atmospheric conditions are likely to produce severe weather.

Severe Weather Warning - Severe weather is occurring in the area and precautions should be taken.

Severe Weather - Tornadoes, cyclones, high winds.



## TORNADO SAFETY

### In Your Vehicle...

Abandon your vehicle. Seek shelter in a dry ditch, ravine or low spot. Crouch low and cover your head with your hands. NEVER try to outrun a tornado with your vehicle. Some tornadoes can travel 60 mph!

### In a Building...

Move to a hallway or small room at the center of the building. Be sure to close all doors behind you. Sit on the floor and protect your head with your hands.

### In High Rise Buildings...

You may not have time to go to the lowest floor, so seek shelter in a hallway or small room at the center of the building. Stay away from the windows, and out of elevators!

Do not seek shelter in dining halls, gyms or other large rooms, as roofs in these parts of a building are usually weaker. If it is necessary, sit on the floor and protect your head with your hands.

In Denton, **tune your radio to FM 88.1** for live coverage of severe weather notification.

TWU DPS 898-2911 / TWU HOUSING 898-3676

## **BOMB THREATS**

If you receive a bomb threat or any other type of threatening telephone call, you should remember the following:

1. Remain calm.
2. Attempt to identify background noise such as traffic sounds, machinery running or voices that may assist in determining the location of the caller.
3. Attempt to identify caller's voice. Is it female or male, high or low pitch, heavy or light accent or no accent at all?
4. If a bomb threat, ask what **TIME** the bomb is scheduled to detonate, the LOCATION of the device, and the REASON for the placement of the bomb.
5. Write down the above details for TWU Police and, above all, DO NOT HANG UP THE TELEPHONE.
6. Notify TWU Department of Public Safety using a different telephone.  
Denton - 898-2911
7. Notify the Hall Director or Area Coordinator for your building.

## **POLICE SERVICES**

The TWU Department of Public Safety provides full police service 24 hours per day, 365 days a year, for all students, faculty and staff. These services include emergency assistance, routine campus patrol, building security, crime prevention, public assistance, and crime investigation and traffic/parking enforcement.

Throughout the year the department conducts programs on rape prevention, operation identification, bicycle registration and theft prevention. Literature on these topics is available at the Department of Public Safety.

## **OPERATION ID/COMMUNITY WATCH**

Operation ID/Community Watch is a two-part program sponsored by the Department of Public Safety, University Housing, and the Residence Hall Association, designed to increase residents' awareness about security. Similar to "Operation Identification: and "Crime Watch" programs sponsored by many local law enforcement agencies, it involves residents in two ways.

First, residents are asked to watch their neighbors' rooms/apartments when they are known to be away. If suspicious activity or persons are noticed, the RA, Residence Director, Hall Director or Area Coordinator should be notified immediately. The staff will contact the Department of Public Safety for investigation. (If the staff is not available, the residents should immediately contact the Department of Public Safety.)

The second phase of Operation ID/Community Watch is an identification project. After checking into the residence hall, each resident is encouraged to mark her/his property during one of several times that the RHA will have the engraver available in each hall. (The schedule for Operation ID will be posted each semester.) The identifying mark is usually the owner's driver's license number. A special log is used to record this information, and two copies are kept - one for the students and one for the students' parents (at home). These identifying marks deter theft and they make the location and return of stolen property easier.

## **REPORTING CRIMINAL INCIDENTS AND EMERGENCIES**

Residence Hall front desk staff are available to handle emergencies 24 hours a day in Guinn, Stark, and Jones Hall. In Lowry Woods Community or Reagan Houston Hall should an emergency occur after the front desks are closed, you would need to contact the Stark or Guinn Hall front desk. Texas Woman's Department of Public Safety can always be contacted by calling 2911.

Incidents, which occur on university property including crimes, health emergencies, fires or other similar occurrences, should be reported to the Residence Director or Area Coordinator and Department of Public Safety. Students may report sex offenses to local law enforcement authorities including on-campus and local police. Campus authorities (which include residence hall staff) are available to assist in such reporting, upon the student's request. Prompt reporting insures that evidence is not destroyed and increases the probability of suspect apprehension. Incidents may be reported in person to the Department of Public Safety or residence hall office or by regular telephone.

All reported incidents will be investigated and, as appropriate, referred to the criminal courts for prosecution and/or to the Vice President for Student Life or their designee for university discipline. Victim counseling and mental health services are available through the University Counseling Center and other non-university agencies. A list of community resources for victims of sexual assault is available in the University Counseling Center.

A victim of a sexual assault who wishes to move to another residential location on campus may obtain assistance from the Area Coordinator or the Director of University Housing or designee. This will be done, if space is available, as soon as the request is received and confidentiality will be maintained. If the victim will be missing classes or needs to change her/his academic situation, assistance will be provided through the office of the Vice President for Student Life or Vice President for Academic Affairs. The residence hall staff will be available to provide support for the victim and will assist the student in identifying the appropriate resources needed.

## **STAIRWELLS AND HALLWAYS**

Stairwells and hallways must be kept free of furniture, debris and other materials. Residents who leave personal belongings in the hallways will be charged a daily rate of \$50.00. Fighting, roughhousing, throwing, bouncing or kicking of objects in hallways, stairwells and other common areas are prohibited.

## **BUILDING ACCESS**

The outside doors of Guinn and Stark Halls are locked 24 hours a day. If you are a resident of Guinn or Stark Hall the outside doors can be unlocked electronically by the student ID card. Lost ID cards should be reported immediately to the Housing Office for deactivation. This will prevent anyone from using the lost card to gain access to the residence halls. If you are a resident of Jones Hall, the outside doors will be locked at 10:00 pm and entry may be gained by using the Phone located on the second floor breezeway outside the door to call the front desk.

## **IX. STUDENT CONDUCT AND REVIEW PROCESS**

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### **RESIDENT'S RIGHTS AND RESPONSIBILITIES**

Each resident possesses certain individual rights and responsibilities, which must be held in high regard. However, these rights carry with them a reciprocal responsibility on the part of the individual to insure those same rights for other residents.

1. Primary rights of the hall resident include:
  - A. The right to read and study free of undue interference in one's room/apartment. Unreasonable noise and other distractions inhibit the exercise of this right.
  - B. The right to sleep, the right to one's personal belongings, the right to free access to one's room/apartment and suite facilities and the right to a clean environment in which to live.
  - C. The right to have grievances heard. A student has the right to initiate referrals to residence hall staff and/or to the disciplinary process regarding a person's behavior that infringes on her/his rights and the rights of others. The student further holds the right to be free from fear, intimidation, physical and/or emotional harm.
2. Additional rights of the hall resident that should be protected but should not infringe upon the reasonable exercise of primary rights defined above:
  - A. The right to personal privacy. All persons should have freedom from interference with their personal activities and should be able to maintain privacy.
  - B. The right to host guests. All students should have the opportunity to maintain personal contacts and friendships with other persons to fulfill their needs for socialization. Guests are expected to respect the above-stated rights of the roommate of the host (ess) and of other hall residents.

Any violation of these rights is subject to review and action by the Residence Life Conduct Review Board or Area Coordinator, Residence Director, Hall Director, or both; the violation may be referred to the University Student Conduct Board for further action.

### **COOPERATION WITH UNIVERSITY OFFICIALS**

Housing staff members are University officials. Residents or guests must comply with directions from any University official. Verbal and physical abuse focused toward the staff members by residents or guests will not be tolerated. Written documentation of each incident will be submitted to the proper authorities. Verbal or physical abuse violators will be handled through the University disciplinary system.

### **STUDENT CONDUCT**

In a community of learning, willful disruption of the educational environment, destruction of property, and interference with the orderly process of the University or with the rights of other members of the University will **not be tolerated**.

## **DISORDERLY CONDUCT/THREAT TO SELF OR OTHERS**

Conduct that is disruptive to the community or that indicates potential harm to self or others will be addressed through the Conduct Review Process.

### **CONDUCT REVIEW PROCESS**

In an effort to maintain an environment compatible with the University's function as an educational institution, a process for the review of inappropriate conduct and/or policy violations is in place. For specific information on this process, please refer to the Department of University Housing's "RESIDENCE HALL CONDUCT REVIEW PROCEDURES AND STUDENT RIGHTS" form, which is available from your Area Coordinator, Hall Director or from University Housing.

In accordance with the Residence Hall Conduct Review process, Area Coordinator and the Residence Life Conduct Review Board have the authority to impose any of the following sanctions for violations:

- Verbal or written warning (reprimand)
- Educational sanction (project assignment) and/or community service
- Reassignment within the residence halls
- Restriction from an area(s) within the residence halls
- Suspension of hall rights and privileges for a period of time
- Restitution
- Hall Probation

In accordance with the Residence Hall Conduct Review process Assistant Directors of Housing have the authority to impose any of the following sanctions for violations:

- Recommend termination of housing contract
- Verbal or written warning (reprimand)
- Educational sanction (project assignment) and/or community service
- Reassignment within the residence halls
- Restriction from an area(s) within the residence halls
- Suspension of hall rights and privileges for a period of time
- Restitution
- Hall Probation
- Residence Life probation

A conduct review case may also be referred to the Student Life Code of Conduct Review Committee for action.

### **SEXUAL ASSAULT/SEX OFFENSES**

A University discipline case involving sexual assault where all individuals are students will be referred directly to the Vice President for Student Life or the Director of University Housing. The victim and the accused are entitled to the same opportunities to have others present during a campus disciplinary proceeding; and both the victim and accused shall be informed of the outcome of any campus disciplinary proceedings brought alleging a sexual assault.

On-campus sanctions regarding rape, acquaintance rape or other sex offenses, forcible or non-forcible include suspension or expulsion from the University for a definite or indefinite time.

## **SEXUAL HARASSMENT**

It is the policy of Texas Woman's University that no member of the University community may sexually harass another. Any faculty, staff, or student will be subject to disciplinary action for violation of this policy.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or education.
2. Submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual.
3. Such conduct has the purpose or effect of substantially interfering with an individual's academic or professional performance or creating an intimidating hostile or offensive employment, educational, or campus living environment.

A student having a complaint of sexual harassment in the residence halls should notify her/his Area Coordinator as a first step. The incident may then be referred to the Director of University Housing or her designee. A student having a complaint of sexual harassment outside of the residence halls should notify the Vice President for Student Life.

## **RESIDENCE LIFE APPEALS PROCESS**

The appeal process grants any party with a grievance the right to be heard. The student may appeal as follows:

- A Hall Director's or Residence Director's sanctions may be appealed to the Area Coordinator.
- An Area Coordinator's or Residence Life Conduct Review Board's Housing sanction may be appealed to the Assistant Director of Housing.
- The Assistant Director of Housing sanction may be appealed to the Director of University Housing.
- Appeals must be submitted in writing, to the Department of University Housing within 72 hours of receipt of the sanction.



## **X. POLICIES**

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### **ABANDONED PROPERTY**

Abandoned property is defined as items of value that are left when residents check out of their rooms/apartments. This property will be inventoried and stored. Residents will be charged an hourly rate for the time taken to inventory the abandoned property and a monthly fee for storage. The resident will be notified in writing to collect the belongings. If the property is not claimed in 30 days, the items will be disposed.

### **ALCOHOLIC BEVERAGE POLICY AND GUIDELINES**

This policy allows alcoholic beverages to be possessed and consumed by individuals of lawful age (21 and over) in specific areas under specific guidelines. Please read this information since it is your responsibility to be familiar with the University policy and state and local laws regarding alcohol.

Residence hall occupants and their guests are required to comply with state and local statutes concerning possession, sale, and consumption of alcoholic beverages. It is expected that alcoholic beverages will be used in moderation to ensure residents' rights to privacy, sleep, and study within their rooms/apartments. Loud or disruptive behavior, interference with cleanliness of the residence halls, or drinking habits which are injurious to the health or education of an individual or those around her/him are reasons for appropriate disciplinary action by the University.

Residence hall occupants of lawful age may consume and possess alcoholic beverages in the privacy of their rooms/apartments under the following guidelines:

1. Alcoholic beverages may be possessed or consumed, but not sold, in the privacy of student rooms/apartments by those residents and their invited guests who are of legal drinking age.
2. All individuals in attendance where alcoholic beverages are served, consumed, or are present must maintain on their persons appropriate proof of age. Students must present either a Texas driver's license or a photo I.D. card issued by the Texas Department of Public Safety.
3. All alcoholic beverages, which are transported through public areas, must be unopened and concealed.

**Note:** Public areas are defined as all areas outside of the privacy of the individual student room/apartment. On-campus possession of open containers and consumption of beer, wine, and/or distilled spirits by individuals is prohibited in all public areas of University-owned or controlled facilities (including balconies and walkways), and grounds (excluding the golf course) except for those specifically approved on a per-event basis via the Alcoholic Beverage Use Request Form (ABUR).

4. All private gatherings held in student rooms/apartments must be confined to the specific room/apartment and the door must be closed. A maximum of six occupants (residents and guests) is allowed per room/apartment.
5. Students may not possess an excessive amount of alcoholic beverages. The definition of "excessive" is at the discretion of the Department of University Housing. Kegs or other large receptacles that contain alcoholic beverages are prohibited in the residence halls.
6. Advertisement of private gatherings (parties) in a resident's room/apartment is prohibited.

7. Residents are responsible for the action(s) of their guests at all times. The use/misuse of alcoholic beverages does not excuse disruptive, noisy, or indecent behavior.
8. Progressive drinking parties are not allowed.
9. Alcoholic beverages cannot be served or consumed at residence hall sponsored functions. Public University funds, including student service fees, student center fees, and residence hall fees, may not be used to purchase alcoholic beverages on or off campus.

#### Violations or Noncompliance

All students, faculty, staff, and visitors using University facilities have a responsibility to abide by all conditions of the University Alcoholic Beverage Policy.

1. Violations will result in immediate confiscation and disposal of the alcoholic beverages and referral to the University disciplinary system for appropriate sanctions.
2. Possession or use of false identification will result in appropriate disciplinary and/or civil action.
3. Appropriate disciplinary and/or civil action will be taken in cases where persons of legal age are found providing alcoholic beverages to persons under the age of 21.

#### Legal Requirements Concerning the Use of Alcohol

The use of alcoholic beverages by members of the Texas Woman's University community is at all times subject to the alcoholic beverage laws of the State of Texas as they may be amended. Such laws presently include, in part:

1. Purchase, Consumption, or Possession of Alcoholic Beverages by a Minor - A minor commits an offense if she/he purchases, consumes, or possesses an alcoholic beverage. A violation is a misdemeanor punishable by a fine of not less than \$25 or more than \$200 on first conviction. If a person has been previously convicted of a violation of this section, a violation is a misdemeanor punishable by a fine of not less than \$100 or no more than \$500. (Alcoholic Beverage Code [ABC] Sec. 106.02, and 106.05)
2. Purchase of Alcoholic Beverages for Minor; Furnishing Alcoholic Beverages to a Minor - A person commits an offense if she/he purchases, gives or knowingly makes available an alcoholic beverage to a minor. A violation of this section is a misdemeanor punishable by a fine of not less than \$100 not more than \$500. (ABC Sec. 106.06)
3. Misrepresentation of Age by a Minor - A minor commits an offense if she/he falsely states that she/he is 21 years of age or older or presents any documents that indicate that she/he is 21 years of age or older to a person engaged in selling or serving alcoholic beverages. A violation of this section is a misdemeanor punishable by a fine of not less than \$25 or more than \$200 on a first conviction. If a person has been previously convicted of a violation of this section, a violation is a misdemeanor punishable by a fine of not less than \$100 or no more than \$500. (ABC Sec. 106.07)
4. Public Intoxication - An individual commits an offense if the individual appears in a public place under the influence of alcohol or any other substance to the degree that the individual may endanger self or another. Public intoxication is a Class C misdemeanor, which is punishable by a fine of up to \$200. (Sec. 42.08. Penal Code)

5. Sale of Alcoholic Beverages - The sale or possession for the purpose of sale of any type of alcoholic beverage is prohibited by state law unless the seller possesses a valid license of permit (ABC Sec. 61.01). The term "sale" is broadly interpreted by law enforcement authorities to include such practices as charging admission to events where alcoholic beverages are served. In addition, tickets, activity fees, membership dues, or other exchanges which are in any way restrictive, are viewed as indirect payment for alcoholic beverages and are, therefore, illegal unless the alcohol is obtained through a valid liquor license.
6. Consumption After Hours - Consumption of alcoholic beverages in a public place is not permitted between the hours of 12:15 am and 7 am, Monday through Friday, 1:15 am and 7 am on Saturday, and 1:15 am and 12 noon on Sunday. Section 105.06 of the Alcoholic Beverage Code makes consumption after hours a misdemeanor offense. Therefore an individual should not possess any cup, glass, can, bottle or any other container containing alcoholic beverages in a public place between the hours listed above. This includes streets, parking lots, restaurants, bars or any establishment open to the public as well as outside fraternity/sorority houses.
7. Driving While Intoxicated - "Intoxication" is defined as:
  - A. Not having the normal use of mental or physical faculties by reason of the introduction of alcohol, a controlled substance, a drug, or a combination of two or more of those substances into the body; or
  - B. Having an alcohol concentration of 0.10 percent or more. A person commits an offense if the person is intoxicated while driving or operating a motor vehicle in a public place. A first offense is punishable by (1) a fine of not less than \$100 or more than \$2,000 and (2) confinement in jail for a term of not less than 72 hours or more than two years. (Vernon's Revised Civil Statutes, Vol. 19 \_ Part II, 1986 Supplement, Article 6701L-1)
8. Private Parties - Texas case law has indicated that the host(s) of a party may be liable if an intoxicated guest injures another or herself/himself. This liability is commonly known as "social host" liability. To be protected from liability, a host should take the following steps:
  - A. Do not allow anyone under the age of 21 to be served alcoholic beverages.
  - B. Do not serve alcoholic beverages to someone who is intoxicated.
  - C. Arrange to have several people at the party abstain from drinking to act as drivers in order to provide transportation.

## **ILLEGAL SUBSTANCES & DRUGS**

It is the policy of Texas Woman's University that the use of illegal drugs is prohibited on Texas Woman's University property. Such use of drugs by TWU students is subject to the penalties set out in the Student Handbook, which includes suspension from attendance or enrollment at TWU.

## **GAMBLING**

Gambling for money or stakes representing money on University property is violation of state law and is thereby prohibited.

## BICYCLES, SKATEBOARDS, AND SKATES



All bicycles must be registered with the Department of Public Safety. Cyclists are to abide by all traffic regulations. Bicycle racks are placed in convenient locations throughout the campus. Bikes should be secured with a lock and chain. Bikes are not to be parked anywhere in the residence halls, except for designated bike storage areas. Approval for indoor bike storage must be received from Area Coordinator to ensure that fire safety regulations are being met. Bicycle riding is prohibited in hallways, stairwells and other common areas.

Use of skateboards, roller blades and roller skates are prohibited on campus.

## COOKING POLICY

Cooking is not permitted in resident rooms for health, safety, and sanitary reasons. This is a violation of fire codes. The **only** cooking appliances allowed in resident rooms are UL-approved coffee pots, popcorn poppers, and hot pots, all of which must be close coiled and which must be in excellent operating condition. **The following cooking appliances are prohibited:** open-faced electrical or heating appliances, such as hot plates, broilers, toasters, or ovens; microwave or toaster ovens; and electrical skillet, convection ovens, deep fryers, rice cookers, George Foreman grills, crock pots. Any of these appliances found during maintenance inspections will be placed in storage for the student until the end of the semester.

Cooking is permitted only in the specifically provided kitchen areas, such as apartment kitchens and common area kitchens properly equipped by the University.

On the Denton campus snack preparation kitchens are located in the halls for residents to prepare snacks (those which can be prepared in 15 minutes or less). Special arrangements can be made with the Hall Director or Area Coordinator for those residents interested in preparing special meals.

## ELECTRICAL APPLIANCES

The following appliances are not to be used in student rooms: sun lamps, halogen lamps, space heaters, and emersion heaters including cooking items listed under the Cooking Policy.

TV sets, which operate at 118 volts and do not exceed 1.5 ampere or 180 watts of power, are permitted in student rooms.

Use of other appliances such as radios, stereos, desk lamps, or electric blankets are permitted, provided the total electrical requirements do not exceed the capability of the system and the equipment is kept in safe operating order.

## DAMAGES AND EXCESSIVE CLEANING

Any damage to the room other than what is noted on the check-in form at time of checkout will be assessed accordingly to the student(s). Charges for damage and/or cleaning will be assessed against the student(s) by the University and must be paid promptly. The University, at its sole discretion shall make determination of the amount of such loss or damage. Failure to pay the assessment will result in a hold or block of your registration and issuance of grades or transcript. Refer to the Damage Charges List on pages 38-39.



8. Holiday decorations should not obstruct doorways, corridors, stairways, access to fire and emergency equipment, or obscure exit signs.
9. **No decorations** will be permitted on the student room/apartment windows or frames (including paper, lights, etc.).
10. The electrical outlets in your room should not be overloaded. This means one direct plug in each socket, no gang plugs, adapters, or extension cords with multiple sockets are allowed.
11. Lowry Woods Community and Guinn Hall apartment residents who are remaining for the break period may keep their decorations up until January 5. At that time we ask that all areas be cleaned and decorations removed.

All decorations must be removed by the closing of the halls for holiday break. It is not the responsibility of the maintenance staff to clean up these decorations. In public areas the people who put the decorations up are responsible for taking them down. If you have any questions, please feel free to contact one of the residence hall staff members.

### **COMMERCIAL DEMONSTRATION AND SOLICITATION POLICY**

1. Representatives of commercial organizations may enter student rooms/apartments only by the invitation of the residents.
2. Door-to-door solicitation is not permitted. This includes the passing out of flyers and notices under or on resident room/apartment doors.
3. Demonstrations only are permitted in the room/apartment of a student host who has made prior application to the Department of University Housing. Sales may not be made at the demonstration. Organization representatives may consummate sales on an individual basis in the rooms of those students who wish to purchase merchandise.
4. Representatives, who present their products, and their hosts, are responsible for compliance with all applicable university and residence hall policies.
5. Organizations who violate these policies will not be permitted in the residence halls.

Research may be conducted in residence halls with prior written approval from the Director of University Housing or her designee. Door-to-door solicitation is not permitted at any time.

### **LOCK AND KEY POLICY**

In an effort to provide greater security for residence hall students, the lock and key policy is as follows:

Residents are issued keys to their assigned residence hall rooms when they check into the residence halls.



The key is for the exclusive use of the assigned resident and should remain in her/his possession to ensure the safety and security of the room and personal property. In the event a key is lost, the student should immediately notify the Area Coordinator, Residence Director or Hall Director.

If the key is not found within twenty-four (24) hours, the lock to the room will be changed with new keys issued to the residents in that specific room. The resident losing the key will be charged a \$50 fee to cover the lock change and new keys.

If you feel at risk due to your key being stolen or lost where people may be able to identify where it goes, you can request an emergency lock change. You must explain the circumstances surrounding this request to your Area Coordinator, Residence Director or Hall Director. If the locksmith cannot come out in a reasonable period of time, you will be offered a temporary relocation and your lock will be incapacitated until the locksmith can make the lock change.

If you lock yourself out of your room, you will be allowed to check a key out at the front desk to unlock your door and then immediately return it to the desk. **The first two times there will be no charge. On the THIRD time, and thereafter, you will be charged \$5.**

If you do not return your key at the time you checkout of your room you will be charged \$50 for a lock change and new keys for the room.

## **MOTORCYCLES AND MOPEDS**

All motorcycles and mopeds require a University vehicle-parking permit that can be purchased at the Department of Public Safety. Motorcycles should be parked in University parking lots since they are motorized vehicles. Mopeds may be parked in University parking lots or chained to bicycle racks.

## **MURALS**

Residents may design and paint murals on the public area walls of their hallway or suite. The University will supply approved paint and equipment and only this paint and equipment can be used. Residents should work with the Resident Assistant to develop a mural design and color scheme. The residents living in or around the painted area must first approve all designs. Then, University Housing must then approve the design before the mural can be painted. Mural painting is not permitted in resident rooms. Contact your hall staff for further information.

## **NOISE**

One of the primary rights of each resident is to be able to study and sleep without undue interference in one's room/apartment. At all times residents should expect to have reasonable freedom from excessive noise. Excessive noise could be identified as yelling or loud talking, laughter, stereos, TVs, radios, etc.

Be conscious of your volume at all times. In a community living environment, each person must take responsibility for the comfort of the community. Check with your neighbors to see if your stereo or TV is too loud. Let them know if you plan to have some friends over to make sure that you won't be interfering with their studies. Common courtesy and compromise help to make community living a positive experience for everyone.

If you should have a concern regarding noise coming from your neighbor's room, contact your neighbor directly and in a courteous manner. Many times the individual does not know that she/he is disturbing anyone. If the noise should continue on a repeated basis, contact either the front desk or your RA for some assistance. Noise

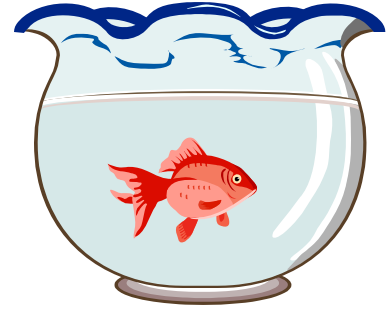
violations in 24 quiet areas will be dealt with quickly as long as they are reported. Individuals receiving more than two noise complaints will be relocated to another area.

## **PAINT POLICY**

1. Residents who wish to have their room/apartment painted should submit a work order at the front desk of her/his residence hall

## **PETS**

Only fish in aquariums (up to a maximum of a ten (10) gallon tank) or fish bowls are permitted in the residence halls. Pets such as dogs, cats, birds, gerbils, turtles, hamsters, rabbits, frogs, snakes, iguanas, etc. are not permitted in University housing facilities. Out of concern for the animals themselves, it should be clear that residence halls are not conducive to humane pet care.



In addition, there is a concern for maintenance and sanitation problems that pets may create. There is often a health or safety factor involved with pets, which may be the carriers of disease or pests. Finally, there is the concern for the inconvenience to other residents caused by pets left alone in individual rooms. Therefore a \$50 fine plus cleaning costs and/or disciplinary action will accompany any violation of this policy. In addition, the actual invoice cost of a pest control contractor will be charged to all individuals housing unauthorized pets. Any pets or animals found in the residence halls will be turned over to the local animal control shelter. The only exception to this is an animal specifically used for the sight, hearing, or mobility impaired student. In these cases the resident/owner of the animal will assume full responsibility for the care and upkeep, as well as any damages, cleaning fees and extermination of the room/suite.

## **POSTING GUIDELINES**

Each residential living area contains bulletin boards that are mounted specifically for the posting of announcements, notices, program advertisements, and information. Posting notices on walls, mirrors, windows, or doors often results in damage from tape marks and is therefore prohibited. Advertisements mentioning alcohol and/or its distribution are strictly prohibited. Students, as well as staff members, are expected to keep the bulletin boards current by removing what is posted after it is out-dated. All posters must be approved and stamped by the residence hall staff. All unapproved posters/signs will be taken down and discarded.

## **PUBLIC SPACE RESERVATIONS**

The Director or Assistant Directors of University Housing will issue authorization for use of public space in residence halls along with the Area Coordinator who directly supervises the area where the requested space is located. Non-registered and non-residence hall groups must have the written approval of the Director of University Housing or her designee through the Housing facility registration process. Registered residence hall organizations shall contact the Area Coordinator responsible for the space in question. Priority for space reservation will be given to residence hall activities and/or departmental programs. For further information, pick up a copy of the Residence Hall Space Reservation Policy and application at the Housing Office.

## QUIET HOURS

Though consideration of other residents and reasonable freedom from excessive noise is expected at all times, specific hours beyond the minimum hours determined by University Housing are established within each hall as "Quiet Hours". During these time periods residents are expected to refrain from making loud noises. Sound equipment, such as stereos, radios, TV's and sound amplifiers may be played only if they do not infringe upon the rights of others. The use of headphones is advisable.

The Quiet Hours that have been established by University Housing for all halls are:

11:00 p.m. to 7:00 a.m. Sunday - Thursday nights

1:00 a.m. to 7:00 a.m., Friday and Saturday nights

These are minimum hours, and any hall, house or floor within a residence hall, may expand these hours if desired. Residents should remember that courtesy and good judgment must be observed at all times.

Campus-wide 24-hour Quiet Hours have been established to allow students a quiet place to study during final exams. The 24-hour Quiet Hours will be posted in each residence hall.

## RECYCLING AND COLLECTION DRIVES

Individuals and recognized organizations wishing to conduct collection drives in the residence halls must request authorization from the Department of University Housing for space. **Collection boxes and containers for drives will be allowed in designated locations of the residence halls for a specific amount of time. The residence hall or house councils will determine the location of the collection sites.** Collection containers must have five sides, be sturdy, and fully lined with trash bags to capture any spillage from cans and bottles. The containers must be emptied on a daily basis. If it is determined by the residence hall staff that the container and/or it's contents is causing a health, safety hazard because it has not been properly maintained the staff will remove the container and its contents and may dispose of it as they see fit without notification to the responsible individual(s) or organization(s). When possible, the responsible individual(s) or organization(s) will be contacted to remove the containers, unless the condition is such that the container must be removed immediately. Door-to-door solicitation is not permitted under any circumstances.

## SMOKING AND TOBACCO

Cigarette and tobacco use (snuff, chewing tobacco, etc.) are prohibited from all areas of the residence halls. All residence halls are non-smoking buildings.



## VEHICLES

All motor vehicles must be properly registered with Department of Public Safety at the time of class registration. All drivers should abide by University and state regulations. Irresponsible behavior may result in the loss of driving privileges on campus. Car washing and major automotive repairs are prohibited in the residence hall areas. Guests may obtain a guest-parking permit valid for a limited time from the TWU Department of Public Safety. The car license number will be needed when the permit is issued.

## VISITATION AND GUEST POLICIES

The responsibility of these policies rests upon the individual, who must maintain her or his conduct in a manner which takes into consideration roommate(s) or other concerned parties and acts in accordance with all University and residence hall policies. Violations of these responsibilities will be subject to disciplinary action, which includes the removal of the privilege to participate in visitation or to host guests; repeated violations may be grounds for removing the individual or individuals from that living area.

### Definitions:

**Visitor** is defined as any individual of the opposite sex (student or non-student) who visits a TWU student's residence hall room or apartment.

**Guest** is defined as any individual of the same sex or immediate family members (male or female) who, with permission, stay in a TWU residence hall room or apartment at the invitation of one of the assigned room/apartment residents and permission of the roommate(s).

**Cohabitation** is defined as hosting any visitor or guest (resident or non-resident) in a residence hall room or suite for a period of time exceeding two consecutive days/nights or in an apartment three consecutive days/nights in a given week.

**Host** is defined as any resident in any residence hall who invites an individual (resident or non-resident) into their residence hall or assigned residence hall room or apartment.

### A. Visitation Policy

The Visitation Policy provides assigned residents with the opportunity to host visitors of the opposite sex in their residence hall rooms or apartments.

1. A maximum of two visitors per resident can be checked in at any time. No more than six people can be in a room at any time, including assigned residents. Visitors must be escorted at all times by their hosts.
2. The maximum hour parameters for visitation for each residence hall are:

#### Jones and Stark Halls

Sunday - Thursday	Friday & Saturday
10:00 am - 1:00 am	10:00 am - 2:30 am

#### Guinn Hall and Lowry Woods Community

24 hour visitation

Note: Residents of Lowry Woods Community should consult the Lowry Woods Handbook addendum for additional policies governing guests and visitation.

3. Cohabitation in the residence halls is a violation of the contract between the Department of University Housing and the resident. Cohabitation is defined as hosting any visitor (resident or non-resident) in a residence hall room or suite for a period of time exceeding two consecutive days/nights or in an apartment three consecutive days/nights within a given week.

## **B. Guest Policy**

The Guest Policy provides assigned residents with the opportunity to host guests of the same sex or immediate family members (male or female) in their residence hall rooms or apartments for one to two days/nights within a given week. Only female family guests will be allowed overnight privileges in Stark and Jones Hall.

1. A residents may host a Guest overnight in her/his TWU residence hall room or apartment with permission of the roommate(s).
2. Guests may not stay more than two consecutive nights unless the host has been granted permission by their respective Area Coordinator or Residence Director.
3. Cohabitation in the residence halls is a violation of the contract between the Department of University Housing and the resident. Cohabitation is defined as hosting any guest (resident or non-resident) in a residence hall room or suite for a period of time exceeding two consecutive days/nights or in an apartment three consecutive days/nights within a given week without permission from the Area Coordinator or Residence Director.

## **C. Procedures for Visitation and Guest Policies**

### 1. Responsibilities of the Host:

A. Visitors and Guests must be registered at the residence hall desk in accordance with the procedures of that building. A resident of the building must sign in the guest or visitor at the residence hall front desk and then must accompany the visitor or guest while in the building. Proper identification must be presented by the Visitor or Guest when registering at the residence hall front desk.

B. Proper concern for the rights of roommates as provided for in the Resident's Rights and Responsibilities must be honored. [See Section IX. Student Conduct Review Process, pg. 29] The Host should talk with her/his roommate to make sure that it is all right before hosting a visitor or guest in their room.

C. The host must check visitors and guests in and out at the front desk each time they leave or re-enter the residence hall building. Visitors and Guests should not be left in the resident's room while the resident is not present.

D. Visitors and Guests must be accompanied by their host at all times and in all areas of residence hall, including in the room of the host.

E. Visitors and Guests must comply with all Residence Hall and University regulations, which include residence hall quiet hours.

F. Each resident host is responsible for the actions and behavior of her/his visitor(s) or guest(s). [see Section 2, a and b].

### 2. Special Considerations

A. Visitors and Guests who are TWU students as well as their host are responsible for compliance with University and residence hall policies and may be subject to disciplinary action if violations occur. Should circumstances and/or incidents arise in which a non-student guest or visitor is in violation of laws or University ordinances; this person can be held liable for civil action. Should the host not make

every reasonable effort to assure guest or visitor compliance with University and hall policies, the host may be subject to disciplinary action.

B. A visitor or a guest is not only being sponsored by the host but is in actuality also being sponsored through the courtesy of the roommate of the host, when applicable, and other residents of that floor or wing. Visitors and guests should recognize this courtesy and respect the rights of residents.

### 3. Personal Safety

A. Residents should be aware of uninvited persons on their floors or in their buildings. If a resident student does not host these persons, they do not have legitimate reasons for being in the hall or building. For reasons of safety and security, all residents should be aware of this jeopardy to security and are encouraged to immediately notify a residence hall staff member or, if circumstances warrant, the University police.

## **WEAPONS AND FIREARMS**

The possession of firearms and weapons is not permitted on any TWU property. Explosives and fireworks are prohibited in the residence halls. A list of prohibited items include, but are not limited to: guns, bows and arrows, hunting knives, Instruments, such as BB guns, air guns, pellet guns, wrist rockets, dart guns martial arts weapons (such as nunchakus and bolas) and any instruments that propel objects in the air are not permitted in the residence halls. If any of these items are discovered, the TWU Department of Public Safety will be contacted and will take appropriate legal action.

## **WINDOWS AND BALCONIES**

Window screens, stops or seals may not be loosened or removed from windows for any reason. Dropping, throwing, or in any other manner allowing objects (liquid or solid) to be ejected out of windows or off balconies is prohibited and will result in disciplinary action. Residents of a room are considered responsible for any object ejected from their windows or balcony. Residents are not permitted to walk on the roof of any building.

**RESIDENCE HALL  
DAMAGE/CLEANING/CHECK-OUT CHARGES**

The charges listed below are the minimum amount that could be assessed. Depending on the type of damage or cleaning needed, a given charge will be increased to the appropriate level to include standard labor. If an outside contractor is needed a service charge will be assessed. Any items not listed below will have charges assessed on an individual basis.

**Failure to check out properly**

If you check-out improperly, you will be assessed a \$100.00 fee

**General Areas**

**Windows/Screens/Glass/Mirrors:**

- Entrance door window glass \$200.00
- Window Glass
  - Less than 50 square inches \$ 20.00
  - More than 50 square inches \$ 50.00
- Large fixed glass in entrance \$160.00 - \$475.00
- Large hallway mirrors \$ 70.00
- Replace light lens \$15.00 - \$90.00
- Replace window screen:
  - Less than 200 square inches \$20.00 minimum
  - More than 200 square inches \$30.00 minimum
- Rebolt windows \$ 17.00 each

**Blinds:**

- Replace Venetian blinds \$115.00 - \$135.00
- Venetian blind slat \$ 5.00 each

**Doors:**

- Replace door \$160.00
- Repair doorjamb \$ 40.00
- Door numbers, set \$ 10.00
- Lock change \$ 50.00
- Lock change (front door) \$ 75.00

Elevator Retrieval: \$ 75.00

**Bath:**

- Replace towel rack
  - Metal \$ 7.00 Plastic \$5.00
- Replace bathroom medicine cabinet \$50.00

**Student Room**

**Refrigerators (1.6 cubic feet):**

- Replace Unit \$125.00
- Refrigerator foot \$3.00 ea
- Wire rack \$7.00
- Ice tray \$3.00
- Plastic drip tray \$7.00
- Door bar \$2.00
- Cleaning charge \$25.00
- Dent in refrigerator \$15.00
- Wardrobe Replacement \$450.00

- Replace bathroom medicine cabinet mirror \$35.00
- Replace medicine cabinet shelf \$10.00
- Replace bathroom stall lock \$20.00
- Replace commode \$175.00
- Replace commode seat \$40.00
- Replace sink \$150.00
- Replace soap dish or toothbrush holder \$15.50
- Replace shower curtain rod \$12.00

Plumbing Retrieval \$30.00

Cleaning charge \$35.00

Spot cleaning- Bathtub \$10.00; floor \$10.00

**Floors:**

Replace tile on floors (per tile) \$15.00

**Ceilings:**

- Replace ceiling tiles
  - Smaller than 4 square feet \$15.00 each
  - Larger than 4 square feet \$20.00 each

**Microwave Ovens**

- Replace \$ 475.00
- Repair (per service invoice) \$45.00

**Electrical**

- Thermostat cover \$15.00
- Thermostat \$50.00
- Light switch cover \$5.00
- Vanity Light Fixture
  - Light cover \$45.00 to \$125.00
- Socket plate \$5.00

- Crossed beds, each occurrence \$10.00
- Damage to built-in furniture (Consult Asst to Director)
- Cuts or burns in desk or woodwork \$10.00 each
- Rebuild/replace desk or dresser drawer \$75.00

**Beds**

(replacement of)

Jr. Lofts:  
 Mattress \$100.00  
 Bed frame \$250.00  
 Adapter kit \$200.00  
 Guard Rails \$ 50.00 each

Mattress \$ 60.00  
 Bed frame \$ 75.00  
 Standard Twin Beds:  
 Mattress \$100.00  
 X-Long Twin Beds:  
 Mattress \$100.00  
 Box Spring \$ 95.00

Captain Beds:

**Apartments and Suites**

Refrigerators (15 to 18.6 cubic feet - full size):

Replace Unit \$650.00  
 Refrigerator foot \$3.00 ea  
 Ice tray \$5.00  
 Crisper drawers \$20.00  
 Wire rack \$23.00  
 Plastic shelf \$15.00  
 Butter door \$7.50  
 Condenser Tray \$25.00  
 Cleaning charge \$50.00

Ovens:

Cleaning charge \$50.00  
 Replace knobs 7.00 ea  
 Replace drip pans \$5.00 each  
 Replace stove hood \$175.00  
 Replace burner eye \$30.00  
 Replace broiler pan \$15.50  
 Replace vent hood \$80.00  
 Replace Oven 500.00

Convection Microwave:

Replace unit \$500.00

Garbage Disposal:

Replacement \$175.00

Dishwasher:

Cleaning charge \$50.00  
 Replacement \$375.00

Ceiling fan:

Replacement \$250.00

Carpet:

Cleaning 100.00 per room  
 Replacement \$250.00 per room

**Paint Cost**

Rooms:

Larger than 11' x 11' \$150.00  
 Smaller than 11'x 11' \$100.00

Ceiling of one room \$36.00

Apartment, each wall \$50.00

Apartment, bathroom \$50.00

Entrances \$35.00

Door, per side \$15.00

**Miscellaneous**

Touch-up painting, each spot 10.00  
 Nail holes, tack holes, tape marks, adhesive marks  
 \$10.00 each  
 Refinishing:  
 Drawer of desk \$15.00  
 Chest of drawers \$40.00  
 Frame of bed \$25.00

**Furnishings**

Damage to furniture (as determined) \$50.00  
 Furniture/University property moving charge \$20.00  
 per item

Repair:

Chair \$40.00  
 Couch \$50.00

Replace:

Coffee table \$175.00  
 End table \$200.00  
 Dining room chair \$125.00  
 Dining room table \$350.00  
 3-seater couch \$800.00  
 2-seater couch \$650.00  
 Occasional chair \$450.00  
 Desk Chair \$150.00  
 Pedestal Desk \$400.00  
 Study Table \$125.00  
 3-drawer chest \$350.00  
 4-drawer chest \$450.00  
 Barstools \$150.00 each  
 Lizzy Chair \$200.00  
 Ottoman \$125.00

Recover seat cushions \$180.00

Cuts or burns in desk or woodwork \$10.00 each

Rebuild/replace desk or dresser drawer \$75.00

Closet door mirror \$200.00

Vanity Mirror \$200.00

Faux Wood Blinds:

42"x72" \$90.00  
 70"x72" \$150.00

Entertainment Center:

Replacement \$350.00

Bookcase:

Replacement \$225.00

Burn or damage to carpet \$20.00

Removal of abandoned carpet \$40.00  
Removal of milk crates \$20.00 each  
Removal of cinder blocks \$30.00 each  
Replace fire extinguisher \$30.00 to \$80.00  
Piano Charges  
    Tuning (Repairs are more) \$50.00  
    Replace piano bench \$350.00  
Lock Change \$50.00

Relocation of Furniture \$50.00  
Elevator- key retrieval \$150.00  
Bed Frame \$40.00  
Full Size Bed:  
    Mattress \$175.00  
    Box Spring \$175.00  
    Bed Frame \$25.00

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**Guest Housing/Conferences/VIP Apartment**

Guest Room Linens:

Queen Size:

    Sheet, fitted \$25.00 each  
    Sheet, flat \$25.00 each  
    Mattress Cover \$40.00  
    Blanket \$60.00 each  
    Bedsread \$100.00 each  
    Towel \$10.00 each  
    Wash Cloth \$4.00 each  
    Hand Towel \$7.00 each  
    Sheet – twin \$15.00 each  
    Blanket – twin \$20.00 each  
    Bedsread – twin \$50.00 each  
    Sheet, fitted \$15.00 each  
    Wastebasket \$6.00

    Television \$ 200.00  
    Glider rocking chair \$200.00  
    Safe \$175.00  
    Coffee Pot \$15.00 each  
    Radio/alarm clock \$39.00  
    Shower Curtain/hooks \$24.00  
    Scatter rugs \$12.00- bath to \$40.00-kitchen  
    Conference Linens:  
    Pillow \$20.00 each  
    Sheet – twin \$15.00 each  
    Sheet, fitted \$15.00 each  
    Hand towel \$5.00 each  
    Washcloth \$3.00 each  
    Blanket – twin \$20.00 each  
    Bedsread – twin \$50.00 each

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