

# **Residence Life Handbook**

## **2018-2019**

**University Housing & Residence Life**



**TEXAS WOMAN'S**  
**UNIVERSITY™**

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# Welcome Home!

Whether you are returning to campus or experiencing TWU campus life for the first time, all of us at the Department of University Housing and Residence Life are happy you have chosen to enjoy the many benefits of living on campus.

Our mission is to create a safe, dynamic and compassionate community in support of student's academic success, personal development, and campus and community engagement- and we are delighted to serve you in this capacity!

The Residence Life Handbook is designed as a guide for all residential students at Texas Woman's University. The Handbook is considered an extension of your Housing Contract. If you have questions, concerns, or suggestions about the policies, activities and/or services offered by University Housing, please contact any member of our staff or stop by our office on the 3rd floor in Jones Hall.

You have chosen to live in a very diverse community with students of all backgrounds and beliefs. Living in a community that embraces cultures, ethnicities, and ideas will provide opportunities for personal growth built upon respect and appreciation. You can reach out and get acquainted with others by getting involved in our activities and other campus organizations.

The TWU residential communities offer an array of activities and opportunities for involvement. When you get involved you find new friends, develop leadership skills, enhance your resume and discover career opportunities, and grow! Whether you are seeking leadership opportunities or employment, University Housing has options for you.

The Residence Hall Association (RHA) and Community Council are organizations that allow you to become actively involved in making a positive difference to the TWU community, gain leadership skills, and have fun in a team environment. Employment opportunities are available as Student Assistants at the various front desk locations, Recreation Leaders working with children in the Clubhouse, and Maintenance Assistants-to name a few.

We are so excited to watch you grow and excel in all areas of your life as you pursue your education. Your University Housing team will be cheering you on, ready to help at every step of the way.

Wishing you much success, fun, and great memories this year!

**Jill Eckardt**

Director, University Housing

## **Our Mission Statement**

The mission of the Department of University Housing and Residence Life is to create a safe, dynamic and compassionate community in support of student's academic success, personal development, and campus and community engagement.



## **Our Commitment: Valuing Human Diversity**

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 will not be tolerated.

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



# **University Housing and Residence Life Staff**

## **Department of University Housing: Main Office**

The University Housing Office is located on the third floor of Jones Hall, on the Denton Campus.

### **Main Office contact information:**

University Housing  
P.O. Box 425380  
Denton, TX 76204-5380

(940) 898-3676 phone  
(940) 898-3638 fax  
<http://www.twu.edu/housing>

## **Residence Halls and Apartments**

The Residence Hall and Apartment Staff, comprised of student life professionals and student paraprofessionals, live in the residential communities. They plan and schedule activities designed to promote an exchange of ideas, experiences, attitudes and interests while being conducive to academic achievement. Residents are encouraged to actively participate in their residential communities, including getting to know their Resident Assistant and Residence Director.

### **Residence Halls and Apartments front desk contact information:**

Guinn Hall: (940) 898-3636

Stark Hall: (940) 898-3694

Jones Hall, Grove Street, Vitae, La Maureta, 912 & 1126 Bell, Vineyard: (940) 898-3655

Lowry Woods, Austin Place, Austin Villas: (940) 898-3785

Vitae Apartments: (940) 514-1561

### **Residence Director contact information:**

Guinn Hall: Derrian Hall - (940) 898-3612

Stark Hall: Cequinta Robinson - (940) 898-3697

Jones Hall, Grove Street, Vitae, La Maureta, 912 & 1126 Bell, Vineyard: Erik Sikkema (940) 898-2995

Lowry Woods, Austin Place, and Austin Villas: Amber Coffee - (940) 898-3788

## **Residential Community: Professional Staff Members**

### **Residence Director**

The Residence Director (RD) is a full-time professional who lives on-site and is responsible for the overall management of the residential operation. The RD provides leadership for staff and students in the residential area.

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

Texas Woman's University's Department of Facilities Management and Construction (FMC) coordinates the upkeep and maintenance of the TWU residence halls and apartments. Each FMC employee is assigned to several buildings, with work orders being addressed on a priority basis.

### **Custodians**

Each TWU residence hall and apartment complex 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 and apartments.

## **Residential Community: Student Staff Members**

### **Student Manager**

The Student Manager (SM) is a senior member of the residential community staff who assists the Residence Director in managing the overall operation of the building while also providing peer leadership to Resident Assistants and Community Council members.

### **Resident Assistant**

The Resident Assistant (RA) is a student staff member who lives in the residential community to serve as the primary resource to the residents for information and assistance. They create a community environment conducive to academic success and personal development, develop community consideration for the rights of others on the floor, organize activities to contribute to students' personal growth, counsel residents on personal concerns, refer students to appropriate professionals, communicate residence hall regulations, assist residents in acceptance of responsibility, protect the health and safety of residents, and assist the Residence Director in general administration of the hall.

**Student Assistant**

The front desk in each residence hall is staffed by Student Assistants (SAs) and RAs. They are responsible for assisting and checking in visitors and guests to the building, answering the phone, helping students with lockouts, and other administrative tasks which may arise.

**Senior Peer Advisor**

The Senior Peer Advisor is a student leader within the Living Learning Community staff who assists the LLC Coordinator with managing the overall operation of development and programming, while also providing leadership to Peer Advisors.

**Peer Advisor**

The Peer Advisor (PA) is an undergraduate student who has been selected to serve as an academic liaison for students in their Living Learning Community (LLC). One PA is assigned to each LLC floor. They serve as the Teaching Assistant for the LLC's section of UNIV 1231, Learning Frameworks. While living in the residence hall with their assigned LLC, the PA will facilitate study hours and academic programming for residents, while working closely with the Resident Assistant.

**Recreation Coordinator**

The Recreation Coordinator is responsible for assisting the Family Services Coordinator with the program development for the Clubhouse after-school and summer recreational program. This person serves as the onsite supervisor for the Recreation Leaders in the absence of the Family Services Coordinator.

**Recreation Leader**

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

**Maintenance Assistant**

The Maintenance Assistant provides support to the Assistant Director – Housing Facilities in maintaining the residential buildings, moving furniture/equipment to and from campus locations, setting up tables and chairs for special events and assisting with safety inspections and compliance with safety codes.



## **Community Living**

Life in campus housing begins with getting along with your roommate, but it doesn't end there. When you live in the TWU residence halls or apartments, 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, the Community Council, and the Residence Hall Association will plan events designed to help you get to know the other people in your community. 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 others. Your RA will be meeting with the residents in your living area to assist you in establishing agreements for your floor/hall/apartment community.

## **Roommate Agreements**

Communication is key! Your RA will be working with you and your roommate to establish a Roommate Agreement. This agreement will allow you and your roommate to communicate your expectations and desires for your shared space: how you will both keep the room clean, how the room will be arranged, how you both feel about borrowing personal possessions, shared guidelines for visitors, your individual privacy needs, how much noise is tolerable, when lights need to turn off, and more!

The goal of this roommate agreement is that you will both be familiar, considerate, and respectful of each other's preferences, and accept each other's differences. By taking the time to lay groundwork, you can stop some potential problems before they happen!

If conflicts arise once your Roommate Agreement has been established, you both have the authority to 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.

## **Leadership Opportunities**

### **Community Meetings**

The Resident Assistants (RAs) call community meetings several times each semester. It is strongly recommended for residents to attend these meetings to obtain information concerning the apartment or residence hall and campus. Since residents are responsible for the information, those who have schedule conflicts should seek out the information from their RA.

### **Community Council**

Community Council serves as the voice for the residents in a community, bringing forth any concerns to the Residence Hall Association. Each residential and apartment community will select representatives for its Community Council. Community Council Executive Boards also provide programs and events throughout the year for the residence hall and apartment community.

Additionally, Community Council Presidents in each area also serve as one of four Residential Senators for the Student Senate. These Residential Senators serve as a vital liaison between resident needs and the overall student legislative branch of Student Government Association to create options and/or choices for rights and positions on campus for overall University improvement.

### **Residence Hall Association**

The Residence Hall Association (RHA) is composed of voting representatives from various communities. RHA works with the Housing staff and residents in the development of residence hall and apartment policies, programs, and facilities. With the cooperation of the community councils, a variety of activities are provided in order to bring the residents, hall and apartment communities together. RHA acts as a liaison between residential students and the Department of University Housing & Residence Life.

RHA officer positions include:

- ❖ President
- ❖ Vice President
- ❖ Secretary
- ❖ Finance Officer
- ❖ National Communications Coordinator
- ❖ Programming Coordinator

Residence Hall Association responsibilities include:

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

The RHA office is located in Guinn Commons. They can be reached at rha@mail.twu.edu or (940) 898 3618.

### **National Residence Hall Honorary, Nancy Murphy-Chadwick Chapter**

The National Residence Hall Honorary (NRHH) is the premiere honorary supported by the leading national organization advocating for the interests and welfare of residence hall and apartment students, while also providing opportunities for their personal growth and development. NRHH strives to provide recognition for individuals who have contributed to the advancement of college and university housing.

NRHH strives to recognize the top 1% of student leaders living on campus. NRHH encourages the development and continued commitment to leadership within the areas of recognition, community service, and scholastics on the local, regional, and national levels.

NRHH officer positions include:

- ❖ President
- ❖ Vice President of Recognition
- ❖ Vice President of Selection and Induction
- ❖ Secretary
- ❖ Treasurer
- ❖ OTM Chair



## **Living Learning Communities**

Living Learning Communities (LLC) at Texas Woman's University provide student-learning opportunities that strengthen the student's intellectual and personal growth. They are designed to combine in-class and out-of-class experiences that complement and extend classroom learning by fostering faculty and resident interaction.

The various communities are structured so that students have involvement in the LLC program. Participants in LLC are enrolled in the same class(es) and participate in social and academic groups while residing in Guinn Hall. All courses offered in the LLC program are a part of the University core curriculum.

LLC alumna serve as the Resident Assistants (RAs) and Peer Advisors (PAs) for the communities providing valuable resources and assistance to the residents in the community.

### **Benefits of Living Learning Communities**

- ◆ Frequent interaction with faculty and university leaders
- ◆ Enhanced connection inside and outside of the classroom
- ◆ Access to peer advisors and study hours
- ◆ Assistance in reaching academic goals
- ◆ Classroom learning extended to the residence hall
- ◆ A means to address social and academic concerns
- ◆ A network of friends
- ◆ Community spirit
- ◆ Participants tend to achieve a higher grades and rate of retention

### **Participation Requirements of Living Learning Communities**

- ◆ Enroll in required LLC courses during the fall and spring semester
- ◆ Participate in LLC retreat prior to the 1st day of classes
- ◆ Participate in weekly study hours organized by your peer advisor
- ◆ Participate in floor activities for social and educational enhancement
- ◆ Participate in UNIV 1231 out of class activities
- ◆ Attend LLC sponsored events during the fall and spring semesters
- ◆ Communicate completed community service hours to your peer advisor
- ◆ Attend the end of the year Awards and Recognition Ceremony

## **UNIV 1231**

TWU's first-year seminar, UNIV 1231, provides an opportunity for students to identify their individual learning styles, and to develop the skills necessary to learn and succeed in their academic program. The course emphasizes effective integration of learning style with academic skills, personal management and resource utilization.

UNIV 1231 is required for all first year students and some special student groups (Honors, LLC, etc.) who are transferring less than thirteen credit hours. Please note that for the purposes of this program; dual, IB, and AP credits do not count as exemptions for enrollment in UNIV 1231.

## **Types of Living Learning Communities**

### **Arts LLC**

The Arts LLC expands involvement with the arts by engaging in both structured and unstructured experiences. Faculty and University sponsored trips to area performances and exhibits are a part of this dynamic community. Students in this LLC are majoring in different tracks of arts, dance, drama, and music.

### **Civic Engagement LLC**

The Civic Engagement LLC fosters a community of like-minded students who are passionate about public service, social justice, civility and community empowerment. Discussions and activities hosted throughout the year will promote opportunities for students to explore these areas of interests and provide hands on experience for experiential project.

### **College-based LLC**

Students participating in the College Based LLCs are placed based on their major/college and are enrolled in a block of courses together for both the fall and spring semester. Students who are a part of a College Based LLC must have a roommate with a major in the same college. College Based LLC's include College of Arts and Sciences (CAS), College of Business (COB), College of Health Sciences (CHS), College of Nursing (CON), and College of Professional Education (COPE).

**Commuter LC**

In conjunction with the Campus Alliance for Resource Education (CARE) Office, this community offers students living at home and commuting to campus a unique opportunity. Members of the commuter learning community program will enroll in a blocked course schedule together, comprised of required courses during both the fall and spring semesters. Although commuter LC students do not live together, this is the next best thing to the traditional residential experience.

**Explorer LLC**

The Explorer LLC is for undeclared major students and those who are open to exploring the different major options to find their best fit. Students will experience working with Faculty and Staff to develop goals that help to fine-tune their skills and interests that will help members form their lifelong career path.

**Health and Wellbeing LLC**

In collaboration with the Health and Wellbeing Initiative, members of this LLC focuses on how to live a life of Health and Wellbeing. Students will experience the aspects of TWU's five themed areas: Built Environment, Financial, Mental Health, Movement, and Nutrition.

**Honors LLC**

In this program, students take UNIV 1231 together while developing an experiential project. To participate in the Honors LLC, students must be admitted to the TWU Honors Scholars Program.

**Lead Maroon LLC**

In partnership with the Center for Student Development, this LLC focuses on developing and fine-tuning students' leadership skills. Lead Maroon is centered on challenging students to be influential in a global society and supporting Texas Woman's University's core purpose of igniting students' potential, purpose, and pioneering spirit.

**President Leadership Council**

Students in the President's Leadership Council (PLC) complete a First Year Experience course together in the fall and a Professional Presentation Strategies course in the spring. PLC students also participate in service with other PLC students throughout their time at TWU. Students must be admitted to the President's Leadership Council prior to LLC membership.

### **Psychology Majors LLC**

Specifically for psychology majors, this LLC encourages them to have academic-focused conversations and study groups around their field of study. This encourages enriching conversations regarding the field of psychology that would not be found in any other LLC.

### **Recreation LLC**

In conjunction with the Fitness and Recreation Center, members of this LLC promote a healthy lifestyle through various recreational activities including indoor and outdoor programs. Fitness & Recreation sponsored programs are part of this community focused on encouraging a healthy lifestyle through physical activity.

### **STEM LLC**

The Science, Technology, Engineering and Mathematics (STEM) LLC promotes academic success by facilitating a focus on common personal and academic goals for students majoring in one or more of the STEM field areas.

### **Success LLC**

In conjunction with the Office of Diversity, Inclusion and Outreach, the SUCCESS LLC is a mentoring program designed to assist first-year, first-generation college students in making a successful and enjoyable transition to college.

### **Terry Scholars**

Terry Scholarship Program recipients complete the First Year Experience course together in the fall semester. All Terry Scholars are members of the Terry Scholars Student Organization which provides additional opportunities to be involved in TWU campus life.



## **Family Housing**

Family housing is available in the Lowry Woods Community. The size of the apartment determines the number of occupants. Two-bedroom apartments will accommodate a maximum of four occupants (legally married couple and two children; single parent and two children). Three-bedroom apartments will accommodate a maximum of six occupants (legally married couple and four children; single parent and four children). The family housing apartments are unfurnished.



# **Residential Services**

## **Building Access**

The outside doors of Guinn, Stark, and Lowry Woods are locked 24 hours a day. If you are a resident of these halls 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.

The outside doors of Vitae apartments are locked 24 hours a day, and can be unlocked with the resident's KABA key.

If you are a resident of Jones Hall, the outside doors will be locked at 5:30pm and entry may be gained by using your ID card.

## **Cable**

Cable services are provided at Vitae Select apartments. The channel listings are provided on the following page:

<p> <b>4</b> KDFW – FOX  <b>5</b> KXAS – NBC  <b>8</b> WFAA – ABC  <b>11</b> KTVT – CBS  <b>13</b> KERA – PBS  <b>17</b> WGN America  <b>26</b> Investigation Discovery  <b>29</b> SEC Network  <b>33</b> ESPN  <b>34</b> ESPN2  <b>35</b> FS Southwest  <b>36</b> CNN  <b>37</b> Discovery Channel  <b>39</b> Lifetime  <b>40</b> HLN  <b>41</b> MTV  <b>42</b> VHI  <b>43</b> A&amp;E  <b>44</b> HGTV  <b>45</b> Nickelodeon  <b>47</b> TV Land  <b>48</b> TLC  <b>49</b> Hallmark Movies and Mysteries  <b>51</b> TBS  <b>52</b> msnbc  <b>53</b> CNBC  <b>54</b> FOX News Channel  <b>55</b> SYFY  <b>56</b> Freeform  <b>57</b> FX  <b>58</b> USA Network  <b>63</b> Animal Planet  <b>64</b> Cartoon Network  <b>65</b> FOX Sports 1  <b>66</b> Disney Channel  <b>67</b> E!  <b>68</b> Food Network  <b>69</b> Travel Channel  <b>70</b> History  <b>71</b> AMC  <b>72</b> INSP  <b>74</b> Paramount Network  <b>75</b> BET  <b>76</b> truTV  <b>77</b> TNT  <b>78</b> FXX </p>	<p> <b>80</b> NBC Sports Network  <b>81</b> Comedy Central  <b>82</b> Hallmark Channel  <b>85</b> Bravo  <b>87</b> Oxygen  <b>91</b> CMT  <b>92</b> WE tv  <b>95</b> The Weather Channel  <b>114</b> EWTN  <b>115</b> INSP  <b>125</b> WE tv  <b>126</b> OWN  <b>133</b> BBC America  <b>136</b> Investigation Discovery  <b>145</b> FOX Business Network  <b>152</b> Hallmark Movies and Mysteries  <b>154</b> IFC  <b>155</b> SundanceTV  <b>156</b> FX Movie Channel  <b>183</b> KERA – PBS Kids  <b>210</b> Galavisión  <b>304</b> NBC Sports Network  <b>307</b> ESPN  <b>308</b> ESPN2  <b>311</b> FOX Sports 1  <b>313</b> FS Southwest  <b>314</b> FS Southwest Plus  <b>315</b> SEC Network  <b>316</b> SEC Extra  <b>317</b> Longhorn Network  <b>704</b> KDFW – FOX HD  <b>705</b> KXAS – NBC HD  <b>708</b> WFAA – ABC HD  <b>711</b> KTVT – CBS HD  <b>713</b> KERA – PBS HD  <b>716</b> WGN America HD  <b>725</b> Freeform HD  <b>726</b> Disney Channel HD  <b>732</b> Nickelodeon HD  <b>734</b> Cartoon Network HD  <b>740</b> Animal Planet HD  <b>741</b> Discovery Channel HD  <b>744</b> Travel Channel HD  <b>745</b> TLC HD  <b>748</b> History HD  <b>751</b> A&amp;E HD </p>	<p> <b>754</b> Investigation Discovery  <b>755</b> truTV HD  <b>758</b> TV Land HD  <b>766</b> E! HD  <b>770</b> Food Network HD  <b>771</b> HGTV HD  <b>772</b> Hallmark Channel HD  <b>773</b> Lifetime HD  <b>774</b> WE tv HD  <b>775</b> Oxygen HD  <b>776</b> OWN HD  <b>777</b> Bravo HD  <b>780</b> BBC America HD  <b>785</b> IFC HD  <b>786</b> Hallmark Movies and Mysteries HD  <b>787</b> FX Movie Channel HD  <b>790</b> AMC HD  <b>795</b> USA Network HD  <b>798</b> TNT HD  <b>799</b> TBS HD  <b>800</b> FX HD  <b>802</b> Velocity HD  <b>803</b> SYFY HD  <b>804</b> Paramount Network HD  <b>805</b> Comedy Central HD  <b>809</b> FXX HD  <b>810</b> MTV HD  <b>813</b> VHI HD  <b>815</b> CMT HD  <b>819</b> BET HD  <b>830</b> FOX Business Network HD  <b>831</b> FOX News Channel HD  <b>832</b> CNN HD  <b>833</b> CNBC HD  <b>834</b> msnbc HD  <b>837</b> HLN HD  <b>839</b> The Weather Channel HD  <b>849</b> NBC Sports Network HD  <b>852</b> ESPN HD  <b>853</b> ESPN2 HD  <b>857</b> FOX Sports 1 HD  <b>859</b> FS Southwest HD  <b>861</b> Longhorn Network HD  <b>864</b> SEC Network HD  <b>867</b> SEC Extra HD  <b>880</b> Galavisión HD </p>
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## **Computer Labs**

Guinn and Stark Halls share a computer lab with printers in the Commons area. Students access the lab using their personal ID card.

The Lowry Woods Community and Jones Hall each have a computer lab with computers and printers connected to the University system and to the internet.

## **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. The custodial staff maintains the cleanliness and upkeep of the lounges, lobbies, hallways, and community bathroom facilities.

## **Elevators**

There are elevators in Guinn, Jones, and Stark Halls, and Vitae apartments. 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, a repair representative will be called to try to retrieve the items at your expense. The average per hour service charge is \$75 - \$300.

## **Fitness Center**

The Vitae apartments have a 24-hour fitness center for its residents.

## **Front Desk**

The front desk in each residence hall is staffed by Student Assistants (SAs) and RAs. They are responsible for assisting and checking in visitors to the building, answering the phone, helping students with concerns, and other administrative tasks that may arise.

### **Contact number:**

Guinn Hall: (940) 898-3636

Jones Hall: (940) 898-3655

Stark Hall: (940) 898-3694

Lowry Woods: (940) 898-3785

Vitae apartments: (940) 514-1561

**Hours of operation:**

Guinn, Stark and Jones Hall: 7 am – 2:30 am

Lowry Woods and Vitae apartments: 8 am – 12 pm

**Laundry and Vending Machines**

Washing machines and dryers are available in each residential community. The machines are free to use. Only residents should use the machines. If a resident is found using machines to wash items belonging to a non-residential student, they will face disciplinary action. If a machine is not working, report it to the front desk of your residential community. Make sure to note the ID number on the machine to expedite the work order process. For your convenience, vending machines are located in each residence hall. If you lose money in the vending machine you will need to go to the Office of the Bursar located in the ACT building for a refund. The front desk does not provide refunds.

**Pest Control**

Extermination services are 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 the front desk of your community.

Improperly stored food, dirty dishes, and trash attract 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.

**Bed Bugs**

As soon as a resident suspects that they have bed bugs, they should contact the front desk of their residence hall or apartment community. A visit to the Student Health Services is recommended to have the bite(s) evaluated.

Housing staff will inspect the room and notify Facilities Management so that a professional exterminator can perform a thorough inspection of the reported room. Do not apply pesticides on your own.

If the exterminator confirms bed bugs are present in the room, University Housing staff members will discuss a treatment plan with the resident(s), and provide the resident(s) with a detailed list of instructions for the treatment of their personal items and room. Residents should not remove any personal items from their room prior to treatment. Do not move your mattress or personal belonging out into the hallway. Resident(s) are discouraged from

staying in a neighbor or friends room to avoid transporting the bed bugs to other locations.

*\*A room change will not be approved for reasons associated with bed bugs.\**

## **Mail & Packages**

The U.S. Mail service does not deliver to residence halls and apartments. Residents may rent a Post Office box in the Student Union by going to the United States Postal Service office located at 101 E McKinney St. in Denton.

Individuals living in the residential communities may receive packages delivered via UPS or FedEx at the residence halls/apartments. All packages are delivered to the front desk of each community and will be kept there till the student retrieves their package. The student is responsible for checking to see if a package has been delivered. Any packages remaining at the desk for an extended period of time will be returned to sender. The front desk is not responsible for lost, stolen or damaged items. When having a package sent, students may use the following addresses for delivery:

**Guinn Hall:** 420 University Dr.

**Jones Hall:** 604 Administration Dr.

**Lowry Woods:** 1600 Oakland Ave.

**Stark Hall:** 1719 N. Bell Ave.

\*All addresses above are Denton, TX 76204\*

**Vitae Apartments:** 1702 N. Ruddell, Denton TX 76209

Withers Place, La Maureta, Vineyard, 912 Bell, 1126 Bell, and Grove Street residents may have their packages delivered to Jones Hall.

Austin Place and Austin Villas residents may have their packages delivered to Lowry Woods.

## **ResNet**

Resnet is University Housing's Internet service available in Guinn Hall, Stark Hall, Jones Hall and in the Lowry Woods Apartments. Resnet lets you connect your personal computer by a wired or wireless connection, directly to TWU's data communications network, and through the university network, to the Internet. There is no extra charge for the Resnet service.

The internet service in the TWU Select properties is wireless only.

Installing a personal router on the TWU Residential network causes problems on the network and is a violation of Housing policy. Please do not bring a personal router to connect your computer.

Texas Woman's University and the Department of University Housing does not guarantee that your computer will work on the Resnet system.

If you are having trouble with the wireless internet service or cable TV in the TWU Select apartments, submit a work order at your front desk.

Always use an antivirus program. Antivirus programs are designed to protect your computer from possible virus infections. A computer without anti-virus software will become infected with viruses on a high speed network. Do not bring your computer to TWU with plans to attach to the network without an antivirus program installed on your computer.

## **Malware and Spyware**

Most people are familiar with freeware, shareware, cookies, media players, interactive content, and file sharing. What they may not realize is that some of the aforementioned may contain code or components that allow the developers of these applications and tools to actually collect and disseminate information about those using them. They can track your surfing habits, abuse your Internet connection by sending this data to a third party, profile your shopping preferences, hijack your browser start page or pages, alter important system files, and can do this without your knowledge or permission. The security and privacy implications of these exploits should be quite obvious and undesirable on any system or network.

## **File Sharing**

File sharing programs like Bittorrent are expressly forbidden on the Resnet system. If these programs or other file sharing programs, or high traffic use caused by viruses are detected on your Resnet data port, you will be disconnected from the ResNet system.

Sharing music illegally and violating copyright is a clear violation of the responsible use policy for computing resources

## **Special Needs Facilities**

The Department of University Housing has rooms with special accommodations for students with mobility and hearing impairment. Contact the Housing Office for further information.

## **Swimming Pool**

The Vitae apartments have a swimming pool its residents.  
Hours of operation are 6 am – 10 pm. There is no lifeguard on duty.



## **Food Service**

### **Dining Facilities**

Students living on the Denton campus are required to purchase a meal plan if they are living in a traditional residence hall: Guinn, Stark, and Jones. TWU makes every effort to meet the needs of our residents by providing a variety of meal plan options to suit dietary lifestyles, class schedules and budgets. Weekly allowance meals are served in the Underground with an all-you-can-eat dine-in option as well as a to-go program. TWU also offers retail locations where dining dollars may be used such as at Chick-fil-A, Starbucks, Garden Room, and Which Wich. A convenience store is located in the Commons providing non-food items, groceries and made-to-order pizza and wings as well as grab-n-go options - including sushi. Every dining facility accepts TWU meal plans as well as cash and most credit cards. Hours of service are posted at each location. Hours are subject to change during scheduled holidays and when residence halls are closed.

### **Food Advisory Committee**

The Food Advisory Committee (FAC) is made up of faculty, staff, residential and commuter students. The purpose of the FAC is to serve as a communication link between students and the food service provider. FAC members provide feedback from the students about menu preference, service, food quality, marketing ideas, and special event preferences. FAC is also responsible for taking information to the students from the Department of Housing and Dining, and Chartwells about student-related concerns, menu limitations, and other related topics. FAC members provide input into meal plan format, renovation plans, and other important food service issues.



# **Maintaining Health and Safety in the Community**

## **Health and Safety Inspections**

To ensure the safety and comfort of all residents, the Department of University Housing staff members conduct health and safety inspections of all student rooms/apartments each semester. Residents can refer to the list of items that TWU has identified as potential fire, health and safety risks in the section titled “Prohibited Items” on pages 26-27.

Health & Safety inspections allow the University staff members to monitor the level of safety in student rooms, identify maintenance needs, as well as provide opportunities for health and safety awareness education. Students living in housing at Texas Woman’s University shall be expected to comply with all federal and state laws as well as TWU policies. All identified policy violations will be addressed during inspections.

Residents will be held accountable for their actions via the TWU and University Housing student code of conduct process. University Housing staff members appreciate the cooperation of residents during the inspection process and will make every effort to minimize inconvenience to residents. Inspections will be conducted at least twice a semester, and are typically announced in advance. However, University Housing reserves the right to make unannounced inspections. Residents are not required to be present during the inspections, though they are welcome to participate in the process. Regardless of their availability, residents will be notified of the inspection results.

## **Inspection Procedure and Compliance**

Residents shall comply with all requests from University Housing pertaining to the correction of health and safety concerns or violations in their assigned rooms or apartments. Residents will be notified of any concerns or violations, and a maximum of 48 hours will be given to correct any violation, unless the violation represents a life threatening risk which requires an immediate response.

Violations can result in disciplinary action including, but not limited to, educational sanctions, confiscation of prohibited items, monetary fines, cancelation of housing contract, and possible legal action.

University Housing staff members reserve the right to immediately confiscate items deemed to be life threatening. Public Safety will be notified if illegal items are found in the room/apartment.

If a resident is found with a candle or any open-flame element, a \$50 charge will be assessed to the student’s account, and the item will remain confiscated. The resident can claim the item at the community’s front desk during checkout at the end of the semester or at the discretion of the Residence Director.

## Prohibited Items

The following items have been identified as threatening to the safety and wellbeing of students residing in the residence halls and campus apartment communities. We want you to be comfortable in your room- but we also want you to be safe! To ensure the safety of our residents and our buildings, please be attentive to which items are allowed and which are not allowed.

If any prohibited items are found in a resident's room, the item(s) will be confiscated and the resident can claim the item at the community's front desk during checkout at the end of the semester or at the discretion of the Residence Director.

Any item denoted with an asterisk (\*) is permitted only in campus apartments, and is considered prohibited in residence hall rooms.

- ◆ Candles
- ◆ Potpourri burners
- ◆ Incense
- ◆ Oil/Wax warmers
- ◆ Plug-in air fresheners
- ◆ Broilers
- ◆ Deep fryers
- ◆ Hot plates
- ◆ Open-faced or open-coiled electrical heating appliances
- ◆ Space heaters
- ◆ Extension cords without surge protection
- ◆ Multi-plugs, outlet adapters
- ◆ Sun lamps
- ◆ Halogen lamps
- ◆ Immersion heaters
- ◆ TV sets that exceed 1.5 Amperes (or 180 Watts) of power
- ◆ Refrigerators larger than 4.6 cubic feet
- ◆ Live trees
- ◆ Dart boards
- ◆ Routers
- ◆ *Toasters\**
- ◆ *Rice cookers\**
- ◆ *Slow cookers\**
- ◆ *George Foreman-style grills\**
- ◆ Open-coil hot pots (closed-coil are acceptable)
- ◆ Open-coiled coffee pots without thermostatic-control
- ◆ Holiday lights that emit heat

Some health and safety concerns are not pertaining to the item specifically, but how the item is used. Please be sure that all items used within the residence halls are being used in accordance to their guidelines, and are in proper operating conditions. Examples of this type of health and safety violation include:

- ◆ Draped fabric that extends from floor to ceiling
- ◆ Decorations that block air vents
- ◆ Decorations that block doors
- ◆ Decorations that prop doors open
- ◆ Covering fire detectors or sprinklers
- ◆ Hanging items from fire detectors or sprinklers
- ◆ Removing fire detectors or sprinklers



# **Living On Campus**

## **Eligibility**

To be eligible to live in University Housing, residents must be enrolled and registered as a TWU student for at least 12 credit hours. 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. In the event that the resident is not enrolled in classes, the resident will be expected to vacate the room/apartment within 48 hours of notification. Any student may live in the residence halls and apartments if space is available. Priority is given to students within the residency requirement who are enrolled full time.

The University Housing Contract is a legally binding agreement and should be read completely before the student and guarantor signs the contract. The contract is valid for the specific academic terms or the remainder thereof.

All students desiring on-campus housing are required to sign the University Housing Contract at the time they move into their assigned residence hall or apartment. A dining plan is required with a housing contract for traditional residence halls. The University feels students will have the best opportunity for a well-rounded educational college experience by living in a residence hall. These contracts are binding agreements between the University and the resident.

## **Residency Requirement**

All TWU full-time single undergraduates who have not completed 60 credit hours are required to live in University residential communities unless one of the following exceptions apply:

- ◆ 21 years of age or older
- ◆ Active duty military or veterans of military service
- ◆ Living with parents or legal guardians within the commuting distance
- ◆ With children

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. To comply with the residency requirement and remove the block you must do one of the following:

1. Complete a University Housing Application at: <http://www.twu.edu/housing>
2. Complete a Certificate of Living with Parent or Legal Guardian Form that can be found on the University Housing website.
3. If you feel your situation warrants a release from the residency requirement, you are a veteran of military service, married, or you have or are expecting a

child then you must complete a Request for Release from the Residency Requirement form from the Department of University Housing office in Jones Hall. You must supply a valid reason to be released, that will be reviewed by University Housing Staff.

You must complete one of the steps above in order to register for twelve (12) or more credit hours. All forms submitted will be subject to final approval by the Department of University Housing.

## **Housing Application and Contract**

Application/Contracts will not be accepted or processed without a \$50 non-refundable application fee and \$100 deposit for a TWU student room or apartment.

### **Fall Cancellations**

Students who cancel for the Fall by June 1 will be refunded their \$100.00 deposit. Students who cancel by July 1 will be refunded half (\$50.00) of their deposit. Students who cancel after July 1, but before August 1, will forfeit their entire (\$100.00) housing deposit. Students cancelling after August 1 will forfeit their deposit and be charged \$100.00. The student who does not check into the assigned space by the first day of classes for the Fall semester will be assessed a \$350.00 cancellation fee. The student's assignment will also be forfeited and the student will need to submit a new housing contract, \$100.00 deposit and \$50.00 nonrefundable application fee for future terms.

### **Spring Cancellations**

New students who have registered for the spring semester who cancel by December 1 will not be charged a cancellation fee. Students cancelling after December 1, but before January 1 will forfeit their deposit. Students cancelling after January 1 will forfeit their deposit and be charged a \$350 cancellation fee.

The TWU University Housing contract is a legally binding agreement for the entire academic year, unless you graduate or withdraw from the University.

## **Failure to Complete Contract**

A student may cancel the contract after occupancy (i.e., received room keys) if they 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 \$350 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.

## **Assignments**

An assignment guarantees a space (not specific rooms) within the residence halls and apartments. University Housing reserves the right to reassign students to other spaces when it appears to be in the best interest of the individual and/or the university. University Housing 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.

## **Housing and Food Service Payments**

Charges and fees for traditional student housing appear on your student account as a one-time charge and are due prior to checking into your room for each semester or term. You may elect to enter into a deferred payment plan through the bursar's office.

The family housing apartment rental charges are billed to your student account at the beginning of the semester/term.

Failure to make your payments may result in immediate disciplinary action by the University and eviction from University Housing. The residence halls and apartments 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**

University residence halls and apartments will open as announced prior to the first day of class for each semester.

**For winter break, the residence halls and apartments will close at 7 pm on December 13, 2018 and will reopen on January 10th, 2019.**

Students wishing to stay in their current residence hall or apartment between semesters must register for break housing online in advance.

**For the summer break, the residence halls and apartments will close at 12pm on May 11, 2019.**

Non-graduating residents may remain in the halls and apartments at the end of the semester twenty-four hours after their last scheduled examination or by the time the

building closes for the break, whichever is earlier. Space accommodations will be provided for graduating residents until immediately following graduation exercises.

## **Moving In**

Before residents move in to their prospective room or apartment at TWU, they are emailed a Room Condition Report (RCR) via Roompact. This form was prepared before their arrival and notes the condition of the room. It lists everything in the room and all university property, such as walls, floor, windows, furniture, etc. Residents should check the accuracy of this form. If there any damages in the room not listed on the form, residents have the ability to contest the RCR and send pictures to support the damage. If you need any assistance, please see your Resident Assistant immediately so that they can correct the form. Your RCR will be kept on file and will be used when you check out of your room or apartment.

## **Cleaning Personal Space**

Students are responsible for cleaning their own rooms/apartments with private bathrooms and providing their own cleaning supplies. Jones Hall has community bathrooms and are cleaned by custodians.

## **Damage Charges**

When you are ready to move out of your room or apartment, you should have all of your belongings out of your room. Your RA will use the RCR from Roompact used during move-in to check for any damages to the room during your residence. If any damages are found, you will be assessed a fee for the damages. Please see pages 42-44 for a summary list of damage charges.

## **Decorations**

Your residence hall room or apartment is your “Home Away From Home” and we understand you may want to make it as cozy as you can and personalize it. You are encouraged to decorate your room as long as it does not create a safety hazard or any permanent damage to the room. Please refer to the guidelines on pages 26-27 and 45-46.

## **Furnishings**

Each residence hall room is furnished with a bed, dresser, closet, desk and chair for each occupant. In addition, each room has a 3.4 cu. foot micro-fridge (microwave-refrigerator combination) 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, homemade bunk beds and homemade lofts are prohibited in student

rooms – lofts are provided to students upon request. Due to safety issues, concrete blocks and bricks are not permitted for use in the rooms.

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

Lowry Woods and Select Properties have fully furnished living rooms and bedrooms. Furnishings includes a sofa, arm chair, end table, and two to three dining chairs. Bedroom furnishings consist of a twin or full bed, dresser, desk and desk chair.

Grove Street Apartments furnishings includes a sofa, armchair, end table, and a dining table with two dining chairs. Bedroom furnishings consist of a full size bed, dresser, desk and desk chair.

Family Housing apartments are unfurnished.

Residents are responsible for the condition of their room and/or apartment furnishings. Damaged or missing furniture should be reported to the office for your living community.

## **Repairs**

Trained professionals employed by the Facilities Management and Construction Department 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 or apartment complex. If a repair has not been completed within a reasonable amount of time (24-48 hours excluding weekends), contact the Residence Director, or Resident Assistant in your building.

## **Room Entry**

TWU respects your right to privacy; however, the University reserves the right to enter student rooms/apartments for reasonable purposes of room inspection, health 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.

## **Vacancies**

During the semester, the Residence Director 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:

**If you meet someone you would like to room with and the roommate request is mutual:**

You should inform your Residence Director 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 Residence Director would make the decision based on the date your original housing application was received. The person having submitted their application the earliest will be allowed to remain in their assigned room and the other person will have to move.

**If you do not find a roommate:**

You will then be assigned a roommate if one is available. The date your housing application was received will determine who moves unless you or your assigned roommate has already indicated a willingness to move.

If you refuse a roommate, you may be charged the private room rate for the entire period of time you do not have a roommate.

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 private room. However, the first person needing a roommate will be assigned to you.

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.

## **Addressing Concerns**

Most problems arising in the residence halls and apartments can be solved within the community where the student resides. The first step for a resident to resolve their concerns is for the resident to discuss these concerns with their RA. Depending upon the severity of the issue, the RA may decide to direct the issue to the Residence Director, a member of the professional staff.

If the resident believes their RA has not found a viable solution, or in cases where the RA may be perceived as part of the problem, the resident may speak directly to the Residence Director. Residence Directors maintain an office located near the Front Desk in their community. Residents who are still dissatisfied may make an appointment with the Associate Director for Residence Life.

## **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.
2. If you still want to move, complete a change request form at your residence hall or apartment front desk. All room changes are submitted to your Residence Director for approval before the change can take place. 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 the 12<sup>th</sup> class day. 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 or apartment, you will have 48 hours. Others may be involved with your move, so please abide by these parameters.
5. 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 the appropriate 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.

## **Break Housing**

Students wishing to stay in their current residence hall or apartment between semesters must register for break housing online 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. The desks will be under limited operating hours during breaks.

Students who will not remain on campus the following semester or term will be charged a daily rate for break housing. Break housing is a special service only for continuing semester Housing/Food Service contract students. Information will be sent out from the Department of University Housing two weeks prior to a break period.

## **Sustainability**

Texas Woman's University is committed to being a good steward of our planet. University Housing, in partnership with Facilities, has implemented several initiatives will reduce our footprint and save money.

- ◆ Energy monitors installed in several rooms within Guinn Hall. Temperatures will be adjusted based on activity in the room.
- ◆ Recycling bags in your room. TWU is a single stream recycler: paper and plastic metal.
- ◆ Certified Green Room Program. This program allows students to self-assess what they are doing in order to be sustainable in their living area.

What can you do to promote sustainability, conserve energy and reduce utility costs?

- ◆ Turn off unnecessary lights.
- ◆ Turn off the water when brushing your teeth, shaving, or washing your face.
- ◆ Print on both sides of the copy paper
- ◆ Bring reusable dishes, glasses, and silverware to school. Do not use paper plates.
- ◆ Only wash full loads of laundry.
- ◆ Donate unwanted items.
- ◆ Shop at thrift/resale stores- we have many in Denton!
- ◆ Participate in Meatless Mondays!
- ◆ Be sure to only put clean, approved materials in the recycling bin. Signage is provided on residential floors to explain the recycling guidelines. (For example- Do not throw pizza boxes in the recycling bin, because they have grease and food residue. Food should not go in the recycling bin, because it can contaminate the other materials in the bin!)
- ◆ Carpool to the store.

Reducing utilities could help keep housing cost from rising every year!

## **End-of-Year Cleaning Checklist**

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 clogged with food, grease, toys or other miscellaneous items.
- ◆ Smoke odor. TWU is a Smoke Free Campus

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 (room or apartment)*

*\*Jones Hall community bathrooms are cleaned by Custodians\**

- ◆ 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, tile, grout 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
- ◆ Wipe down doors to remove scuffs and smudges
- ◆ Dust off light globe
- ◆ Empty or wash down linen closet –Lowry, Grove, TWU Select

*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 and arrangement

- ◆ 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
- ◆ Wash inside and outside of refrigerator and freezer

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

- ◆ Disinfect and scrub countertop
- ◆ 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
- ◆ 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 (all residence halls, and apartments)*

- ◆ 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 and TWU Select*

- ◆ 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

## Checking Out of Your Space

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

A student who finds it necessary to withdraw from all credit classes must initiate a formal withdrawal thru the Student Life Office on the Denton, Dallas or Houston campus. Request for Withdrawal Forms are available on the web or in the Student Life Office.

1. Take a copy of the withdrawal form to the University Housing Office – 3<sup>rd</sup> floor, Jones Hall
2. Complete the University Housing cancellation and request for refund form.
3. 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.
4. Contact your RA to have your room properly checked. At this time, your room will be inspected for damages using the Room Condition Report.
5. Turn over the keys to the RA.
6. Any charges for damages, missing furniture, or lost key(s) will be assessed by the Residence Director. 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 Bursar's Office.
7. 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.
8. Failure to follow proper checkout procedures will result in a \$100 fine.

### B. End of term

1. If you are graduating or completing your contract at the end of the Fall Semester, you will complete a cancellation and request for refund form and follow steps 3-5 from "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 campus housing, you may complete a cancellation and request for refund form.

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

## **Refund of Deposit**

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/apartment staff.

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 cancellation and request for refund form. The deposit refund will be credited to your student account and room damage/cleaning charges, if applicable, will be billed to your student account. This process usually takes three to six weeks. If you do not request a refund of your room deposit, it will be held for one year, then, it will be forfeited.



# **Policies**

## **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 daily and/or monthly fee for storage. The resident will be notified in writing to collect the belongings. If the property is not claimed within 30 days of the date printed on the letter, the items will be disposed.

## **Alcoholic Beverage Policy and Guidelines**

Residence hall occupants and their guests are required to comply with federal, 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. However, alcohol is not permitted in the residential spaces of a resident of lawful age if their roommate is underage. This is for the safety and legal concerns of both residents.

## **Accommodation of Vacancies**

University Housing students with a vacancy in their room/apartment must be prepared to have a new roommate at any time. Residents are expected to be welcoming to prospective new roommates and should not discourage others from occupying any vacant space within University Housing. Students who discourage others from moving into vacant spaces may be relocated to a new room and/or referred for disciplinary action. Residents are not allowed to Homestead the room, spreading their belongings throughout the room or using furniture designated for a potential new roommate(s). Residents found to be homesteading will be billed for costs required to make the contracted space available to a new resident.

## **Bicycles**

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 the Residence Director to ensure that fire safety regulations are being met. Bicycle riding is prohibited in hallways, stairwells and other common areas.

## **Chalking**

This policy is designed to establish rules regarding chalking of exterior spaces to comply with University standards.

Denton campus

1. Chalk must be made for use on sidewalks and must be easily removed by water.
2. Chalking is only allowed on smooth sidewalks where the weather or sprinklers will eventually remove the chalking.
3. Profanity and/or harassment will not be tolerated.
4. Advertisement of any other institution of higher education in any format is prohibited. (i.e., name, logo, program, etc...)

The following areas/campus locations that are prohibited from chalking are as listed below, but not limited to:

- ◆ Stairwells (Interior & Exterior)
- ◆ Sidewalks with an overhang of any kind
- ◆ Sidewalks around the perimeter of the ACT building
- ◆ Bricked areas anywhere on campus
- ◆ Gravel or non-smooth sidewalks
- ◆ Any structure or building on campus
- ◆ Sidewalks around the Little Chapel
- ◆ Parking lots where cars are traveling and parking

## **Commercial Demonstration and Solicitation**

1. Commercial solicitation is prohibited. Commercial solicitation is defined as the proposal to sell, seeking or asking of an offer to buy, dissemination of information for the purpose of facilitating the sale of goods or services, any activity which attempts to raise funds, whether through sale of goods and services or donations for any entity that is not a charitable organization.
2. Representatives of commercial organizations may enter student rooms/apartments only by the invitation of the residents.
3. Door-to-door solicitation is not permitted. This includes the passing out of flyers and notices under or on resident room/apartment doors.
4. 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.

5. Students are not permitted to operate any kind of business out of their rooms/apartments.
6. Representatives, who present their products, and their hosts, are responsible for compliance with all applicable university and residence hall policies.
7. Organizations that violate these policies will not be permitted in the residence halls.

## **Cooking**

The only cooking appliances allowed in resident rooms are UL-approved coffee pots, popcorn poppers, hot pots, and the microfridges provided, all of which must be close coiled and which must be in excellent operating condition. See page 27 for prohibited appliances. Any of these appliances found during building inspections will be placed in storage for the student until the end of the semester. Items denoted with an asterisk are permitted within campus apartments.

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, kitchens are located in the residence halls for residents to prepare snacks and quick meals (taking no longer than an hour to prepare).

## **Damages and Cleaning Charges**

Upon checking into University Housing, it is your responsibility to review the Room Occupancy and Clearance Form with the RA, noting the condition of the room assigned. Any damages in the room's condition discovered at the time of check-out not noted on the Occupancy and Clearance Form will be your responsibility. Charges for damage and/ or cleaning will be assessed against you by the University and must be paid promptly. Determination of the amount of such loss or damage will be made at the sole discretion of the University. Failure to pay the assessment will result in a hold or block of your registration and/or issuance of grades or transcript. Residents who have excessive damages and/or cleaning charges will not be allowed to return to University Housing, and risk eviction during the semester.

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.

## **General Charges**

Cleaning: \$50 – 250

Paint:

- ◆ Entire unit: \$250
- ◆ One wall: \$100
- ◆ Paint peel, nail hole: \$10 per peel or hole

Large hallway mirrors: \$100

Large fixed glass in entrance: \$160-\$300

Window glass: \$75-250

Window screen: \$30-50

Glass door replacement: \$500

Fire extinguisher replacement: \$40-\$90

Plumbing retrieval: \$50

Key retrieval from elevator (after hours): \$325

Cable Company call-outs with technical difficulties on owner's end (incorrect cable hook-up) \$179

Removal of abandoned property: \$200-250, includes moving fee

## **Lounge Furniture and Decorations:**

Piano: Grand, \$2500/Upright, \$1000 Piano bench: \$350

Piano repairs: \$75

Flat screen television: \$600-\$1500

Sofa: \$600, Loveseat: \$400

Arm chair: \$300

Coffee table: \$300

End table: \$250

Dining table: \$200

Dining chair: \$130

Art work: \$150-\$300

Silk plants: \$100

*\*Continued on following page\**

<b>Residence Hall Rooms</b>	<b>Apartments</b>
<p>Microfridge replacement: \$425  Glass tray: \$60/ Ice tray: \$4  Jr. Loft bed: \$250/Mattress: \$150  Guard rails: \$50  Loft adapter kit: \$175  Captains bed: \$300/ Mattress: \$150  3-drawer dresser: \$350  Pedestal desk: \$400  Desk chair: \$150  Study table: \$350  Multi-use cube: \$300  Desk locking cabinet: \$350  Small bookcase: \$200  Repair/replace desk/dresser: \$100  Lizzy chair(Guinn suites only): \$400/  Ottoman: \$175  Replace medicine cabinet: \$50  Medicine cabinet glass shelves: \$10  Medicine cabinet mirror: \$45  Doors: \$200/Door numbers, set:\$20  Lock change: \$50  Wardrobe: \$450  Light fixture: \$45-\$125  Re-bolt windows: \$20  Bathroom stall lock(Jones): \$20  Commode: \$175  Commode seat: \$40  Sink: \$150  Shower curtain rod: \$15</p>	<p>Refrigerator: \$550  Crisper bin: \$40/Crisper bin cover: \$80,  Shelf bar: \$15, Retainer bar: \$20  Garbage disposal: \$175  Dishwasher:\$375/Utensil basket\$45  Oven \$500/Drip pans: \$7-\$9  Burner eye: \$30/Broiler pan: \$16  Oven vent hood: \$90/Knobs: \$10  Split desk: \$400  Coffee table: \$250/End table: \$200  Dining room table:\$450/Chair:\$150  3-seater sofa:\$800/ 2-seater:\$650  Occasional chair:\$450  Recover seat cushion: \$180 per  Pedestal desk: \$400/ Desk chair: \$150  Study table: \$325  3-drawer dresser: \$350/4-drawer: \$450  Barstool: \$150  Closet door mirror: \$200/ Vanity mirror:  \$200  Entertainment center: \$500  Bookcase: \$250  Full size bed: \$500/Mattress: \$250  Lock change: Lowry \$200-250, Select \$50  Carpet Replacement: \$300  Carpet Cleaning: \$100  Ceiling fan: \$250  Vanity light fixture: \$100  Vanity \$200/ Sink: \$200  Shower curtain rod: \$20  Door replacement: \$200</p>

### **Darts and Dart Boards**

Due to the potential danger to both persons and property, dartboards are prohibited in the residence hall. Velcro "darts" are allowed.

## Decorations

Follow these guidelines when decorating:

**Nails:** The use nails is not allowed because of the damage to surface finishes.

**Tape:** Masking tape may be used, but other tapes are prohibited due to the residue left on surfaces. Students will be charged accordingly for the labor required to remove tape residues.

**Blocking Vents:** Heating and air-conditioning vents should not be covered.

**Propped Doors:** Balcony doors are not to be blocked or propped open.

**Candles:** Candles, oil, wax or potpourri burners, incense, and plug-ins or air freshener devices are considered fire hazards and are prohibited. The lighting and burning of flame-producing mixtures is prohibited.

**Electric String Lights:** Electric string lights can cause fires; therefore, they should not be hung from the ceiling or strung around the ceiling tiles in individual rooms. Any electric string lights used should not emit heat.

**Fabric:** Draping fabric from floor to ceiling, or across the ceiling, is a fire hazard and is prohibited. Posting signs/posters on emergency exit doors is prohibited.

The student assumes full responsibility for paying for damages.

Due to the use of decorations and lighting, the danger of fire is increased during the holiday season. To help ensure safety in the residence halls, the following measures are to be observed.

1. Artificial trees are permitted any place in the residence halls. Electrical lighting is permitted on all artificial trees only if approved by a nationally recognized testing laboratory (i.e. U.L.). This means one direct plug in each socket, adapters, or surge protectors with multiple sockets are allowed.
2. Only fire retardant or flameproof decorations (proof required) may be used in student rooms, floor lounges, public lounges, the lobby areas, and on trees.
3. Students may decorate lounge windows, main lobby, and main hallway windows. We ask that only masking tape be used on windows. Artificial snow may be used only on windows. Permission should be obtained from the Residence Director before decorating main corridors or the main lobby. Your Resident Assistant must give approval before decorating a floor lounge. All decorations must be removed and areas thoroughly cleaned by the students prior to closing for the holidays.
4. Lights and fire retardant paper decorations may be placed on the cement wall surrounding your room window but not on the window frame. No decorations will be permitted on the student room/apartment windows or frames (including paper, lights, etc.)
5. All lights must be unplugged each night.

6. Live holiday trees and greenery are not permitted anywhere in the residence halls.
7. Holiday decorations should not obstruct doorways, corridors, stairways, access to fire and emergency equipment, or obscure exit signs

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.

## **Electrical Appliances**

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

TV sets are permitted in student rooms.

Refrigerators 4.6 cu ft. or smaller are permitted

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.

Power strips, multi-outlet adapters, and uninterruptible power supplies (UPSs) are acceptable if they have a resettable circuit breaker, and are plugged directly into a properly installed outlet.

Extension cords are not permitted.

Power strips, multi-outlet adapters, and UPSs may never be "daisy chained" (one plugged into another). Again, all power strips, multi-outlet adapters, and UPSs must be plugged directly into a properly installed outlet.

Larger appliances, such as microwaves and refrigerators, must not be plugged into a power strip or extension cord. Such appliances must be plugged directly into a properly installed outlet.

All extension cords, power strips, multi-outlet adapters, and UPSs must be UL Listed and so marked. "Homemade" extension cords fabricated out of a length of wire and an outlet box are not permitted.

Never overload outlets or power strips. Tripping circuit breakers are a warning sign not to be ignored. If you have questions about the amount of equipment that may be plugged into an outlet or power strip, contact Risk Management.

When using electrical equipment, near any source of moisture; the equipment must be plugged into a Ground Fault Circuit Interrupter (GFCI) equipped outlet or a GFCI adapter plugged directly into the outlet.

And of course, never use any power strip that has any signs of damage or overheating! This includes any indication of damage to the insulation, such as a cord wrapped in electrical tape.

## **Gambling**

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

## **Hoverboards**

Use of hoverboards is prohibited on campus.

## **Illegal Substances and 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 may include eviction from campus housing, disciplinary suspension from attendance, or expulsion at TWU.

## **Keys**

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

Residents are issued keys to their rooms or apartments when they check into their assigned living community. The key is for the exclusive use of the assigned resident and should remain in their possession to ensure the safety and security of the room, apartment and personal property. In the event a key is lost, the student should immediately notify the front desk staff.

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 or apartment. The resident losing the key will be charged a \$50 (Stark, Guinn, Jones, Grove Street, TWU Select) or \$200-\$250 (Lowry Woods) 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 the front desk staff. If the locksmith cannot come out in a reasonable period of time, you will be offered a temporary relocation

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. Residents are permitted two free lockouts per academic year (not per semester). For the third lockout and thereafter, you will be charged \$25.

If you do not return your key at the time you checkout of your room or apartment you will be charged \$50 (Stark, Guinn, Jones, Grove Street, all TWU Select except Vitae) or \$200-\$250 (Lowry Woods and TWU Select – Vitae apartments) for a lock change and new keys for the room.

Residents should not install locking hardware on their residence hall or apartment doors.

## **Motorcycles and Mopeds**

All motorcycles and mopeds require a University vehicle-parking permit that can be purchased online at the Department of Public Safety website. 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 subject to approval. 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 approve the design before the mural can be painted. Mural painting is not permitted in resident rooms.

## **Noise**

One of the primary rights of each resident is to be able to study and sleep without excessive interference in one's room/apartment. Sound carries easily through residence hall rooms/apartments. Noise is any sound, human or otherwise, in your room that can be heard which is disturbing to other individuals of the same room or in other rooms/apartments on your floor and the floors above and/or below you. Common courtesy and compromise help to make community living a positive experience for everyone.

Excessive noise (yelling, loud talking, loud voices, laughter, stereos including stereos that emit a heavy bass tone regardless of volume, amplified instruments, TV's, radios, etc.) is an infringement on the rights of other residents and is unacceptable.

Remember that while you have the right to listen to your music, other residents have a right to sleep, study, or listen to their choice of music without disturbance. University Housing is committed to creating and maintaining an environment within the residence halls/apartments that allows for a reasonable degree of order and a maximum degree of personal freedom and privacy.

Noise violations are often viewed subjectively by both students and staff. The following examples constitute clear violations of the noise policy and could result in disciplinary action:

- ◆ Noises, music, or voices that is clearly distinguishable in the hallway
- ◆ Heavy percussion or bass sounds that vibrate through any walls, doors, ceilings, or floors
- ◆ Alarms sounding or music playing while no one is present in the room
- ◆ Pounding on doors, bouncing sports equipment or other items on the walls or floor of an apartment or hallway
- ◆ Failure to respect quiet/courtesy hours

Quiet hours are found under Quiet Hours section and are used to facilitate study and/or sleep. Residents and visitors are expected to be respectful of other residents at all times.

If you should have a concern regarding noise coming from your neighbor's room, contact your neighbor directly and in a courteous manner. If the noise should continue on a repeated basis, contact the front desk or your Resident Assistant (RA) for assistance. Noise violations in 24 quiet areas will be dealt with immediately if they are reported. Residents who infringe on the rights of others to sleep and study will be referred to the Residence Director of each community.

## **Paint**

Residents who wish to have their room/apartment painted should submit a work order at the front desk of their residence hall/apartment community. Only rooms with signs of wear & tear will be painted. The color choice is TWU signature white.

## **Pets**

Service animals and emotional support animals that have been approved through the Office of Disability Services for Students, and fish in aquariums (up to a maximum of a ten (10) gallon tank) or fish bowls are permitted in the residence halls. 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. Failure to comply with this policy will result in disciplinary actions through the student conduct process. Representing an untrained animal as a trained service animal is a misdemeanor punishable by a fine up to \$300 and 30 hours of community service.

## Posting Policy and Procedure

- ◆ All flyers being submitted for approval must be accompanied by a “Request to Post Flyer in Residential Communities” form at <http://www.twu.edu/housing/flyer-approvals.asp> (paper copies may be obtained in the University Housing Office).
- ◆ Before submitting flyer for University Housing approval, flyers must be approved, stamped, and on file at the Center for Student Development.
- ◆ Ways to submit flyer for University Housing approval and distribution:
  - a. **Physical Stamp:**

Bring 2 flyers to the University Housing Office to submit for approval. If approved - one will be retained for Housing records, the other stamped and available for requestor to pick up. Requestor may either make copies of the approved flyer or bring copies to the University Housing Office and request to use approval stamp to stamp flyers for distribution. Once approved and stamped, copies of the flyer to be placed in the residential communities must be brought back to the University Housing Office for distribution. Allow 24 – 48 business hours for Physical Stamp requests to be reviewed and processed.
  - b. **Physical Stamp with Digital Return:**

Bring 1 flyer to the University Housing Office to submit for approval (8 ½ x 11 only). If approved – the flyer will be stamped, scanned, and a PDF and/or JPG file of the flyer will be emailed to the address provided on the request form. (Please indicate file type preference) Flyers printed from the digitally stamped file that are to be placed in the residential communities must be brought back to the University Housing Office for distribution. Allow at least 7 – 10 days for Physical Stamp with Digital Stamp processing.
  - c. **Digital Stamp:**

Bring 1 flyer/poster/etc. To the University Housing Office to submit for approval. Email the file seeking to have digitally stamped to [jmulkey1@twu.edu](mailto:jmulkey1@twu.edu) in PDF, JPG, PSD, AI, EPS, or PNG file format. If approved – digital stamp will be placed on file then the file will be returned in PDF and/or JPG format. (Please indicate file type preference) Flyers printed from the digitally stamped file that are to be placed in the residential communities must be brought back to the University Housing Office for distribution. Allow at least 7 – 10 days for Digital Stamp processing.

- ◆ All copies to be distributed must be provided by person/organization. Bring copies to University Housing Office for distribution. (You may not distribute the flyers in any of the residential communities yourself.)
- ◆ You will be notified by email (as you have provided on the form) of flyer approval/denial.

All flyers posted in residential communities must be approved by the Department of University Housing. All flyers without approval stamp will be removed and discarded.

## **Public Space Reservations**

The Assistant Director for Housing Facilities will issue authorization for use of public space in residence halls along with the Residence Director who directly supervises the area where the requested space is located.

Non-registered and non-residence hall groups must complete the housing facility registration process which requires a Residence Hall Facility Use application and agreement form to be submitted minimum of 20 days prior to the event. The application must have the written approval of the Assistant Director for Housing Facilities or their designee. Registered residence hall organizations shall contact the Residence Director responsible for the space in question along with following the registration process. 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 are established within each hall as "Quiet Hours". During these 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. Signage declaring 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/apartments must request authorization from the Assistant Director for Housing Facilities 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 Assistant Director for Housing Facilities 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 its 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.

## **Research**

Research may be conducted in residence halls with prior written approval from the Director of University Housing or their designee.

## **Skateboards and Skates**

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

## **Stairwells and Hallways**

Stairwells and hallways must be kept free of furniture, debris and other materials to prevent safety hazards. Residents who leave personal belongings in the hallways and breezeways will be fined. Fighting, roughhousing, throwing, bouncing or kicking of objects in hallways, stairwells and other common areas are prohibited.

## **Tobacco**

Texas Woman's University discourages the use of all tobacco products and prohibits the use of all tobacco products on property owned and/or operated by Texas Woman's University.

Use of tobacco products is prohibited indoors and outdoors at the Denton, Dallas, and Houston campuses, facilities, and all student housing units.

Usage of vapor pens and similar devices is prohibited in the residence halls and campus apartments.

## **Vehicles**

Anyone parking on campus must obtain a current parking permit from TWU Department of Public Safety. All TWU Parking Rules and Regulations will be enforced. All car washing and major automotive repairs are prohibited on campus. Guests may obtain a limited parking permit directly from TWU Department of Public Safety. See link at [www.twu.edu/dps/parking.asp](http://www.twu.edu/dps/parking.asp)

## **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 student conduct action, which includes the removal of the privilege to participate in visitation or to host visitors; repeated violations may be grounds for removing the individual or individuals from that living area.

### **Definitions:**

**Resident** is defined as an individual who has a current University Housing signed contract for a residence hall or apartment.

**Visitor** is defined as any student not living in that residence hall/building who visits a TWU student in their residence hall room, apartment, or assigned building.

**Overnight Visitor** is defined as any individual (student or non-student) not living in on-campus housing who stays overnight in a TWU residence hall or apartment at the invitation of one of the assigned room/apartment residents and with permission of the roommate(s) within the established University Housing visitation policy.

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

**Cohabitation** is defined as hosting any individual in a TWU residence hall room or apartment who is not assigned to that specific space for a period of time exceeding two consecutive days/nights in a given week. Cohabitation in the residence halls or apartments is a violation of the contract between the Department of University Housing and the resident.

### **Visitation Policy**

The Visitation Policy provides assigned residents with the opportunity to host visitors 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 ten (10) people can be in a room at any time, including assigned residents. Visitors must be escorted at all times by their hosts. An exemption of more than 10 guests may be made for family members at the discretion of the residence hall staff.
2. Twenty four (24) hour visitation for Guinn, Lowry Woods, Stark, and TWU Select halls or complexes.
3. Visitation hours for Jones Hall are:  
Sunday - Thursday 10:00 am - 1:00 am  
Friday & Saturday 24 hour visitation beginning Friday at 10:00 a.m. and ending Monday at 1:00 a.m.

### **Guest Policy**

The Guest Policy provides assigned residents with the opportunity to host visitors in their residence hall rooms or apartments for forty eight (48) hours within a given week.

1. Residents may host a visitor overnight in their TWU residence hall room or apartment with permission of the roommate(s).
2. Visitors may not stay more than 48 hours unless the host has been granted permission by their respective Resident 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 visitor (resident or non-resident) exceeding 48 hours within a given week without permission from the Resident Director.

### **Responsibilities of the Host:**

- 1) The resident host must meet their visitor(s) at the front door of the residence hall. If a visitor has entered the building without their host they are to wait in the lobby.
- 2) Visitors who are not a TWU student 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 visitor at the front desk and then accompany the visitor while in the building. Proper identification (Government issued or College/University ID) must be presented by the visitor when registering at the front desk. Temporary paper IDs are not accepted unless supplemented with an additional photo ID card.

- a. Non-residents of that hall yet a TWU student are not required to sign in. They are required to show their TWU ID to the front desk staff.
- b. Visitors must be accompanied by their host at all times and in all areas of residence hall, including in the room of the host.
- c. The host must check visitors in and out at the front desk each time they leave or re-enter the residence hall building. Visitors should not be left in the resident host's room while the host is not present.
- d. 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]
- e. Visitors 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 their visitor(s) and could be subject to student conduct action. [See Section 2, a and b].

**Special Considerations:**

- 1) A visitor is not only being sponsored by the host but is also being sponsored through the courtesy of the roommate of the host, when applicable, and other residents of that floor or wing. Visitors should recognize this courtesy and respect the rights of residents.
- 2) In Jones Hall, within the first three (3) weeks of the fall semester, each wing will vote on male visitor access to floor restrooms. If male visitor access is approved by the majority of residents then the visitor may use the floor restroom if the restroom is currently empty and the resident host will "stand guard" at the entry to the restroom to protect the visitor's privacy. When a visitor needs to use the restroom facilities they may use the public restroom on first floor.

**Personal Safety:**

Residents should be aware that uninvited visitors to the floor, building or apartment complex jeopardize the security of all residents. Residents are encouraged to immediately notify a residence hall staff member or, if circumstances warrant, University police.

**Weapons and Firearms**

The possession of firearms is permitted under Texas Senate Bill 11 (Campus Carry) which is effective August 1, 2016. Reference: [legiscan.com/TX/bill/SB11/2015](http://legiscan.com/TX/bill/SB11/2015). The law allows current License to Carry holders to carry concealed handguns in all areas except certain designed "gun free" zones. Reference to the TWU policy may be found at [www.twu.edu/dps/campus-carry.asp](http://www.twu.edu/dps/campus-carry.asp). Explosives and fireworks are prohibited in the residence halls. A list of prohibited items include, but are not limited to: 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 through the air are not permitted in the residence halls or apartments. If any of these items are discovered, the TWU Department of Public Safety will be contacted and will initiate appropriate 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.



# **Emergency Procedures**

## **Fire**

If there is a fire or smoke, follow the TWU Emergency Guidebook provided by TWU Emergency Management:

- ◆ Take action upon hearing activation of the building's fire alarm system or if you observe smoke or fire (Do not assume it is a false alarm).
- ◆ Stop all normal activities immediately.
- ◆ If time permits, turn off fire/heat producing equipment and secure other hazardous processes/ equipment to prevent a secondary emergency.
- ◆ Take critical personal belonging with you only if you can do so quickly.
- ◆ Leave the building immediately via the nearest emergency exit (See the Maps tab for the nearest evacuation route).
- ◆ Feel doors before opening, and close doors and windows as you leave if safe to do so.
- ◆ Warn others as you leave (If fire alarm has not gone off and there is a fire, use the fire alarm pull station).
- ◆ Do not use elevators.
- ◆ If trapped, keep doors closed and place cloth under them to keep smoke out.
- ◆ Contact DPS at the following to let them know your whereabouts
  - ♣ Denton Campus: 940-898-2911
  - ♣ Dallas Campus: 214-689-6666
  - ♣ Houston Campus: 713-794-2222
- ◆ Hang a shirt or jacket out the window to attract attention for first responders.
- ◆ Help those with a mobility impairment down the emergency stairwells by using an evacuation chair (If available; see the Maps tab for evacuation chair locations).
- ◆ Proceed down the emergency stairwell and once out of the building gather in the designated area (To see the designated areas, go to the Maps tab).
- ◆ Once outside and safe, report the fire to DPS.
- ◆ Take account of those who were in the space to make sure everyone is accounted for.
- ◆ Notify first responders of anyone who is trapped or any other special circumstances.
- ◆ Do not go back in the building for any reason until an authorized university official deems it safe to re-enter.

## **Evacuation Routes: Emergency Assembly Areas (EAA)**

There are designated assembly areas for each building, all at least 100 feet from the building. The exit route from the building will determine which area to use. If one site is

not available due to equipment or other obstructions, one of the other sites should be used.

- ◆ **Stark Hall EAA:** South sidewalk by Redbud lane and the gardens; West lawn area by the gardens and greenhouse
  - ❖ Residents using the south stairwell for evacuation: continue downstairs and exit through the south stairwell emergency exit door. Do not exit through the first floor lobby.
  - ❖ Residents using the north stairwell for evacuation: continue downstairs and exit into the lobby, using the west exterior doors to exit outside.
  - ❖ Residents in the basement laundry room can use the west dock doors of the building and proceed up the driveway to the designated meeting place for the building. Residents cannot gather on the stairs or porches of the building(s).
  
- ◆ **Guinn Hall EAA:** Northwest lawn near Little Chapel, beyond the volleyball court and Alumni House; lawn at the south side of Little Chapel near the gardens; lawn by Bell Ave near the commons
  - ❖ Residents should exit through the north or south stairwells. Once in the lobby, residents will proceed out the south lobby (back) exterior doors.
  - ❖ Residents in the basement laundry room can use the east dock doors of the building and proceed up the driveway to the designated meeting place for the building. Residents cannot gather on the stairs or porches of the building(s).
  
- ◆ **Jones Hall EAA:** North lawn area by Pioneer Park; Southeast lawn area north to the Commuter Parking lot by the MCL; picnic area north of Facilities Management and east to the building.
  - ❖ Residents and those exiting from the housing office should use the closest stairwell exit; north, south, east, or west.
  
- ◆ **Lowry Woods EAA:** North lawn across the parking lot by Locust St.; East lawn area near the gardens
  - ❖ Residents should exit their building using the nearest safe exit route located on each side of the building. Residents and children exiting the Community Center should move to the nearest safe exit as directed by staff.
  
- ◆ **TWU Select EAA:** See staff for specific location of EAA.
  - ❖ Residents should exit their building using the nearest safe route
  - ❖ All residents must be at least 50 feet from the building.

## Severe Weather and Tornadoes

In the event of severe weather or a tornado, follow the TWU Emergency Guidebook provided by TWU Emergency Management:

### For Tornado: When To Act

Be alert if you hear of a Tornado Watch for our area. This means that you need to be ready to act in case a warning is issued. If a Tornado Warning is issued for campus, take the following actions immediately:

- ◆ Stop all activities immediately and make an announcement to the group about the situation.
- ◆ If time permits, turn off fire/heat producing equipment and other hazardous areas.
- ◆ Lead the group to one of the designated severe weather areas in the building (See the Maps tab for locations). If you are unsure of where to go, proceed to the lowest floor in the building and find an interior room away from windows.
- ◆ Monitor your cell phone for updates on Pioneer Alert regarding the situation (Remember you can receive alerts and information via Twitter @TWUReady and @PioneerAlert).
- ◆ Wait for a notification from Pioneer Alert to resume normal operations before leaving the shelter-in-place location.

### For Severe Thunderstorm: When To Act

Be alert if you hear of a Severe Thunderstorm Watch for our area. This means you need to be prepared and ready if a warning is issued. If a Severe Thunderstorm Warning is issued for campus, take the following actions immediately:

- ◆ Inform the group of the Severe Thunderstorm Warning.
- ◆ Advise others to not go outside until the storm passes as large hail and flying debris could cause serious injury.
- ◆ If in an area that is surrounded by windows, have people move toward the interior of the room to avoid possible injury from shattered glass (Large hail and other debris can come through windows).
- ◆ If instructed to do so, stop all activities in the room and move everyone to the severe weather area. (This will be done in cases where the severe thunderstorm is producing very dangerous hail and/or wind speeds in excess of 80 mph).
- ◆ Monitor your cell phone for updates from Pioneer Alert, the @TWUReady or @PioneerAlert Twitter feeds, or the TWU Emergency Management website for updates.

- ◆ Do not go outdoors or near windows until the storm passes. (Remember, Severe Thunderstorms can produce very large hail and can cause flying debris to come into the building). If there is a medical emergency, dial 911 immediately to report the emergency and follow the actions outlined in the Medical Emergency tab.

## **Bomb Threats**

In the event of a bomb threat, follow the TWU Emergency Guidebook provided by TWU Emergency Management:

Bomb threats usually come by telephone. If you receive a bomb threat call, remain calm and obtain as much information as possible from the caller.

- ◆ When will the bomb explode?
- ◆ What kind of bomb is it?
- ◆ What will cause it to explode?
- ◆ Where is it right now?
- ◆ What does it look like?
- ◆ Did you place the bomb?
- ◆ Who placed the bomb?
- ◆ Why did you place the bomb?
- ◆ How many bombs are there?
- ◆ What is your address?
- ◆ What is your name?

Upon completion of the call, notify DPS by calling the following immediately to give the information you have obtained:

**Denton Campus:** 940-898-2911

**Dallas Campus:** 214-689-6666

**Houston Campus:** 713-794-2310

Describe the caller's voice, any background noises you heard, and the exact wording of the message. Do not touch suspicious packages. Be sure to inform DPS of any suspicious packages, items or people in the area. Follow instructions from first responders.

## **Illness or Injury**

If you are ill or sustain an injury, you are encouraged to contact 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.

## **Missing Persons Policy and Protocol**

The Department of University Housing will notify all students residing in on-campus housing that they have the option to designate an individual as a contact who will be contacted by the institution no later than 24 hours after the student is determined to be missing. Students under the age of 18 will have their custodial parent contacted. The contact information is located on the Housing application and must be completed at the time of application.

*Section 485(j), Missing Persons Procedures, of the Higher Education Opportunity Act – 2008, requires institutions of Higher Education that provide on-campus housing to students to establish a Missing Persons Notification policy and procedures.*

The report of a missing person is initiated when university staff are notified of or become aware of a potential missing residential student. Upon notification of possible missing person housing staff will initiate a missing person report. The 24-hour period begins at the time of notification.

University Housing staff must follow missing person procedures to report and investigate the missing person. Trigger events that will cause a person to be considered missing include contact from concerned individuals, including university officials, about an individual's absence or lack of contact that is contrary to their normal behavior and/or if unusual circumstances may have caused the absence.

Housing staff will collaborate with TWU Department of Public Safety to follow state guidelines regarding notification and location of missing persons.

## **Sexual Assault and Sex Offenses**

Texas Woman's University and the Department of University Housing take all allegations of sexual assault and other sex offenses very seriously. Students are encouraged to report any and all concerns, complaints, or violations to Public Safety or a member of the University staff immediately. University discipline cases involving sexual assault where all individuals are students will be referred to the Office of Civility and Community Standards. Please refer to sections 5 and 8 of the TWU Student Handbook for specific information pertaining to sexual assault policies and protocols.

A list of community resources for victims of sexual assault is available in the Counseling and Psychological Services Center, located in Jones Hall West Wing.

The first priority for a victim of sexual assault is to get to a place of safety, then obtain necessary medical treatment. If the assault occurred on campus, notify the TWU DPS immediately. Other campus personnel including residence hall staff and/or the Title

IX coordinator may assist in reporting the sexual assault to the TWU DPS Department. If the assault occurred off campus, the local police department, where the assault occurred should be called. Time is a critical factor for evidence collection and prosecution.

Filing a police report with TWU will not obligate the victim to prosecute nor will subject the victim to scrutiny or judgmental opinions from the officers. Filing a police report will ensure a victim of sexual assault treatment and ensure the University has documentation necessary to fulfill its clear obligations.

- ◆ Provide the opportunity for collection of evidence helpful in prosecution.
- ◆ Ensure the victim has intervention

The University Title IX Coordinator will assist the victim with services which can include moving rooms and/or classes. If the accused perpetrator in a sexual assault is a TWU student the case would be referred to the Office of Civility and Community Standards for review of the allegations. Both the victim and the accused are assured of the same rights within the University conduct process.

## **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 their Residence Director as a first step. The incident may then be referred to the Director of University Housing or a designee. A student having a complaint of sexual harassment outside of the residence halls should notify the Title IX Coordinator.

## **Reporting Incidents and Emergencies**

The front desk staff in each community are available to handle emergencies. The daily hours of operation for each desk are listed on the following page:

**Guinn, Jones, and Stark Hall:** 7am-2:30am  
**Lowry Woods Community:** 8am-12am  
**Vitae Apartments:** 8am-12am

Should an emergency occur after the front desk is closed, the on-call staff can be contacted by dialing the front desk numbers. Texas Woman's University Department of Public Safety can always be contacted by calling 940-898-2911.

Incidents which occur on university property including crimes, health emergencies, fires or other similar occurrences should be reported to the Residence Director 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 ensures 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 Office of Civility and Community Standards for university discipline. Victim counseling and mental health services are available through the Counseling and Psychological Services and other non-university agencies.



# **Student Conduct and Review Process**

## **Rights and Responsibilities of the Resident**

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.
    - i. 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 their rights and the rights of others. The student further holds the right to be free from fear, intimidation, physical and/or emotional harm.
  - d. Access to a variety of programs and services.
2. Additional rights of the 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 residents.

Any violation of these rights is subject to review and action by the Residence Life Conduct Review Board and/or the University Housing conduct officer; the violation may be referred to the University Student Conduct Board for further action.

## **Rights and Responsibilities of the Student**

Students and student organizations enjoy the following rights:

- ◆ The right to an environment in the residence halls, academic buildings, and other areas on campus which will be as conducive as possible to study and serious inquiry.
- ◆ The right to inquire about and to recommend improvements in policies, regulations, and procedures affecting the welfare of students through appropriate channels such as student government, administrative offices, and various committees.

- ◆ The right to a fair hearing (Code of Conduct Review Hearing) when charged with violation of University regulations.
- ◆ The right to have their conduct proceedings addressed in a timely manner.
- ◆ The right to bring witnesses to a hearing who are pertinent to the charges in question.
- ◆ The right to bring an advocate, which may include legal counsel, to a hearing for the sole purpose of support.
- ◆ The right to request special accommodations for concerns for personal safety, well-being, or fears of confrontation during the hearing by requesting separate facilities through technological means for hearings.

Students and student organizations enjoy the following responsibilities:

- ◆ The responsibility for being fully acquainted with published regulations and for complying with these regulations in the interest of an orderly and productive community.
- ◆ The responsibility for respecting the rights and property of other persons in the University community.
- ◆ The responsibility for knowing that each student's conduct reflects not only upon the student but also upon the university and the members of the community, and that conduct must be judged accordingly.
- ◆ The responsibility to help maintain a safe environment by reporting suspicious, inappropriate, or dangerous behavior to University employees.

### **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. Alleged violators will be handled through the University conduct review process.

### **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.

### **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 Residence Director or from the University Housing main office.

In accordance with the Residence Hall Conduct Review process, the conduct officers 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
- ◆ 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.

### **Residence Life Appeals Process**

Students found responsible for violating University Housing policy may appeal the decision of the conduct officer by delivering a written notice of appeal written 72 hours following the receipt of the post hearing determination. An appeal should contain information relevant to the hearing.

A Residence Director sanction may be appealed to the Associate Director of Residence Life.

The Associate Director of Residence Life sanction may be appealed to the Director of University Housing.

The decision of the Director of Housing and Dining is final.

If the student is not satisfied after going through the previous appeal process they may choose to go to the Vice President for Student Life.

**To view the student code of conduct, visit**  
**<http://www.twu.edu/civility/student-rights--responsibilities/>**

