



Housing and Residential Life Community Standards Handbook 2017–2018



HOUSING AND
Residential Life

Engage. Educate. Embrace. Empower.

OSU Housing and Residential Life Community Standards Handbook for Student Living

Dear Resident,

Living on campus at Oklahoma State University is a special time in your life. For more than 100 years, OSU has been housing residents in residential communities across the campus. Thousands of students just like you have lived and studied together while developing life-long friendships and memories. Our residential communities are intended to provide you with a home away from home; a place where you can feel safe and supported while pursuing your goal of obtaining a college degree.



As a member of our community, we want to make sure you are aware of certain responsibilities. The University and Housing & Residential Life have policies in place to protect the rights of each individual student and promote a positive living-learning environment. You are responsible to know and comply with these policies, as well as report policy violations and inappropriate behavior to a staff member. Fortunately, the majority of our students already know how to conduct themselves in an appropriate and respectful manner. However, if you have concerns about the behavior of other students, the OSU Residential Life Community Standards Handbook can provide information on how to address disruptive behavior and we also have staff in your building who can assist you.

Inside the Community Standards Handbook you will not only find important policies, but information about the student conduct process, as well as information about the resources and services available to you. If at any time you have questions or concerns, you should contact the Community Mentor on your floor. This is the first point of contact within our department who can help you with your concerns and questions. You can also contact the Housing and Residential Life office at (405) 744-5592 and we will direct your call to the appropriate person who can assist you.

It is a great time to be at Oklahoma State and we are excited to have you living with us this year. Do not hesitate to contact any of our staff if we can be of any assistance.

Best of luck and Go Pokes!

A handwritten signature in black ink, appearing to read 'L. McClinton, Jr.' with a stylized flourish at the end.

Leon McClinton, Jr., Ph.D.
Director of Housing and Residential Life
Oklahoma State University

Table of Contents

| | |
|--|---|
| Mission, Vision- 4 | Residential Community Educator (RCE) |
| Responsibility and Rights -5 | Assistant Director (AD) |
| Statement of Responsibility | Housing and Residential Life Operations |
| FERPA | Support and Administration |
| Community Statement | |
| Housing Contract and Assignments - 5 | Services - 17 |
| Check In | Service Desk |
| Check Out | Cable TV |
| Improper Check Out | Internet/Computer Support |
| Property Abandonment | Mail/Email |
| Common Area Damage | Laundry |
| Transfers | Lock-outs |
| Consolidation | Vending Machines |
| Room Selection/Priority Sign Up | Maintenance/Repairs |
| | Computer Labs |
| Contract Terms and Conditions – 7 | Parking |
| Conditions of Contract | Bicycles |
| | Recycling |
| Move-In Process/Checklist - 10 | Recreation |
| Loft | Dining |
| Move In Checklist | |
| Residence Hall Policies - 10 | Academics in our Community – 18 |
| Alcohol and Tobacco | Faculty Associates |
| Drugs | Living Learning Programs |
| Use of Grounds and Facilities | |
| Guest Policy | Residential Curriculum - 19 |
| Prohibited Items and Appliances | Residential Experience |
| Compliance | Six Pillars |
| Noise | |
| Pets and Service Animals | Getting Involved and Leadership – 19 |
| Sports in the Halls | Community Council |
| | Residence Hall Association (RHA) |
| Safety and Security - 12 | Ready to Lead Certificate |
| Keys/Card Access | National Residence Hall Honorary (NRHH) |
| Blue Emergency Phones | |
| Severe Weather | Notice of Nondiscrimination – 20 |
| Fire Safety | |
| Smoke Detector and Sprinkler System | Annual Security Report – 20 |
| Personal and Property Safety | |
| Room Entry | OSU Student Code of Conduct – 20 |
| Health and Safety Checks | Cowboy Community Standards |
| Confiscation | |
| Solicitation | Troubleshooting - 21 |
| OSU Police Department | |
| | |
| Housing and Residential Life Staff - 15 | |
| Desk Clerk | |
| Academic Mentor (AM) | |
| Community Mentors (CM) | |
| Leadership Mentor (LM) | |
| Ambassadors (AMB) | |
| Assistant Residential Community Educator (A-RCE) | |



HOUSING AND Residential Life

Mission

Provide safe, affordable, accessible, and well-maintained residential communities, which encourage individuals to value learning, inclusion, citizenship, and community engagement.

Vision

Engage.Educate.Embrace.Empower.

Core Values

- Promote Personal Development and Growth
- Foster Academic Excellence
- Provide Safe, Quality, and Sustainable Facilities
- Enhance the University Community and Campus Culture
- Celebrate Individual Differences
- Cultivate a Sense of Belonging
- Practice Fiscal Responsibility
- Continuously Improve Services



Responsibility and Rights

Statement of Responsibility

Information provided in this handbook is for the benefit of the community and residents of Oklahoma State University Housing and Residential Life. Community members are responsible for adhering to this information and could be held accountable if individual or group actions are a detriment to the community.

The information contained in this document is the information residents need to know about living in the residence halls. Being well versed in this information will help make the living experience an educational and enriching one as well as provide the resources to be a good community member. Residents are responsible for what happens in their living unit. Students in the presence of any policy violation may be subject to disciplinary action. Any type of damage, incidental or malicious, will result in restitution of damaged property by the responsible residents.

FERPA

FERPA is the Family Educational Rights and Privacy Act of 1974. The essence of FERPA is to give a student the right to inspect his or her education records and to protect the privacy of these records. The statute applies to any educational agency or institution that receives funding under any program administered by the Secretary of Education. For more information on FERPA, visit: <https://registrar.okstate.edu/FERPA>.

Community Statement

The students and staff of Housing and Residential Life are a multicultural community of individuals. We are of diverse national, racial, ethnic, and socioeconomic origins.

Our community encompasses a broad spectrum of religious and political beliefs, and our sexual orientations may differ. We are unique in that we strive to work and live together. In the process, we learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to behaving and expecting others to behave in ways which demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and awareness of the differences which exist in our community and avoid all actions that negatively impact others. We are committed to these principles which are an integral part of our purpose, values, and daily activities.

The Department of Housing and Residential Life adheres to all Oklahoma State University policies pertaining to non-discrimination and harassment. For more information on EEO, visit: <https://eeo.okstate.edu/>.

Housing Contract and Assignments

Check-In

Students will be instructed what day(s) they are allowed to check-in via email or letter from the Department of Housing and Residential Life. When arriving for check-in, go to the building to check-in with the Hall Staff. After arriving at the room students will finish filling out the KeyCard form and Room Inventory. These forms verify receipt of keys, documents the condition of the room upon check-in, and gathers emergency contact information. If a student arrives before the scheduled check-in day, an improper check-in fee of \$150 will be assessed in addition to the daily room rate up to the date of the appropriate move-in day. Please note that rooms may not be available, clean, or have been maintenance-checked if students arrive before their regularly scheduled move-in.

Check-Out

Once a resident has been approved to check-out of their room, residents must schedule an appointment with their CM or another CM in the building 24 hours in advance of their departure. The CM will then go to the room with the resident, assess the condition of the room, and collect the room and mailbox keys. The CM will then instruct the student on any further procedures regarding room conditions, charges, and forwarding mail.

The room must be clean to the standard it was at check-in, furniture arranged as at check-in, and all personal belongings removed. A detailed assessment of cleaning and damage charges will be made by the Residential Life Facilities Office, which could result in the adjustment of estimated charges at the time of check-out. Please note that failure to obtain approved release from Housing and Residential Life contracts will result in rent charges continuing after the resident's date of check-out, up to and including the remaining balance of their housing contract.

Residents have

90 days from the time OSU Housing and Residential Life assesses charges to contest the charges. If a resident wishes to appeal any charges, they must submit their appeal request via email to the Housing and Residential Life Office via the Petition for Adjustment of Charges form on the reslife.okstate.edu website.

It is important that residents understand the need to thoroughly clean and return all furniture to the original setup in their room/suite/apartment prior to turning in keys and vacating the unit. To avoid incurring cleaning and/or damage charges, you are encouraged to use the following checklist:

Preparations for Move-Out Inspection

1. Remove all personal items from the room/suite/apartment.
2. Remove all food and clothing items from cabinets, drawers, closets, and appliances.
3. Remove all trash from the room/suite/apartment, balcony, porch, etc. and discard in the nearest dumpster.
4. Wipe the inside of closets, dressers, cabinets, desks, etc.
5. Return furniture to the original layout by un-lofting beds, unstacking furniture, putting furniture together (i.e. closet doors on closet, mattress on bedframe, placing furniture in appropriate room or common space, etc....)
6. Clean window blinds and window sills.
7. Remove dust/cobwebs from walls and ceilings and wash walls where necessary.
8. Dust light fixtures, and replace burned out bulbs with bulbs of like-kind.
9. Clean wood trim around windows, doors and floors, including corners.
10. Vacuum all carpets, sweep and mop all hard surface floors, including corners.
11. Clean air-conditioning unit, wall vents, ceiling fans, wall and floor vents.
12. Thoroughly clean all appliances inside and out. There should be no dirt, grime, grease, or sticky-feel when properly cleaned.
13. Remove dirt, grime and soap scum from all bathroom fixtures (toilet, sink, tub/shower, medicine cabinet) and kitchen sink.

The charges assessed for damaged and/or unclean rooms/suites/apartments are expensive. So, be sure to take care of your assigned unit and make sure that it is thoroughly cleaned before turning in your keys. Once you have turned in your keys, you will not be permitted back into the room/suite/apartment. If you do not remove personal belongings, Residential Life Facilities may pack and store and/or dispose of them at resident's expense.

Improper Check-Out: If upon check-out a resident does not clean the room to specifications, leaves the room in disorder, fails to check-out in the appropriate timeframe (see CHECK-OUT), or chooses to abandon the room (see Property Abandonment) the following charges will be assessed and charged to the bursar account of the

student(s).

Community Style

(University Commons, Drummond, Wentz, Parker, Iba (closed for the 2017-18 academic year), and Stout)

- \$50 minimum

Suite Style

(Village, Patchin, Jones, Zink, Allen, Booker, Stinchcomb, and Bennett)

- \$75 minimum

Apartment Style

(Morsani, Smith, Bost, Young, Davis, Peterson, Friend, Kamm, and Sitlington) - \$100 minimum.

Property Abandonment

Items left in the room/suite/apartment by a vacating resident will be removed at the resident's expense. The vacating resident will be sent written or e-mail notice to the listed address and given 30 days thereafter to claim the items. If no response is received within the 30 day deadline, the University will dispose of these items by donating them to a local charity. Removal and storage fees may be charged to the resident's bursar account.

Common Area Damage

If the members of the community and Housing and Residential Life staff are unable to determine the individual(s) responsible for damages to common areas (lounges, hallways, lobbies, building exterior, etc.), all residents in that area will be billed for common area damages for that hall. For this reason, we encourage you to report vandalism. This is one way you can reduce unnecessary costs. Residents are not permitted to remove, destroy, damage, or tamper with or remove materials posted by or property of the University, University contractors, and vendors, other residents, or their guests from their designated locations.

Transfers

Transfers may be requested starting the first day of classes in the fall semester. Transfers will be allowed from the day after Labor Day until the Tuesday before Thanksgiving in the fall semester, and the first day of spring classes until the Friday before spring break in the spring semester. Transfers will be accommodated on a first come, first served basis and may not be available immediately. Transfer fees are \$50 for first transfer, \$100 for the second, and \$150 thereafter. Students may request a transfer by going to the Office of Housing and Residential Life (100 Iba Hall). Students requesting a transfer will be contacted in 3-5 business days regarding the status of their transfer request. Please note that residents must check in to their new room and check out of their old room within 48 hours of accepting the transfer assignment.

If this process is not completed in 48 hours duplicate room charges and improper check-out charges will occur.

NOTE – In the event of students placed in overflow housing, no transfers will be accommodated until all students housed in temporary locations are assigned to a permanent space.

Consolidation

Room Consolidation: During the semester, if a resident moves out of a double room and the remaining resident is not assigned a roommate; the remaining resident may be asked to select one of the following options:

1. Elect to pay the single room rate and retain the room privately. This option is available only when space is available. Single room rates will be calculated on the remaining pro-rated portion of the contract.
2. Choose to move into another half-filled room in the community.
3. Find another resident in a half-filled room who is willing to move into the current resident's room.
4. Be prepared to accept a new roommate at any time by:
 - Keeping the unoccupied half of the room in such condition that would allow someone to move into the room on short notice.
 - Displaying an attitude of cooperation and acceptance toward any resident who may examine the room while considering occupancy.
 - Agreeing to accept a roommate assigned by the Office of Housing and Residential Life.

This consolidation policy does not require an individual to move out of his/her community, but rather could require residents to pay for a single room or consolidate with another individual who is living singly in a double occupancy room. If more than one resident in the same community is without a roommate, the individual who paid his or her housing contract last may be the one to move.

Room Selection/Priority Sign-up

As a returning resident, you will be able to select your on campus housing for the next academic year during the Priority Sign-up process. It is just one of the many advantages of living on campus. This month-long process takes place early in the spring semester. You will receive more information from your CM and details will be posted at www.reslife.okstate.edu. In addition, emails will be sent to your University email address.

Contract Terms and Conditions

CONDITIONS OF CONTRACT (as of 05/24/2017)

These conditions are subject to change. You are encouraged to review the Housing and Residential Life website at reslife.okstate.edu for the most current Conditions and Housing Policies. Changes to these Conditions do not preclude enforcement of your housing contract.

1. **RATES AND PAYMENTS**

- A. *The amounts you are to pay under this contract shall be determined by the rate sheet which is incorporated into this contract by reference, available at reslife.okstate.edu and at the housing office. Room rates are subject to change at the direction of the Board of Regents for the Oklahoma Agricultural and Mechanical Colleges.*
- B. *A percentage of your payment will go toward student academic and training programs which includes the purchase of food and food supplies, and toward supporting student housing groups including Residence Hall Association (RHA).*
- C. *Funds allocated to student housing groups will be spent in accordance with RHA and/or community council bylaws.*
- D. *There is a one-time initial \$200 payment, payable in advance, for a housing contract. The fee includes a \$150 deposit and a non-refundable \$50 application fee. The deposit will be refunded by a bursar account credit when applicable, which normally is mid-way through the second consecutive semester of residing on campus.*
- E. *Rent, damage, and other miscellaneous housing charges are assessed to your OSU bursar account. Housing rental payments are to be made to or at the Bursar's Office. Failure to make timely payments may result in the termination of your housing contract.*
- F. *Any late payment is subject to a finance charge, as assessed by the Bursar's Office. A hold may be placed on your official University record if your account remains delinquent.*
- G. *Residents are responsible for the condition of the facility until he/she has properly turned in the keys and checked out. Any facility damage repairs will be estimated and charged to the resident's OSU bursar account. Residents are encouraged to complete a Room Occupancy Checklist (ROC) upon checking in and again upon checking out in order to verify existing conditions. Further, residents are encouraged to report damage as it occurs in order to prevent escalating damages and/or safety issues.*

2. **ASSIGNMENT OF RESIDENTIAL SPACE**

- A. *The University reserves the right to manage housing occupancy in order to maximize space utilization; further, the University may take such action as necessary to control the use of spaces in the event of an epidemic, disaster, or other circumstances that appear to require such control.*

3. **TERMINATION OF CONTRACT**

A termination request will be considered valid if received in writing, in person, or by email to Residential Life or Admissions. The email must be from an email account previously provided to Oklahoma State University. This contract may be terminated under the following conditions and deadlines:

- A. *Contract Termination Prior to the Beginning of Occupancy*
 - a. *Cancellations received by Housing and Residential Life on or before May 1 for the following term*

(January 5th for a spring-only contract) will receive a full credit of the \$150 deposit.

- b. Any contract entered into after May 1 for the following term (January 5th for a spring-only term) will receive a full credit of the \$150 deposit if said contract is canceled within five (5) days of paying the application fee. If not canceled within five (5) days of paying the fee, then no refund will be made.
- c. Cancellations received by Housing and Residential Life after July 15 (January 10th for spring-only contracts) will result in a late cancellation charge of \$250 in addition to the forfeiture of the deposit.

Example 1: Student contracts for housing on February 5th for the following fall term. Student cancels contract on April 27th. Student will receive a refund of the deposit.

Example 2: Student contracts for housing on February 5th for the following fall term. Student cancels contract on July 23rd. Student will forfeit the deposit and will be charged a \$250 late cancel fee.

Example 3: Student contracts for housing on July 30 for the following fall term. Student cancels contract on August 2nd. Student will receive a \$150 refund of the deposit.

- d. **Housing Renewal** - There is no fee for choosing a housing assignment during the spring renewal process. However, all renewal cancellations will be subject to a \$75 cancellation fee. A \$250 late cancellation fee will also be assessed if said contract is canceled after July 15th.
 - e. Housing and Residential Life reserves the right to cancel a contract if the student fails to select a room prior to August 1st or if reasonable accommodations are offered to but rejected by the student. In such cases, there will be no refund of the initial application fee.
- B. **Contract Termination On or After Beginning of Occupancy** will be subject to the following charges:
- a. A prorated charge based on the daily rate and the number of days the resident retained the keys.
 - b. A charge equal to two month's rent will be assessed based on the rent for the residence resided in by the student for the majority of the contract term. Residents that vacate due to policy violations will also be assessed this charge.
 - b. Forfeiture of any deposit paid.
 - c. Residents who cancel due to withdrawal from the University will forfeit any deposit.
 - d. Contracts terminated in less than three months following the date of occupancy will be assessed an additional 25% of the prorated rent charge.

Furniture Accommodation Fee - If an FGSH apartment has been furnished or unfurnished to specifically accommodate a person's request and he/she chooses not to move in, the person will be assessed a \$100 furniture accommodation fee.

The University/ Housing and Residential Life may terminate the housing contract if rent or other charges due are not paid in a timely manner; a resident does not comply with the University or Housing and Residential Life Policies and

Procedures; a resident is not enrolled as a student at OSU and/or employed by the University; or in rare cases, the housing area is to be converted to another use. In such cases, Housing and Residential Life will provide a minimum of 72 hours' notice.

1. **RULES, POLICIES, AND REGULATIONS**

- A. The resident agrees and acknowledges it is his or her responsibility to become aware of and observe all published policies, rules, and regulations affecting his or her status with the University. Specifically, the resident agrees to abide by all policies, rules, and regulations outlined at reslife.okstate.edu.
- B. The resident understands that if he or she violates University and/or Housing policies, creates an excessive disturbance for other residents, fails to cooperate with University staff or is deemed to pose a threat to the health and safety of any person, his or her contract may be terminated and all housing fees assessed accordingly.
- C. Oklahoma State Statute, Title 70 § 3243, requires residents who are first time residents at Oklahoma institutions and reside in on-campus housing to either be immunized for meningitis or to declare their decision to refuse such immunization. Please indicate your decision by checking the appropriate box on the application portal. Your decision will have no effect on your housing decisions otherwise noted on this contract. This information is gathered in order to comply with Oklahoma Law, and will not result in any action against you. If you do not indicate your decision, it will be assumed that you have chosen not to be immunized against meningococcal disease. To receive more information about meningitis, please visit this website:
http://www.ninds.nih.gov/disorders/encephalitis_meningitis/encephalitis_meningitis.htm.
- D. The resident voluntarily agrees to release, discharge, indemnify and hold harmless the Board of Regents for the Oklahoma A&M Colleges, and its officers, employees and agents from any and all costs, liabilities, expenses, claims, demands, or causes of action on account of any loss or personal injury that might result from occurrences of natural disaster; occurrences of damage caused by others; or the resident's decision not to be immunized against meningitis.

Move-In Process/ Checklist

Renters Insurance

Residents should consider purchasing renter's insurance to protect their personal belongings. The University provides coverage only in limited circumstances, such as when the University is directly responsible for damages. In situations caused by inclement weather, theft, mechanical failures, or other circumstances, residents are responsible for any damages that may occur to their personal property. The University recommends discussing whether you need renter's insurance with your insurance agent or checking with the providers of your parents'/guardians' home

owners' insurance for coverage options.

Lofts

Lofts are designed to better utilize space by raising beds above the desk or dresser. No homemade or prefabricated lofts will be allowed. Residents may utilize bed risers that are up to seven inches in height. For information on rental of Housing and Residential Life approved lofts go to:

<http://www.uandss.com/oklahomastate.html>.

Move-In Checklist

- Plan to arrive at the appointed day and time. Arrival will run smoothly if everyone arrives at appointed times/days.
- Coordinate room furnishings with roommates to prevent doubling up.
- Arrange optional services (<http://www.uandss.com/oklahomastate.html>). Discuss this with roommates as well.
- Pack only what is needed. Remember more can always be brought later.
- Review Housing and Residential Life prohibited items list.
- Send mail/packages to the campus address after move-in day to avoid items returned to sender.
- Park to avoid traffic congestion (After unloading, move vehicle to parking lot or location)
- Review and complete the Room Occupancy Check for accuracy to avoid damage billing for existing conditions
- Attend the first floor meeting and read the Housing and Residential Life Handbook.

Residence Hall Policy

Alcohol and Tobacco

Alcohol and tobacco (vaping) are prohibited in all of our communities. Housing and Residential Life supports alcohol-free and tobacco-free environments to help ensure comfortable, safe, and successful communities.

In addition to the Code of Conduct (<https://studentconduct.okstate.edu/code>), Housing and Residential Life policy prohibits the possession of empty alcohol containers and hookahs. The possession or consumption of alcoholic beverages or tobacco by residents and/or invited guests within the interior living spaces, including balconies and patios is strictly prohibited even if the resident(s) and/or invited guests is of age.

Underage residents may not knowingly be in the presence of alcohol or under the influence of alcohol while residing on campus and of age residents may not be visibly intoxicated. Residents may not display advertisements of alcohol that are visible outside of their room.

Drugs

Drugs are prohibited in all of our communities. Housing and

Residential Life supports drug-free environments to help ensure comfortable, safe, and successful communities.

In addition to the Code of Conduct (<https://studentconduct.okstate.edu/code>), Housing and Residential Life policy prohibits the use, consumption, possession or being under the influence of drugs.

Use of Grounds and Facilities

Building Security: For the safety of the community, residents are not permitted to prop open exterior doors or allow unauthorized access to individuals.

Roofs: Residents are not allowed on any roofs due to potential structural damage and safety concerns.

Screens: Screens are not to be removed from the window due to potential pest control issues and resident safety.

Trash: It is the responsibility of residents to keep the living space in the community clean and free from waste. Trash, food containers, and unsanitary situations can attract pests as well as create unpleasant living situations for the community. Such items should not be stored in excess within the room/unit, but taken to the designated dumpster or recycle location. Residents and their guests are required to keep trash or recyclables inside their apartments, suites, or rooms. Any trash or recyclables in the breezeway or hallway is prohibited. Trash or recyclables left in breezeways, balconies, lobbies, lounges, and outside rooms will be assessed a \$25 per bag damage charge. Residents are required to transport personal trash to nearest dumpster.

The Res Life Recycles program is available for campus residences. For a complete list of acceptable items follow this link (<http://www.sustainability.okstate.edu/resliferecycles/accepted-materials>).

Windows/Air Vent Blockage: In Drummond, Iba (closed for the 2017-18 academic year), Parker, and Wentz Halls the windows need to remain closed and air vents unobstructed. No items should be hung outside the windows, placed on the ledges, or on balcony or patio railings.

Decorations: For the safety of the community, no live trees or live cut greenery are permitted, lighting/wiring may not stretch across doorways or across common areas, and decorative lighting must be turned off when unattended. Use of paint or material that will result in permanent changes to the room/suite/apartment or common area(s) are strictly prohibited. Decorations may not cover more than 1/3 (33%) of door and surface area, be three dimensional, nor obstruct the peep hole or the room number. Decorations deemed unsafe by Housing and Residential Life may be removed.

Postings: All posted materials require authorization from Housing and Residential Life or Campus Life prior to posting. Unauthorized postings will be removed.

Furniture: All University owned furniture is designated for use in the space to which it is assigned. The removal of furniture from its designated location is prohibited. At no time may furniture be removed from the room/suite/apt or left outside the unit on a balcony or porch. Closet door must remain attached to the closet at all times.

The Department of Housing and Residential Life strongly discourages residents from purchasing used furniture and placing it in a hall, suite, or apartment. Residents who bring to campus furniture that contains pests will bear remediation costs to rid residential space of the pests.

Lofts: No homemade or prefabricated lofts will be allowed. Residents may utilize bed risers that are up to seven inches in height. For information on rental of Housing and Residential Life approved lofts go to:

<http://www.uandss.com/oklahomastate.html>.

Shared Living Space: Residents are not permitted to occupy or use any space in their unit to which they are not assigned. This includes vacant beds, bedrooms and/or a bathroom on an unoccupied side of room, suite, or apartment. Residents found in violation of this policy will be responsible for any and all charges necessary to return the room(s) to a move-in ready state by Residential Life standards and may be charged for occupying both spaces.

Guest Policy

The hosting of guests is a privilege and all residents of a room/apartment/suite must approve of any guests. Guests must be escorted by their host at all times. Residents are responsible for their guests and all policies must be observed. Twenty-four-hour visitation is available in all locations. Residents are welcome to have overnight guests of the same gender.

Guests are limited to three overnight visits in a semester and no more than two consecutive nights. Visits of greater than three nights, even with breaks in between or in three different residents' rooms, are prohibited except with permission of the Assistant Residential Community Educator /Residential Community Educator. Guests may not sleep in lounges or lobbies. Infringement on the rights of roommates or of other residents is prohibited.

For the safety and security of our residents, Housing and Residential Life regulates access to residential buildings on campus. In support of privacy and the academic environment, it is important that members of the community feel comfortable with guests in their living space.

Prohibited Items & Appliances

Some appliances or furnishings have a higher likelihood of contributing to unsafe environments for community living. Housing and Residential Life regulates the use of these appliances to ensure the safety and security of the community.

Prohibited Appliances: Open fire or open-coil cooking appliances, such as electric griddles, and George Foreman Grills (except in Bost, Davis, Kamm, Peterson-Friend, Morsani-Smith, Sitlington, and Young Halls). Also prohibited are portable heaters, air conditioners, large amplifiers (public address system,

oversize stereo, and musical instrument), wireless routers, and halogen lamps. Students may have one microwave oven in any residence hall room. Microwaves must be rated 900 watts or less at the highest setting. Cooking appliances may only be operated in kitchen areas. Any electrical extension cord that is used must be 14 gauge or heavier. Do not nail extension cords to walls, place them under rugs or beds, string them on pipes, etc.

Candles & Incense: Burning candles and incense, as well as kerosene lamps and other flammable liquid fueled devices, is prohibited in all University owned housing. Decorative candles must have non-burned, clipped wicks, or be wickless. The number one cause of residence hall and apartment fires is open flames. Incense, as well as being a fire hazard, can be an eye and respiratory irritant. To ensure the safety and comfort of our community, Housing and Residential Life prohibits these items.

Network Devices: In order to protect the Data Communications Network, devices other than computers, servers, and workstations, must not be plugged into any network port. This includes, but is not limited to hubs, switches, repeaters, routers, network modems and wireless access points. These devices may be incorrectly configured or incompatible with the OSU Network causing outages and reliability problems to all or part of the network.

Extension Cords: Any electrical extension cord that is used must be 14 gauge or heavier. Do not nail extension cords to walls, place them under rugs or beds, string them on pipes, etc. Periodically inspect all cords and appliances for cracks or other defects. Please be aware that over loading an electric circuit with too many appliances can cause problems.

Fireworks and Explosives: Under state and federal law, fireworks and explosives are prohibited in Housing and Residential Life buildings and on grounds.

Flammable Liquids: Flammable liquids including gasoline, propane, etc. are prohibited in Housing and Residential Life buildings and on grounds.

Hoverboards and Drones: Hoverboards (also known as self-balancing scooters) and Drones, including possession and use are prohibited in all campus housing. This applies to all residence halls and campus apartments, including Family and Graduate Student Housing.

Motor Vehicles: Motor vehicles, including recreational vehicles, are prohibited in Housing and Residential Life buildings and on grounds. These items must be kept in the parking lots.

Refrigerators: Refrigerators are permitted with a limit of 3 amps and 5 cubic feet per room. The University is not responsible for loss of items due to power outages.

Waterbeds: Waterbeds are not allowed due to the number of pounds per square foot exerted on floor structure.

Weapons: Possessing, using, or storing firearms, explosives (including firecrackers), weapons or dangerous chemicals on University property or in the course of any University activity, except as specifically authorized under applicable state law. This includes, but is not limited to BB guns, paintball guns, knives, swords, crossbows, handguns, shotguns and rifles. See OSU Policy and Procedures Letter 1-13.01.1 for more information.

Compliance

To ensure safety at all times, residents and guests need to follow the directions of University staff member and provide accurate information and identification. Interfering with staff while they are performing their duties, being uncooperative, uncivil, or verbally abusive to staff will not be tolerated.

The Department of Housing and Residential Life interprets the use of profanity, vulgar language, and derogatory comments as verbal abuse and uncivil discourse. It is expected that residents and Housing and Residential Life staff communicate with respect in all circumstances.

Noise

Courtesy Hours: 24 hours a day, 7 days a week. During courtesy hours a resident may ask another resident to reduce the noise. Noise should not be disruptively audible more than three doors down the hallway, inside and/or outside of the building.

Quiet Hours: Sunday through Thursday, 10pm - 8am and Friday and Saturday, 11:59pm - 10am. The Sunday before finals week, Housing & Residential Life adheres to 24 hour quiet hours for the benefit of those studying for final exams. During Quiet Hours, audible sound should not be heard beyond the boundaries of the resident's room/unit. The 24 hour quiet hour period ends on Friday of finals week at 5pm. Residents are expected to be courteous to others in their community at all times. Compliance is necessary to ensure an environment for academic success.

Pets and Service Animals

Residents are not allowed to have or keep temporarily pets in any Housing & Residential Life facility except fish, small crustaceans, mollusks, water turtles, and small amphibians, all living under water and in aquariums no larger than 20 gallons in size. Extra aquariums are permitted provided the total gallon per resident does not exceed 20 gallons. Pets must remain in their aquariums at all times. Pets found to cause a community disturbance will require rectification or removal.

Unapproved pets are not allowed in any Housing & Residential Life facility due to concerns for health, safety, sanitation, noise, and humane treatment.

Unapproved pets must be removed immediately and the resident will face an immediate minimum fine of \$500, with additional charges as needed to restore the unit to an occupiable state (as determined by Housing and Residential Life). OSU is not responsible for what happens to any pet when it is removed or while it is living on OSU property. OSU is also not responsible for any injuries or damages caused by any animal on campus.

Service, Emotional Support, or Assistance Animals are

welcome on Housing & Residential Life grounds. All necessary paperwork, evaluation, and authorization form Student Disability Services (<http://sds.okstate.edu/>) must be completed prior to the animal's arrival in the residence halls. Residents whom need accommodations for an emotional support/assistance animal will need to complete the agreement on the Housing and Residential Life website:

<http://www.reslife.okstate.edu/esaa/index.php>

Sports in the Hall

Dart boards, sport activities, throwing objects, roughhousing, water fights, and practical jokes are not allowed in Housing and Residential Life buildings. Riding bicycles, roller blades, and skateboarding are not allowed in the halls, common areas, breezeways, or walkways. Housing and Residential Life prohibits these behaviors due to possible damage, injury, and disruption to members of the community.

Safety and Security

Keys/Card Access

For the safety of our community, keys are only issued to a resident for access to the assigned room/unit. Residents are not permitted to lend or give their room/suite/apartment key(s) to anyone nor are they permitted to use the room/suite/ apartment key(s) of another student. To control inventory of the keys, duplication of University keys is prohibited. University students are assigned an OSU identification (ID) card. When living in University housing, student ID cards are encoded with the ability to grant access to doors designated with card readers. The student ID card will only function for the assigned community of residence. For the safety of our community, lending and giving ID cards to another person is prohibited. If an ID card is lost, contact ID services and notify Housing and Residential Life after receiving a new card.

Blue Emergency Phones

Over sixty Blue Emergency Phones are located at various locations throughout the main campus with an additional ten in the Greek Life community. These phones provide immediate, 24-hour contact with University Police dispatch in case of an emergency.

Severe Weather

In the event of severe weather residents should stay tuned to a local radio station or any TV station for the latest report on conditions. Please follow these instructions:

- When the sirens sound you are to take cover. Immediately proceed to a room without windows - a community lounge, community bathroom, or personal bathroom on the lowest floor possible.

- When assembled in an area of refuge area, sit on the floor with your back to the wall or in a central portion of the room. Stay away from windows and doors. If a storm strikes, you should duck your head between your knees and cover the back of your head with your hands for protection.
- Weather sirens are tested on the first Tuesday of every month at 11am, weather permitting.
- Residents should be aware of their surroundings, including weather conditions. Four campus tornado sirens will sound a 3 to 5 minute blast when there is a tornado warning. There is no all-clear signal broadcast via sirens. A second blast indicates a second or repeated warning.
- If you need assistance or accommodation, please contact the OSU Police at 744- 6523.

Severe Weather Refuge Procedures

- Residents are responsible for finding an area of refuge in the event of a tornado.
- Stay away from glass. Avoid being in areas with windows or exterior walls, such as the Kerr-Drummond Mezzanine.
- Get as low as possible in the lowest level inside the building you are in (“area of refuge”). A basement generally offers the best protection. Otherwise, go into an interior room or hallway at the lowest possible floor.
- Put as many walls between you and the outside as possible.
- Get under a piece of sturdy furniture, such as a table or desk and hold onto it.

If possible avoid large open rooms.

- Crouch as low as possible to the floor, facing down, and cover your head with your hands.
- Even in an interior room, you should cover yourself with some sort of thick padding (mattress, blankets, pillows) to protect against falling debris and flying objects in case the roof and ceiling fail.
- Stay in the area of refuge, location until advised that it is safe to return to work, study, or residence hall room area. Listen for “all clear” (tornado/severe weather has passed) message via local media.
- If you are in Bennett, Iba (closed for the 2017-18 academic year), Parker, Stout, or Wentz Halls, go to basement areas.

Community Style Halls – University Commons, Drummond, Iba (closed for the 2017-18 academic year), Parker, Stout, and Wentz Halls

- Do not stay in your room. Instead, move to the lowest level possible in the building.
- Then find a windowless floor lounge or bathroom and close the doors.
- If there is not enough room in the lounge,

close the room doors and begin to line the interior hallways.

- Stay close to the walls furthest from the buildings’ exteriors.
- Crouch as low as possible to the floor, facing down, and cover your head with your hands.

Suites – Allen, Bennett, Booker, Jones, Patchin, Stinchcomb, Village, and Zink Halls

- Move to an interior hallway (i.e. one as far as possible from windows). Make sure that all room doors are closed. If leaving your room is not possible, move into your unit’s bathroom. Note: Take something to cover yourself with to serve as protection from shattered glass.
- Crouch as low as possible to the floor, facing down, and cover your head with your hands. A blanket, jacket, etc. is preferable for head-covering, but your hands will suffice.

Apartments – Family and Graduate Student Housing, Bost, Davis, Friend, Kamm, Morsani, Peterson, Smith, and Young Halls

- Do not leave your apartment. This is risky, however, as you expose yourself both to the dangerous weather and the possibility of not being able to get into a lower apartment.
- Once in an apartment, move into the bathroom, or space permitting, the laundry room.
- Crouch as low as possible to the floor, facing down, and cover your head with your hands. A blanket, jacket, etc. is preferable for head-covering, but your hands will suffice.

Outside

- Seek an area of refuge in the closest building.
- If entering a building is not possible, seek an area of refuge in a ditch or otherwise low-lying area.
- Stay away from anything that may fall and cause harm (i.e. trees, power lines, etc.).

Fire Safety

Fire Drills: For the protection and safety of our community, announced and unannounced fire drills will be held at the direction of the OSU Fire Marshall during the academic year. To become familiar with evacuation routes, cooperation is mandatory. Anytime the alarm sounds residents are to leave the building. Participation in fire evacuations is required by state law.

Fire Alarm Instructions

- In inclement weather, wear a coat and shoes

- and carry a towel.
- Close windows and leave lights on in room. Take room key.
- Leave door closed and walk to exit. If smoke is encountered, stay low for air.
- Do not use an elevator.
- Physical assistance for evacuation: - Call OSU Police at 744-6523 or 911.
- If unable to leave room, place a towel under the door if smoke is either seen or smelled.
- Hang a towel out of the window, indicating to a person below that a person is in that room.
- Await assistance in the room or area of refuge.

Smoke Detector & Sprinkler System

Each residence hall room is equipped with a smoke detector. Smoke detectors in rooms are inspected regularly by Environmental Health and Safety.

Sprinkler systems have been installed for added safety in all residence facilities. To make the sprinkler system as effective as possible:

- Sprinklers must never be painted;
- Nothing may be hung from the sprinkler piping or sprinkler heads:
- Sprinkler heads may never be obstructed or altered;
- Nothing may be stored within 18 inches from the sprinkler head;
- Frisbees, footballs, baseballs, etc., are not to be thrown in rooms, hallways, or other public areas.
- Report any damages to the sprinkler system to the service desk immediately.

By a mandate of the State Fire Marshal, an action plan has been adopted by OSU and Housing and Residential Life. Regulations are in effect regarding tampering with any fire safety equipment. This includes, but is not limited to propping of fire resistant doors; and tampering with (includes covering) smoke detectors, sprinkler heads, fire alarms, and fire extinguishers. Activation of fire alarms in non-

emergency situations is prohibited (e.g. cooking, vapes, pull stations, etc...). The first offense of tampering or activation will result in the student(s) being assessed a fine of \$500 (if the room is double occupancy, then each student will be assessed \$250). The student(s) will also be placed on Housing and Residential Life Probation, and receive an educational sanction. On the second offense, a \$500 fine will be assessed (\$500 to each resident if double occupancy); the student(s) will be removed from Residential Life housing, and the contract(s) must be paid in full; an incident report will be forwarded to OSU Police Department and Environmental Health and Safety for a code violation ticket (potential fine of \$5,000 and one year imprisonment); and student(s) will be referred to the Student Conduct Education and Administration Office.

If at any time the smoke detector starts beeping periodically, it may mean that the battery is low. If this happens, please call the Residential Life Facilities Office at 744-8510, and they will send someone to replace the battery. Please do not replace the battery yourself.

Syringe & Other Sharps Disposal

To ensure the safety of all residents as well as Housing & Residential Life and Facilities staff, all students who use injected medication (such as insulin) or who test their blood, must dispose of sharps (hypodermic syringes, needles and/or lancets) responsibly.

Sharps should be placed in a sharps container or in a thick plastic bottle that can be tightly capped (like a Gatorade bottle). Once full, seal with heavy tape and place in the trash so anyone handling the container knows it contains sharps and should not be recycled. Do not place the container with recycling. Never dispose of loose sharps and don't keep sharps containers where children can reach them.

Personal & Property Safety

OSU boasts one of the safest campuses in the Big 12. OSU takes each student's safety very seriously, and provides blue emergency phones across campus. Community Mentor are on duty from 5:00pm to 8:00am daily during the week and 24 hours a day on weekend and during University holidays and closings. We also have one of the fastest response times of any police department.

One of the most important factors in providing a safe environment is personal prevention. Students should lock their room/unit doors at all times, including when at home and when leaving the room, even if it is just to walk down the hall for a minute or two. Always remember to be aware of your surroundings. The University is not responsible for any damage or loss of personal property due to facility failure, severe weather, theft, or other incidents and it is recommended that residents carry personal property insurance.

When the building doors are locked, do not let anyone have access to the building by holding open the door or propping the door open. Many halls offer 24-hour desk services and restricted access communities to provide additional supervision. Student IDs are needed to gain entrance to building doors when they are locked.

Bed Bugs

Bed bugs have seen a resurgence in the last few years. They are commonly found throughout the globe in residence halls, motels, movie theaters, offices, and private housing. OSU has been extremely proactive in its treatment program,

and as a result we have a very low occurrence and reoccurrence rate.

Can I get them? The answer is we don't know, but EVERYONE is at risk. They do not discriminate, and they are not related to an individual's cleanliness, hygiene, nationality, social status, etc. Bed bugs are an unfortunate reality in the same way flies, mosquitoes, and spiders are an unfortunate reality.

How do I know if I have bed bugs? If you suspect you have bed bugs, the first thing to do is call the Housing and Residential Life Facilities Management Office at 405-744-8510 or OSU Facilities Management Work Control at (405) 744-7154 and report it. Be sure to include your room number, hall, name, and cell phone number. You should also notify your hall staff member (Community Mentor, Assistant Residential Community Educator (A-RCE), Residential Community Educator (RCE)). OSU Pest Control will contact you directly and set up an inspection.

OSU Housing and Residential Life can provide a temporary living space during the inspection and treatment if your unit is found to be positive for bed bugs. You may also elect to remain in your unit during the inspection and treatment process. Until the unit can be inspected and treated, please limit your movement to other living spaces, lounges, off campus housing, etc. It is important to try and contain the situation as much as possible.

Treatment: If you are found to have the bugs, Pest Control will schedule a thermal treatment as soon as possible. They will also treat the unit/room with a chemical spray prior to heat treatment. There are very specific instructions for all residents of the living space to follow EXACTLY for the treatment to be successful.

To read more, please go to <http://reslife.okstate.edu/bedbug.php>.

Students propping locked doors or allowing access to non-residents of the building are endangering the community. If doors are found unlocked, doors which are locked at the wrong hours, suspicious behavior, maintenance problems, or other safety hazards, residents should notify the desk student staff and/or Residential Life building staff immediately.

Room Entry/Room Search

OSU recognizes and respects residents' desire for privacy and will make efforts to ensure and protect residents' privacy rights. However, OSU reserves the right to enter any part of the University premises, with or without notice, at any time for reasonable institutional purposes. Such purposes include, but are not limited to, the following:

- To provide cleaning and/or pest control
- To conduct an inventory of University property
- To silence unattended loud alarms, stereos, radios, phones or other noise-producing devices
- To address emergency situations
- To search for missing University property

- To provide maintenance and/or repair work
To determine compliance with all relevant health and safety regulations. At least each semester, Housing and Residential Life staff will inspect rooms for health and safety concerns. When possible, notification of the inspections will be posted at least twenty-four (24) hours prior to the inspection.
- In the event there is reason to believe that the premises are being used for an illegal purpose or a purpose that violates health or safety regulations or interferes with normal University operations.

Law enforcement officials may enter, search and seize evidence in accordance with applicable law.

Confiscation

Housing & Residential Life staff may confiscate items that are deemed illegal, in violation of Housing & Residential Life or Oklahoma State University policy or deemed unsafe. In instances when Housing & Residential Life has confiscated an item, a notice will be left in the room in question and the residents of that room should expect to receive further notification from their Assistant Residential Community Educator (A-RCE)/Residential Community Educator (RCE) about conduct follow-up.

Solicitation

Housing and Residential Life prohibits unauthorized solicitation in the halls due to concerns over the comfort and safety of the residents. Solicitation occurs when those not authorized by Housing and Residential Life initiate contact with students without their permission to discuss, sell, survey, or distribute goods, services, or information. Individuals, organizations, or groups wishing to solicit within the residence halls should contact the Brumley Residential Life Office at 405-744-8509.

OSU Police Department

The OSU campus is protected by a campus police agency consisting of 33 sworn officers, 12 support persons, and 21 student employees. The agency is operated and available 24 hours a day, 365 days a year. Authority of the sworn officers is derived from state statutes, which allow for full police powers on OSU property. In addition, by agreement with the City of Stillwater, campus police and city police enjoy an excellent working relationship. All campus police officers undergo an extensive selection process and meet state mandated training requirements.

For more information go to: <http://www.osupd.okstate.edu/>

Housing and Residential Life Staff

Desk Clerk

The Service Desks are staffed by student Desk Clerks who can help you with lost keys, maintenance repairs, mail and packages, finding a staff member, and reporting emergencies.

Academic Mentor (AM)

The Academic Mentor serves as a student staff member focusing on Academic Initiatives in the Department of Housing and Residential Life throughout the academic year. An Academic Mentor strives to represent the department with the utmost enthusiasm and professionalism while supporting the academic focus of our students and staff members. Academic Mentors are selected on the basis of displaying professionalism, interest in and sensitivity to people, quick problem solving skills, their success in the academic setting, and their ability to handle autonomy. The main responsibility of the Academic Mentor is to provide academic support and resources for the department. The Academic Mentor shall also help to serve as a role-model for those living in Housing and Residential Life and facilitate a positive living and academic environment by facilitating tutoring and study groups, creating academic programs and supporting the mission of our Living Learning Programs. The Academic Mentor position is a 9-month position.

Community Mentor (CM)

Each floor, wing, or breezeway of every residence facility has a Community Mentor (CM). These student staff members are responsible for mentoring and assisting the residents who live in the community. CMs are generally undergraduates who have received training in all aspects of residential living with the experience and know-how to answer your questions or help you find the answers through different resources on-campus. They act as facilitators for the community and are available to discuss academic and social challenges with individual or groups of students. Get to know the CM to enrich the on-campus living experience.

Leadership Mentor (LM)

The Leadership Mentor is a student staff position working specifically with Academic Learning Teams. These teams are comprised of freshmen who gather around a specific interest, and LMs work to mentor them and build a meaningful connection between their interest, the university, and their academics. The Leadership Mentors also serve as Group Leaders for the Ready to Lead Certificate every year in August. This program helps orient up to 300 freshmen to the various leadership positions within Housing & Residential Life as well as campus.

Ambassadors (AMB)

The Residential Life Ambassador serves as a liaison to

prospective students for the Housing and Residential Life Department by helping to coordinate tours and campus events such as Junior/Senior Days. Ambassadors represent and share the mission and strengths of the department. An Ambassador strives to represent the department with the utmost enthusiasm and professionalism while recruiting and interacting with prospective students and their families, current students, and staff members.

Assistant Residential Community Educator (A-RCE)

Assistant Residential Community Educators (A-RCEs) are graduate student staff members who live-in, supervise student staff (i.e. CM, AM, LMs, or Ambassadors) and assist in fostering community in the residential facilities. A-RCEs are selected for their position because of their passion for working with students and assisting in their development. Their primary responsibilities include community development, advising community council, and supervising and training student staff.

Residential Community Educator (RCE)

Residential Community Educators are full-time, live-on professional staff members responsible for the direct supervision of the A-RCE staff and indirect supervision of student staff. RCEs are also responsible for the overall management of a residential area of campus, which includes any facilities issues, management of desk operations, community development, and Living Learning Programs. RCEs have completed their Master's degree and are emerging professionals in the field of Student Affairs. RCEs serve as Conduct Officers for OSU and Housing and Residential Life to hold student accountable while also enhancing their development.

Assistant Directors

Assistant Directors are professional staff members who manage the day to day operations of a functional area within Housing and Residential Life.

Housing and Residential Life Operations

Housing and Residential Life Operations is responsible for three distinct functional areas within the Department: Conference Services, Facilities Management, and Marketing. It is overseen by the Associate Director of Operations.

Conference Services: Each summer over 70 distinct camps and conferences are hosted and housed in the halls. The summer conference season begins each year in mid-May by welcoming the Oklahoma State Special Olympics Games being hosted on the campus. In addition to the variety of youth sport camps, adult education conferences, and specialty groups, the halls are also host to New Student Orientation and

Camp Cowboy participants. Conference Services is overseen by an Operations Manager, Administrative Assistant, and over 30 Conference Assistants.

Facilities and Maintenance: Housing and Residential Life is responsible for over 3 million square feet of facilities and grounds. We partner with OSU Facilities Management to provide the following services: building and equipment maintenance and repair, building systems, utilities, grounds, trash and recycling, energy management, janitorial services, laundry services, as well as facility renovations, improvements, and new construction. Housing and Residential Life Facilities Office oversees the submission of over 21,000 work orders each year, and coordinates with Zone Managers to ensure the timely completion of those work orders. Five full time employees are responsible for the oversight and organization of Facilities and Maintenance. In addition, Residential Life employs a student crew of 10-15 to assist with small repairs and furniture moving.

Marketing: The Housing and Residential Life Marketing Office is responsible for the curation and protection of the Department's overall image. A Marketing Coordinator oversees the hiring, training, and coordination of a team of 12-15 student Ambassadors (see above). The Marketing Coordinator also oversees the Marketing Residence Director who is responsible for design and implementation of all recruitment materials, program advertising, web and video materials, and the development of the Department's social media presence. Each year 6 to 8 graphic design and strategic communication student staff are hired to provide hands-on experience.

Support and Administration

In support of residents' contractual needs, Housing and Residential Life employs a variety of administrative staff. These employees help with transfers, assignments, financial inquiries, and general questions related to on-campus living at OSU.

Services

Service Desk

The Service Desk is a hub of information and resources for customer service in the residence hall environment. Services provided may include: access to staff; borrowing games and sports equipment; lockouts; lost and found; lost key; mail distribution and drop-off; maintenance concern reporting; package pick-up; and policy violation reporting.

| Building | Location of Packages/Letter Mail |
|-----------------------------|---|
| Bennett | Bennett Desk/Bennett Desk (sorted by West(W), Center (C), East (E)) |
| Booker-Stinchcomb | Griffith Center/First Floor of Building |
| Drummond | Wentz Desk/First Floor of KD Mezz |
| Iba | CASNR Desk/First Floor of Iba Lobby |
| KPF (Kamm, Peterson-Friend) | Patillo's Desk/First Floor in your Breezeway |

| | |
|--|--|
| Morrison Apartments (Carreker East, Carreker West, Payne-Ellis, McPherson) | USPS Stillwater Postal/First Floor in your Breezeway |
| North Monroe Apartments (Bost, Davis, Morsani-Smith, Sitlington, Young) | Griffith Center/First floor in your Breezeway |
| Parker | Wentz Desk/First Floor of Parker |
| Patchin- Jones | Griffith Center/First Floor of Building |
| Stout Hall | Stout Desk/First Floor Adjacent to Stout Desk |
| Villages (C, CASNR, D, E, F, HS) | CASNR Desk/First Floor Main Lobby in Front Entrance. |
| University Commons | West Commons Desk/West Commons Desk (sorted by South (S), West (W), North (N)) |
| Wentz | Wentz Desk/First Floor of Wentz |
| Zink-Allen | Griffith Center/First Floor of Building |

Cable TV

OSU provides expanded basic cable for the residence facilities. Upgrade packages or premium channels may be obtained through Suddenlink.

Suddenlink Cable Problems? [Go Here](#) or https://stillwater.sharepoint.okstate.edu/RES_LIFE/RRS/cable_proble m_reporting.aspx

For a current list of Suddenlink channels [Go Here](#) or <http://reslife.okstate.edu/Housing/popup.php?pop=1>

Internet/Computer Support

Every resident room has a physical Ethernet connection. All community lounges/common areas in Housing and Residential Life have wireless internet accessible with an OSU user name/ password. Due to University policy, you may NOT connect a personal wireless router to the network in order to get wireless in your room. For other policies concerning University Network/Internet Usage, please visit: <http://it.okstate.edu/policies/>

Housing and Residential Life offers free computer support to all residents. The Student Computer Support office is located in 109 Scott Hall. Hours of operation are 9am-7pm M-F. You may also call 744-HELP (4357) for assistance from the IT department.

Mail/Email

Housing and Residential Life offers US Mail service at each hall. Mailboxes are located At the Service Desk or in the breezeways of your hall, and your box number corresponds to your room number. Mail is delivered every day except Sunday, University breaks, and holidays.

Housing and Residential Life will refuse to accept any package(s) addressed to anyone other than the

occupant(s) of that room. Residents are responsible for checking their mailbox at least three times per week when mail is delivered.

Your new address will be:

Your name
Oklahoma State University
Your room number, your hall name
Stillwater, OK 74077

Example:

Joe Student
Oklahoma State University 100
Village Hall C
Stillwater, OK 74077

For residents living in the **Morrison Apartment** (McPherson, Payne Ellis, Carreker West, and Carreker East), the Stillwater Post Officer will deliver mail/packages. Please use the following building number before your apartment number.

McPherson = 245
Payne-Ellis = 246
Carreker West = 247
Carreker East = 248

Example:

Joe Student
Oklahoma State University
245-101 North University
Stillwater, Ok 74075

OSU also offers an inter-campus mail service. Through this service you can send business related mail anywhere on campus at no charge. Mailboxes are used for campus mail, US mail, and approved Housing and Residential Life distributions only. Mailboxes are provided for use by current residents only. Please be aware that all mail and packages are received at University Mailing Services first and then sent to the halls for distribution.

Mail will be forwarded to the address of your choice upon check-out of your room. Mail forwarding will occur for six months from date of departure and will be to US addresses only. A University email address is provided to all students. In an effort to conserve paper and communicate quickly, both Housing and Residential Life and the University will regularly communicate with residents via this email account. Residents will be held accountable for information sent via this account and it is their responsibility to check and respond to communications from Housing and Residential Life and University staff daily.

Laundry

Laundry facilities are provided in all residence hall environments. These facilities are free of charge and are provided for residents only. The University is not responsible for any lost, stolen, or damaged items. Please report any machine issues to the Residential Life Facilities and Maintenance Office or visit the Service Desk.

Lock-outs

If you are locked out of your room, you must go to the Service Desk for assistance. The staff at the desk will issue you a key

to your room. You **MUST** be prepared to verify your identification. If you reside in a building without a 24 hour service desk (Kamm, Peterson-Friend or Stout) Drummond, Kamm, Peterson-Friend, or Stout), please contact the main desk number to reach the on duty student staff to provide assistance with lockout keys. *Fees:* There is no charge for the first hour. After one hour, there is a \$15 charge. After 24 hours a lock core change will occur, and there is a charge to replace all locks to the room/suite/apartment.

If you need your lockout key longer than 1 hour due to extenuating circumstances, please contact the Assistant Residential Community Educator/Residential Community Educator of your building for approval.

Vending Machines

Oklahoma State University offers a variety of beverage and snack options in vending machines in Housing and Residential Life facilities. Should a student encounter a problem with a vending machine, they should contact the designated service provider using the information on the machine.

Maintenance/Repairs

If you have any maintenance issue with your room, bathroom, common area, grounds, lounge, etc. please contact OSU Housing and Residential Life Facilities and Maintenance at 744-8510, 8 am to 5 pm, Monday-Friday. Non-emergency issues may also be called into the Facilities Office after hours, and a voicemail may be left and a work order will be entered the next business day. For emergencies that occur after business hours and on weekends, please contact OSU Facilities Management Work Control at 405-744-7154. OSU provides 24 hour emergency assistance. An emergency can include, but is not limited to: an active water leak; no heat/air conditioning during times of extreme temperatures; broken window or door that would prohibit the unit from being secured; no working toilet in a unit that only has one bathroom; smoke detector beeping for no reason. In case of smoke or fire, call 911.

Note: Residential Life reserves the right to charge for repair service if it is determined that repair was not the result of everyday wear and tear.

Computer Labs

IT provides computing lab facilities in various locations around campus. Valid OSU **O-Key Login Information** is needed to log onto the computer.

Parking

Any motor vehicle parked on University property between the hours of 5:00 a.m. and 5:00 p.m., Monday through Friday, must display a valid OSU paid parking permit. This includes all residence hall students who own a vehicle.

A parking permit can be purchased online at

Bicycles

OSU Parking/Transit Services requires the registration of bicycles. The service is free and beneficial for your own protection in case of theft. Your bicycle may be kept in your room if you and your roommate agree. Bicycle racks are located at convenient locations around Housing and Residential Life grounds.

Recycle

In a combined effort with OSU, Housing and Residential Life supports sustainable efforts to reduce waste, recycle materials, and reuse resources. Recycle bins in lounges and at reception desks accept paper, cardboard, rinsed plastic containers, tin and aluminum cans that are generated in those common areas. Take recyclables generated in your personal space to a blue single-stream recycle dumpster downstairs. The ResLife Recycles program does accept plastics bags. Return those to supermarkets or green octagon-shaped bins in Drummond, & Stout.

Energy Management

Residents are subject to the OSU Energy Policy, which states it is everyone's responsibility, including students, to conserve energy. These responsibilities are detailed in the OSU Energy Guidelines <https://energy.okstate.edu/energy-guidelines> and include the following temperature settings:

| | |
|---------------------------------|--------------------|
| Cooling Season Occupied: | 74°F - 78°F |
| Cooling Season Unoccupied: | 85°F |
| Heating Season Occupied: | 68°F - 72°F |
| Heating Season Unoccupied: | 55°F |

Residents should turn off unnecessary lighting and electronic equipment and report any energy wastes in their apartments, such as drafts around doors or windows, running toilets, and leaky faucets, to the Res Life Facilities Office at (405)744-8510 so these issues may be corrected.

Recreation

Housing and Residential Life offers a variety of recreation opportunities around the facilities and grounds. These include: Sand Volleyball (Bennett, Griffith Community Center, KPF, Stout, and Village), Basketball (Griffith Community Center, Morrison, Bennett, KPF, Patchin, and Village), Lawn (Wentz), Putting Green (Village), Pool/Ping Pong Tables (various buildings), and BBQ Grills (Bennett, Griffith Community Center, KPF, Stout, and Village).

Dining

University Dining Services offers more than 30 dining options to choose from on the Oklahoma State University campus and in Housing and Residential Life. Options include express markets,

national franchises/brands, and specialty restaurants. Students can use their meal plan in any dining location. For more information go to: (<http://uds.okstate.edu/>).

ACADEMIC S IN OUR COMMUNI TY

Faculty Associate (FA)

A Faculty Associate is an OSU faculty or staff member who acts as a liaison between their Living Learning Program and their academic department. Some Faculty Associates are not designated to a specific Living Learning Program, but offer assistance to various communities within the residence halls. Faculty Associates interact with students outside of the classroom setting to provide mentorship, advice, and program support. Residents are encouraged to engage with Faculty Associates over meals, programs, intramural games, and other campus activities.

Living Learning Programs

Housing and Residential Life is proud to host a variety of Living Learning Programs (LLP) designated living spaces for residents to connect across shared interests and academic programs. These communities provide an opportunity for residents, faculty, and staff to connect outside of the academic classroom through shared coursework, internships and research opportunities. If you are interested in a Living Learning Program, please contact the Housing and Residential Life Office or visit our website.

- College of Agricultural Sciences and Natural Resources Freshman In Transition (FIT Program) - Village CASNR
- Engineering Communities - Parker Hall
- CEAT Diversity Program (CDP) - Parker Hall
- Maude's Quad: Women in Engineering Community - Parker Hall
- College of Education - Village E, 3rd floor
- Honors Communities - Stout and Bennett Halls
- Media House - Village C, 3rd floor
- OKSTATE FIRST Community - Wentz 10
- College of Human Sciences P.E.T.E. Project Community - Village HS
- Spears School of Business Communities - Villages E and F, 4th floors
- Leadership LLP - Wentz 10
- Inquiring Minds - Bennett Hall

Residential Curriculum

The Residential Experience

The Residential Experience is designed to intentionally

engage residents in their community and help students be successful by learning to be socially and academically responsible. The Residential Experience is a purposeful timeline focusing on intentional interactions using the Six Pillars of Student Success as its handbook. Each of the six pillars are explained below:

Academic Excellence: Education is an unending process of developing intellectual capacities which can be used and enjoyed for a lifetime. At OSU, students will not only learn the content of their chosen field of study, but also have the opportunity to master the tools of scholarship and the skills that support them, such as learning how to study, time management, discovery, research and rational debate.

Leadership: At OSU, students will lay the foundation for life as ethical and informed leaders in their professions, families and communities. Preparation for ethical leadership in an increasingly complex, global society requires problem-solving, communication and teamwork skills, and creativity. OSU boasts scores of developmental leadership opportunities including seminars, speakers, involvement in teams, clubs and organizations, student employment and for-credit leadership coursework.

Service-Learning and Civic Engagement: Service-learning and civic engagement are done to make a difference in the lives of our communities. Whether through individual volunteerism, student organization service or political action, Student Affairs promotes involvement in making a positive impact on the people and causes students care about.

Finding Your Purpose: At OSU, we can help you discover your purpose and passions. Your success will be greatly enhanced by selecting a major (primary area of study) and minor, (secondary area of study), consistent with your interests and abilities. This discovery can be enhanced by the use of interest inventories, exposure to work through part-time employment, volunteer work, service-learning and civic engagement, academically related clubs and organizations, and other experiences.

Broadening Your Horizons: The university experience allows students to learn about and appreciate various elements of diversity in the world community. Developing cultural competency through interaction with diverse people, gaining new perspectives with exposure to art and culture, and learning about varied world views through study away experiences are all paths to understanding how to live and work in a diverse society.

Wellness: Wellness is a process of making positive choices in a variety of aspects of life, including psychological, spiritual, career, financial and physical health. Students are encouraged to learn how to create a life that maximizes one's wellness potential by integrating the various dimensions of wellness.

Getting Involved and Leadership

Getting involved in leadership within Housing & Residential Life is easy and fun. Between individual Community Council, Residence Hall Association, and National Residence Hall Honorary there is great

opportunity to learn and develop valuable skills that carry with you throughout life. Oklahoma State University is affiliated with the National Association of College and University Residence Halls Incorporated (NACURH, Inc.) which is the largest student run organization in the world.

Community Council

The individual Community Council provides an excellent opportunity to be an impactful leader in the community residents directly live in. Each Residence Halls has its own Community Council which is responsible for the programming and community standards within its halls. Community Councils are allotted a budget to use for programs and purchasing food for events. Working with the individual Community Council is an excellent opportunity to represent peers to the leadership of the halls and help improve the environment of the community.

Residence Hall Association (RHA)

The Residence Hall Association is an excellent opportunity to step into a position where residents represent more than just their hall, but all of the residence halls on campus.

The Residence Hall Association operates with an annual budget of approximately \$130,000 and is 100% student run. The RHA is comprised of representatives from each

Community Council and executive officers. Executive officers include the President, Director of Programming,

Director of Internal Affairs, Director of External Affairs,

and Director of Administration and Finance. Getting involved in the Residence Hall Association is an opportunity to attend leadership conferences, recommend

new policies, and make an impactful difference on the

campus community as a whole. For more information,

please check the RHA website at www.osurha.org.

Ready to Lead Certificate (RLC): The Ready to Lead Certificate is

a yearlong leadership certification program within the residence halls. The program utilizes leadership theory to provide participants with a curriculum that covers the following core competencies: Personal Behavior, Learning and Reasoning, Strategic Planning, Interpersonal Interactions, Communication, Civic Responsibility, and Group Dynamics. Along with theory, participants are encouraged to be involved in campus organizations and participate in service learning projects at Oklahoma State University. Upon completion of their capstone project,

participants receive a certificate as well as cords for their graduation. More information about RLC can be found at

www.residentialleadership.org.

National Residence Hall Honorary (NRHH)

The National Residence Hall Honorary is an organization that represents the top 1% of leaders that live within the residence halls. This elite group of students operates with a foundation based around four pillars:

Leadership, Scholarship, Recognition, and Service.

To be a member of this honor society means to be a member of one of the most respected student organizations within housing departments across the nation.

NOTICE OF NONDISCRIMINATION

Oklahoma State University, in compliance with Title VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, and Title IX of the Education Amendments of 1972 (Higher Education Act), the Americans with Disabilities Act of 1990, and other federal and state laws and regulations, does not discriminate on the basis of race, color, national origin, genetic information, sex, age, sexual orientation, gender identity, religion, disability, or status as a veteran, in any of its policies, practices or procedures. This provision includes, but is not limited to admissions, employment, financial aid, and educational services. The Director of Equal Opportunity, 408 Whitehurst, OSU, Stillwater, OK 74078-1035; Phone 405-744-5371; email: eeo@okstate.edu has been designated to handle inquiries regarding non-discrimination policies: Any person (student, faculty, or staff) who believes that discriminatory practices have been engaged in based on gender may discuss his or her concerns and file informal or formal complaints of possible violations of Title IX with OSU's Title IX Coordinator 405-744-9154.

In accordance with the Department of Education and Department of Justice, OSU Housing and Residential Life's Housing and Overnight Accommodations are as follows: Title IX allows a school to provide separate housing on the basis of sex. But a school must allow transgender students to access housing consistent with their gender identity and may not require transgender students to stay in single-occupancy accommodations or to disclose personal information when not required of other students. Nothing in Title IX prohibits a school from honoring a student's voluntary request for single-occupancy accommodations if it so chooses. If you need special accommodation, please contact Office of Multicultural Affairs at 405-744-5481.

Residents who are required to register their name and home address with any local or state law enforcement agency as a result of a criminal offense are required to disclose this information in writing to the Director of Housing and Residential Life, prior to checking-in to their assignments for review.

Annual Security Report

Oklahoma State University complies with federal law in compiling an annual security report, which contains policy statements and crime statistics. The policy statements address the institution's policies, procedures and programs concerning safety and security, such as policies for responding to emergency situations and sexual offenses. Three years' worth of statistics are included for certain types of crimes that were reported to have occurred on-campus, in or on off-campus buildings or property owned or controlled by the institution and on public property within or immediately adjacent to the campus. This report is available online at <https://police.okstate.edu/annual-security-reports>. You may also request a paper copy from the Oklahoma State University Police Department.

OSU Student Code of Conduct

Oklahoma State University (OSU) is committed to creating and maintaining a productive living and learning community that fosters the intellectual, personal, cultural, and ethical development of its students. Self-discipline and valuing the rights of others are essential to the educational process and to good citizenship. Attending Oklahoma State University is a privilege and students are expected to meet or exceed the university's standards of conduct both on and off campus.

Cowboy Community Standards

Oklahoma State University students aspire to follow and promote:

Integrity: Oklahoma State University students are expected to exemplify honesty, honor, and respect for the truth in all of their actions.

Community: Oklahoma State University students build and enhance their community. They understand and appreciate how their decisions and actions impact others and are just and equitable in their treatment of all members of the community. **Social Justice:** Oklahoma State University students recognize that respecting the dignity of every person is essential for creating and sustaining a flourishing university community. They act to discourage and challenge those whose actions may be harmful to and/or diminish the worth of others.

Respect: Oklahoma State University students must show positive regard for each other and for the community.

Responsibility: Oklahoma State University students are expected to accept responsibility for their learning, personal behavior and future success, and students should appropriately challenge others to do the same. Students should use judgment, be trustworthy and take personal responsibility for their actions.

For more information on the student code of conduct, visit

Troubleshooting

Cable Problems: please report issues to https://stillwater.sharepoint.okstate.edu/RESLIFE/RRS/cable_problem_reporting.aspx

Housing Cancellation: OSU Housing and Residential Life, 100 Iba Hall, (405) 744-5592

Laundry: A free service, locations in each facility

Lights: Residential Life Facilities Office, (405) 744-8510

Lockouts: Service Desk that services your area

Lost ID Card: ID Services, 113 Math Sciences, (405) 744-8434

Lost Key: Service Desk that services your area

Maintenance Concerns:
Residential Life Facilities Office,
(405) 744-8510

Packages: Service Desk that services your area

Parking: Parking and Transit Services, Multimodal Transportation Center, 1006 W. Hall of Fame, (405) 744-6525

Pests: Residential Life Facilities Office,
(405) 744-8510

Vending Refunds: Please see individual machine for contact details.