



HOUSING AND
RESIDENTIAL LIFE

2024-2025

OKLAHOMA STATE
HOUSING
AND
RESIDENTIAL
LIFE

Community Rules and Standards Handbook





HOUSING AND RESIDENTIAL LIFE

By the Numbers

- 7** Traditional Halls (Iba, Parker, Stout and Wentz Halls and University Commons Complex)
- 7** Suites (Bennett Hall and The Villages B, C, D, E F and FIT)
- 7** Deluxe Suites (Bennett, Booker-Stinchcomb, Patchin-Jones and Zink-Allen Halls)
- 13** Apartments (Bost, Carreker East/West, Davis, Kamm, McPherson, Morsani-Smith, Payne Ellis, Peterson-Friend, Sitlington and Young Halls)
- 3** Griffith Community Center, Pattillo Community Center, Family Resource Center
- 6** Family and Graduate Student Housing (FGSH) Neighborhoods (Brumley, Demaree, Posser, Stevens, West and Williams Neighborhoods)
- 584** FGSH Apartments
- 3+** Million square feet of space
- 11** Living Learning Programs



Campus Partners

OSU Facilities Management. Housing and Residential Life partners with OSU Facilities Management for the completion of most of the work orders needed in housing. This includes work requests made by residents, routine maintenance, preventative maintenance, minor renovations and some disaster relief. Other services provided by OSU Facilities Management include trash and recycling, pest control, paint, carpet/flooring, appliances, keys and hardware, energy management, grounds and landscaping, carpentry, signs, elevators, fire safety and construction services.

OSU Long Range Facility Planning. If there are any large renovation, remodeling, or construction projects, they are all completed with the cooperation of Long Range Facility Planning. This ensures consistency throughout campus and adherence to the design standards of OSU.

ABM Custodial Services. Housekeeping and janitorial services are provided by ABM Custodial Services, an independent contractor.

University Dining Services offers more than 30 dining options to choose from on the OSU 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, visit: <http://dining.okstate.edu>

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HOUSING AND RESIDENTIAL LIFE



» HOUSING AND RESIDENTIAL LIFE

The Department of Housing and Residential Life is a part of the Division of Student Affairs.

Leadership Team

Leon McClinton, Jr., Ph.D.	Director of Housing and Residential Life
Belinda Batista	Assignments Coordinator
Shannon Baughman	Associate Director of Operations
Brad Baustert	IT Manager
Elizabeth Carver-Cyr, Ed.D.	Associate Director of Family and Graduate Student Housing
Mumbe Kithakye, Ph.D.	Assistant Director of Residential Learning
Sally Knott	Assistant Director of Administrative Operations
Mary Mach	Assistant Director of Residential Living
Paola Ortega	Assistant Director of Residential Living
Enrique Sanchez	Assistant Director of Operations

Mission Statement

Provide safe, affordable, accessible and well-maintained residential communities that 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

Contact Us

100 Iba Hall
Oklahoma State University
Stillwater, OK 74078

405-744-5592
reslife@okstate.edu
<https://reslife.okstate.edu>

Email and Text Messages

Housing and Residential Life will send information to residents via email and text messages. Residents are encouraged to check their OSU email account. Email correspondence from the Housing and Residential Life Office will come from reslife@okstate.edu and fgsh@okstate.edu. Residents are responsible for reading the emails and text messages and responding accordingly.

Social Media

- Facebook @okstatereslifefrc
- Facebook @okstatereslife
- Twitter @okstatereslife
- Instagram @okstatereslife

Useful Acronyms

- | | |
|--|---|
| <ul style="list-style-type: none">• Apartment Assistant (AA)• Brumley Community Center (BCC)• Community Relations Office (CRO)• Family and Graduate Student Housing (FGSH)• Family Resource Center (FRC)• Housing and Residential Life (HRL) and (ResLife)• Room Occupancy Checklist (ROC) | <ul style="list-style-type: none">• Community Mentors (CM)• Assistant Residential Community Educators (ARCE)• Living Learning Programs (LLPs)• Residential Community Educators (RCE) |
|--|---|



» RIGHTS AND RESPONSIBILITIES

Community Statement

The students and staff of Housing and Residential Life are a multicultural community of individuals. We are comprised of diverse national, racial, ethnic and socioeconomic origins. Our community encompasses a broad spectrum of religious and political beliefs and sexual orientations. We strive to work and live together harmoniously.

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 that 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 learning and awareness of the differences that 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 about equal opportunity, visit the [Office of Equal Opportunity Services](#).

We encourage all students and staff members to submit reports regarding incidents or students of concern (CARE), along with any incidents of bias or sexual violence. Reporting forms may be accessed online at [Report a Concern](#).

Cowboy Community Standards

- **Integrity.** Exemplify honesty, honor and respect for the truth in all of their actions.
- **Community.** Build and enhance their community. Understand and appreciate how decisions and actions impact others and are just and equitable in the treatment of all members of the community.
- **Respect.** Show positive regard for each other and the community.
- **Responsibility.** Accept responsibility for learning, personal behavior and future success and appropriately challenge others to do the same. Use judgment, be trustworthy and take personal responsibility for actions.

Family Educational Rights and Privacy Act (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 their education records and to protect their privacy. The statute applies to any educational agency or institution that receives funding under any program administered by the Secretary of Education. For more information, visit [FERPA](#).

Student Code of Conduct

Oklahoma State University 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 good citizenship. Attending OSU is a privilege and students are expected to meet or exceed the university's standards of conduct both on and off campus. For more information on the student code of conduct, visit [Student Support and Conduct](#). Download the [Student Code of Conduct \(pdf\)](#).

Inclusion

Housing and Residential Life at Oklahoma State University is committed to fostering communities that value the diversity of its members and are free from discrimination. This includes creating and maintaining a safe and supportive environment where commonalities and differences are not just tolerated or accepted but embraced. All members of the community are equal and accountable to each other. We strive to create communities that are supportive, equitable, inclusive and representative for all of our residents.

We're committed to our community

- Serving as allies, advocates and resources to students of all backgrounds
- Recruiting staff members who share and foster our commitment to diversity
- Promoting reflection of personal attitudes, integrity and values
- Supporting the idea that every person can bring about positive change
- Establishing an environment of awareness, reflection, respect and healing
- Providing educational programs to build a supportive community without fear of prejudice or bias

Our community

In a community of scholars, there is no place for hateful behavior. This environment encompasses those of different physical/mental ability, age, ethnicity, gender, national origin, political affiliation, physical appearance, religion, sexual orientation, socio-economic status, veteran status, or any other group protected by state or federal law. Our expectation is for individuals to understand and consider the positive and negative effects their actions have on the environment around them.

Gender-inclusive living

Housing and Residential Life offers living spaces and support for incoming and current students who are lesbian, gay, bisexual, trans, genderqueer, non-binary and/or gender non-conforming. We encourage potential and current residents to connect with our Housing Assignments Team to choose the best living option. They can be reached at 405-744-5592.



» OSU HOUSING PORTAL

Housing Rates

Rates are subject to change at the direction of the Board of Regents for the Oklahoma Agricultural and Mechanical Colleges. Download the [Housing Rate Sheet \(pdf\)](#).

Registration Portal

Visit [OSU Housing Registration Portal](#)

Registration Fee. 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.

Undergraduate Renewals

An advantage of living on campus as a returning resident is that you will be able to select your on-campus housing for the next academic year during a priority sign-up process early during the spring semester.



» BILLING AND PAYMENTS

Your OSU Bursar Account

- You may view and make payments for housing charges via your OSU bursar account. Failure to make timely payments may result in the termination of your housing contract. Learn more at the [OSU Office of the Bursar](#).
- A percentage of your payment goes toward student academic and training programs and supports student housing groups including the OSU Residence Halls Association (RHA). Funds allocated to student housing groups will be spent per RHA bylaws.

Damages, Fines, Fees and Charges

- If you incur charges, including but not limited to room damages, locked-out fees and lock changes, they will be assessed to your bursar account. These charges may include but are not limited to the following: room damages, locked-out fees and lock changes.

- 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.
- **Petition for Adjustment of Charges.** If you have questions about damage costs or the [Petition for Adjustments of Charges](#) form, email [Housing and Residential Life](#).



» MOVE IN AND MOVE OUT

Move-In Overview (Undergraduate)

Visit the [Move-In Overview](#) webpage for undergraduates for the most up-to-date information.

Step 1. Plan Your Move. What to do over summer

- **What to bring with you**
 - Pack only what is needed. You can always bring or ship more items later.
 - Sheets, pillows, pillowcases, blankets, comforters/quilts.
 - Towels and hygiene products
 - Wastebasket
 - Lamps (no Halogen lamps), extension cords and adapters
 - Laptop, computer, printer, and surge protectors
 - Television, Playstation, Xbox, Wii with all connections and coax cables. Halls have cable access in the rooms.
 - Cell phone, iPod, iPad, eReader, chargers, and connections
 - Flashlight, tools
 - Alarm clock (you don't want to miss class!)
 - First aid kit
 - Clothes hangers, iron and ironing board
 - Sewing kit
 - Laundry supplies. All halls feature free laundry facilities. Full-size washers and dryers are provided in apartment units. Note: You can use high-efficiency laundry detergent (marked with a small "HE" symbol) in both HE and non-HE machines.
 - Kitchen utensils, including cutlery, can opener, dish soap/sponge, and so forth
 - Appliances approved for all residential units
 - One refrigerator (3 amps and 5 cubic feet) per person
 - One microwave (900 watts or less) per person
 - Exception: Wentz, Iba, Parker Halls
 - One refrigerator (3 amps and 5 cubic feet or less) per room

- One microwave (900 watts or less) per room
- Single-serve coffee makers (such as a Keurig)
- Other cooking appliances may be used in kitchen areas.
- **What to leave at home.**
 - Some appliances and personal items have a higher likelihood of contributing to unsafe environments for community living. Review list of [Approved and Prohibited Personal Items.](#)
- **Know what's provided in your room and hall**
 - Find out what amenities are in your room and hall before you come. Visit [Hall Finder](#) and get your bed sizes, room measurements and more.
- **Create your OSU-Apogee Wi-Fi account**
 - Create your account and be ready to connect your devices before you check in at <https://okstate.apogee.us>.
 - Ability to connect up to 10 devices simultaneously to the network with guaranteed speeds to each device.
 - Dedicated support for students 24 hours a day.
 - Ability to manage devices through a customized OSU portal.
- **Download the Rave Guardian app**
 - The campus uses [Rave Guardian](#), a free mobile app, that turns any smartphone into a personal safety resource while at OSU.
- **Add/update emergency contact information**
 - Now is a great time to update your emergency contact information in the [OSU Housing Portal.](#)
- **Get your parking permit**
 - Go online to [Parking and Transportation Services](#) to purchase your vehicle permit. You can print a temporary permit and place it on your dash.
- **Coordinate with roommates**
 - Coordinate room furnishings and rentals with roommates to prevent doubling up on items.
- **MicroFridge rental**
 - To rent a MicroFridge, visit [University and Student Services.](#)
- **Get renters insurance coverage**
 - Residents are encouraged to get renters insurance.
- **Know your mailing/package delivery address**
 - Send mail/packages to the campus address after your move-in day to avoid items being returned to sender.
- **Get to know Stillwater**
 - Learn where to eat, shop and play at [Visit Stillwater.](#)

Step 2. Check-In Process

How to Check-In

- Residents will select their move-in appointment (once room assignments are confirmed) starting June 1 via the OSU Housing Portal.
- When arriving on campus, go to your designated check-in location to complete the paperwork and receive your room key.

- Complete the Room Occupancy Checklist (ROC) via the OSU Housing Portal before moving personal items into the room. The report documents the room's condition on the day you move in. Staff will use the report to compare the move-in condition of the room with the condition of room on the day you move out.
- You may move your items into your room anytime after your check-in has been completed.
- While moving your items to your room, follow all signage and loading zone directions.
- When you are finished unloading, move your vehicle(s) to a designated parking lot so someone else can use the loading zone.

Improper early check-in

- If you arrive to check in before your scheduled check-in day, you will receive a \$250 fee in addition to the daily rate of the room for each day up to the date of your scheduled check-in day. Also, if you try to check in early, your room may not be available, have been cleaned or have maintenance completed.

Step 3. After Move-In Day

- Meet your community mentor and roommate(s) before attending your first floor meeting and have a successful and productive academic year. Go Pokes!



Move-Out Overview (Undergraduate)

Visit the [Move-Out Overview](#) webpage for undergraduates for the most up-to-date information.

Step 1. Schedule Checkout Meeting with Community Mentor (CM)

- Schedule your checkout appointment with your community mentor (CM) at least 24 hours in advance of your move-out. Failure to do so will result in an improper checkout charge to your bursar.
 - Move-out must be completed within 24 hours after OSU's last finals.
 - Graduating seniors have until 5 p.m. Sunday to be moved out but must complete the extension form on [Roompact.com](#) to avoid any unnecessary charges.
- If your CM is not available at your desired checkout time, the CM may be able to refer you to another CM or you will need to schedule a different time.
- If you cannot make your appointment, let the CM know as soon as possible. Missing your scheduled checkout will result in an improper checkout charge.

Step 2. Prepare Room for Checkout Meeting

By your scheduled appointment with the community mentor (CM), you need to be sure the following tasks have been taken care of. Failure to do so will result in an improper checkout charge.

- **Remove all personal items from the room**
 - The only thing that should be in the room at checkout is university-owned furniture.
 - Check dresser and desk drawers to make sure you have everything .
- **Clean the room**
 - Clean all surfaces—including desk/dresser, bookshelf and inside drawers—of dirt, grime and gunk.
 - Clean windows and mirrors.
 - Remove contact paper from counter and bulletin boards.
 - Remove tape residue from furniture, walls and windows.
 - Leave peel-and-stick adhesive hooks (such as Command™ Brand) in place. These will be removed by HRL Facilities Office. Removal can cause damage to the walls that will result in damage charges.
 - Sweep, mop and/or vacuum floors.
 - Place dirt, debris and trash in dumpsters, not in the hallway.
 - To empty the water from fish tanks and/or turtle tanks down the drain, use a strainer to catch rocks. Run cold water for two minutes afterward.
- **University-owned furniture**
 - Beds must be assembled and secured.
 - Move furniture back to its move-in configuration.
 - Closet doors are installed.

Step 3. Attend Checkout Meeting with Community Mentor (CM)

As a vacating resident of single student housing, you must schedule a checkout appointment with your community mentor (CM) 24 hours prior to your departure. This must be within 24 hours after your last final. Failure to attend the scheduled checkout meeting will result in an improper checkout charge.

- **CM's Responsibility**
 - Accompanies you to room/suite/apartment.
 - Assesses the room/suite/apartment's condition.
 - Updates the Room Occupancy Checklist that you completed at move-in.
 - Provides information concerning room conditions and estimated charges.
 - Bring paperwork for you to sign.
 - Ask you to take your room and mailbox keys to the desk.
- **Your Responsibility**
 - **Prepare room.** Failure to prepare room before the checkout meeting will result in an improper checkout charge.
 - Remove personal items and clean unit to move-in standards. Return furniture to original configuration.
 - Property Abandonment. If you leave personal belongings in your unit, Housing and Residential Life will email you and store your items for 30 days. There is an immediate minimum fine of \$100, and after 30 days, we will dispose of your items at your expense.
 - **Room keys.** The CM will ask you to turn in your keys to the desk. Afterward, you will not have access to the room/suite/apartment. Failure to turn in your keys to the Service Desk will result in an improper checkout charge of \$150 and a \$135 charge for lost keys.
 - **Forward mail.** Complete forward mail forms at the desk.

- **Obtain approved release** (mid-semester checkouts only). Failure to obtain approved release from Housing and Residential Life contracts will result in rent charges continuing after your date of checkout, up to and including the remaining balance of your housing contract.
- **Final Assessment of Cleaning and Damage Charges**
 - HRL Facilities Office will provide a final, detailed assessment of cleaning and damage charges. This assessment may result in the adjustment of the estimated charges that the CM provided at the time of checkout.
 - You have 90 days to contest OSU Housing and Residential Life charges. You must complete and submit a Petition for Adjustment of Charges (form) to initiate an appeal.

Improper checkout

At checkout, if you have not met the following requirements, you will be charged an improper checkout fee of \$150, which will be assessed and charged to your bursar account.

- Failure to set up a checkout appointment with a community mentor (CM) at least 24 hours in advance
- Actions that require calling the CM on call
- Room/suite/apartment is not ready for the checkout appointment, which includes the following. See [Move-Out Overview](#) for instructions.
 - Leaving personal items in the room.
 - Failing to clean the room to specifications.
 - Failing to return room/university-owned furniture to its move-in configuration.
- Missing the checkout appointment.

Property abandonment

If you leave personal items in your room/suite/apartment, the items will be removed at your expense. As the vacating resident, you will receive an e-mail notification and be given 30 days to claim your items. If no response is received within the 30-day deadline, the university will donate the items to a local charity. Removal and storage fees will be charged to your bursar account, including the minimum charge of \$100 for abandoned property.

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 and so forth). Each resident in that area will be billed. For this reason, we encourage you to report vandalism. It's one way you can reduce unnecessary costs.



FGSH Move-In Overview

Thank you for choosing to live on campus. To help you get moved in, we have included a [move-in checklist \(pdf\)](#) with information about what to bring, what to leave and what we provide.

Check-in Process (FGSH)

During the check-in process, the primary leaseholder must follow these instructions:

Step 1. Review your assignment letter.

- Your apartment number and check-in date are included in the assignment letter.

Step 2. Read more about check-in day, key pick-up and early check-in.

- The primary leaseholder may pick up the apartment keys on the move-in date provided on the assignment letter.
- If pre-approved by email from the Family Resource Center (FRC) or the Community Relations Office (CRO), the check-in date may be moved to another date.
- If you attempt to check in early, the apartment may not be available or could be in the process of being cleaned or having maintenance completed.

Step 3. Take your assignment letter and an identification card (ID) to the Family Resource Center (FRC) at 719 N. Walnut St. (map)

- Pick up your welcome package, one door key and the Room Occupancy Check (ROC) form

Step 4. Complete and return the ROC to the FRC

- Record the apartment's condition on the Room Occupancy Check (ROC) and return it to the Family Resource Center within five business days after moving in.
- Afterward, you will receive the second door key and two mail keys.

Step 5. Apartment Assistant to schedule a visit to your apartment

- After returning the ROC, an apartment assistant, will schedule a visit within five business days to welcome you and to verify and/or add any missing details in the ROC.
- If the visit is not scheduled within five business days, the ROC will be considered a correct and complete record of the apartment's status at the time of your move in.



FGSH MOVE-OUT PROCESS

We are happy you chose to live on campus this year and trust you have had a successful academic year. In order to complete a proper checkout, we ask that the primary lessees follow the steps listed below.

Step 1: Submit Notice to Vacate (form) and schedule checkout meeting

- You (the primary lessee) must submit a Notice to Vacate (form) to the Iba Office before moving out of your apartment.
- You may give notice of your planned checkout day at any time. Checkout appointments are only during office hours.
- You can schedule a checkout appointment with an FGSH representative before moving out of the apartment. Keys must be returned to the apartment assistant (AA) at this time.
- Staff may request an airline ticket, J-1 Visa or other documentation for waiver of contract purchase fee.

Step 2: Clean Apartment (see detailed instructions)

Step 3: Checkout Meeting (FGSH)

- After following the guidelines to clean your apartment, turn all keys to the Family Resource Center (FRC).
- Keys must be returned to the Family Resource Center (FRC) by the primary lessees. The FRC hours are Monday through Friday from 8 a.m. to 8 p.m. and Saturday/Sunday from 2 p.m. to 8 p.m. If you need to return the keys after 8 p.m., call 405-564-4028 and an FGSH staff member will meet you at the FRC.

Step 4: Discontinue/Cancel Services

- Remember to discontinue any services you have signed up for. These may include telephone, cable pay channels and newspaper subscriptions, and so forth.

Step 5: File A Change Of Address Form

- Your mail will not automatically be forwarded unless you request this from USPS. You can complete a Change of Address form in person at the Stillwater Post Office (809 S. Lewis St.) or at www.usps.com. After you move out, we are unable to open the mailbox for you. A key left in the mailbox or outside of the FRC door, will result in a property abandonment violation.



» ACCESS AND SERVICES

Bicycles and Spin Scooters

Bicycles

Parking and 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 agrees. Bicycle racks are located at convenient locations around Housing and Residential Life buildings.

FGSH: Bicycles

As an exception, FGSH residents who do not have assigned bicycle racks may store bicycles under the stairwells in the breezeway. No bicycles may be left anywhere in the breezeways except under the stairs. Housing and Residential Life is not responsible for bicycles left unattended and/or unsecured.

Spin Scooters

Spin scooters operate as a third-party on our campus. Spin scooters must be kept out of residence halls.



Building Access

Entrances, Exits and Tailgating (into buildings)

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 (also known as tailgating). Student IDs are needed to gain entrance to building doors when they are locked.

Residents should notify the desk student staff and/or Residential Life building staff immediately for the following situations:

- Doors are found unlocked
- Doors locked at the wrong hours
- Suspicious behavior
- Maintenance problems
- Other safety hazards

Windows, Roofs, Ledges

- Stay off roofs, ledges and eaves.
- Screens are not to be removed from the windows.
- Items must not be hung outside the windows, placed on the ledges, or on balcony or patio railings.
- In Iba, Parker, and Wentz Halls the windows need to remain closed, sealed and locked. Air vents must be unobstructed.



Common Areas

All halls have common areas like dens, study lounges and other spaces perfect for hanging out.

Bathrooms

In addition to what you learned in kindergarten about cleanliness, sharing a community bathroom requires respecting yourself and your fellow residents. We expect you to follow all societal norms and instructions posted in the bathrooms. These rules include but are not limited to the following:

- Don't tamper with dispensers. Removal of paper rolls and soap containers inconveniences everyone.
- Be clothed entering or leaving bathrooms.
- Know what you can and can't flush. See Plumbing Best Practices.
- Private shower stalls are intended for one person at a time.

Breezeway Policy

- University policy dictates that breezeways (walkways with roofs) must always be kept clear to allow residents to safely evacuate the area in times of an emergency. In other words, no items can be in the breezeway at any time that can block the path to exit the building.
- This includes temporarily or permanently storing furniture, household items, toys, plants and garden tools or using the breezeway to hang clotheslines.
- Violations will result in disciplinary actions by OSU Student Support and Conduct. Your items may also be placed in the trash.

Custodial Services

- ABM Custodial Services, a commercial janitorial cleaning service, cleans shared spaces (community bathrooms, kitchens, lounges) as well as cleans and restocks supplies for community bathrooms.

Elevators

Housing and Residential Life has 25 elevators for residential use.

- **Trapped:** Call OSU PD immediately if you are trapped or know someone is trapped in an elevator. For emergencies call 911 or call 405-744-6523 for non-emergencies. The person inside the elevator should also press the call button.
- **Items Dropped:** If you drop an item down the elevator shaft, contact the desk staff to retrieve it. This may result in a bursar charge. Items dropped after hours will be collected the next business day. You may pick up items at the Housing and Residential Life at 100 Iba Hall.

Furniture and Appliances

- University-owned furniture and appliances are designated for the space it is to be used and must be kept in their designated location.
- Furniture must not be removed from the room/suite/apartment or left outside the unit on a balcony or porch.

Grounds and Lawns

- Grounds and lawns are maintained by OSU Facilities Management. This includes the maintenance and upkeep of the sports courts (volleyball courts, basketball courts, putting greens, and playground equipment).
- Plan ahead for events held in outdoor spaces. If you want to use the outdoor spaces for an event, contact the HRL Facilities Office in advance. We can help with power, water, tables/chairs, trash cans, and so forth.

Kitchens

- Housing and Residential Life provides community kitchens (stove, oven, refrigerator, and microwave) in many halls.
- As a resident, you are responsible for keeping the kitchen clean and ready to use. Keep the following rules in mind:
 - Wash dishes after use.
 - Put food away to reduce pests and odor.
 - Write your name on food items placed in the refrigerator or kitchen area.
 - Be sure to check items in the community refrigerators before leaving on breaks.
 - ABM Custodial Services will clean the kitchen if all personal items are stored properly. They will not remove any food or personal items (pots, pans, silverware, and so forth) from the kitchen area,

Laundries

- Housing and Residential Life provides laundry facilities in all residence halls and washers and dryers in undergraduate apartments.
- These facilities are free of charge and are provided for residents only.
- High-efficiency (HE) detergent recommended for all machines.
- The university is not responsible for any lost, stolen or damaged items. Report machine issues to the HRL Facilities Office or visit the appropriate Desk Service.
- Learn more about [best practices for laundries](#).

Living Rooms and Lounges

Housing and Residential Life provides many different styles of living rooms and lounges. Most include a combination of couches, televisions, and study areas with desks and tables.

Outdoor Grills

Permanently mounted BBQ grills are available in various locations (Griffith Community Center, Pattillo Community Center, Bennett, Morrison Neighborhood and the Family and Graduate Student Housing Neighborhoods).

- Requires [Grilling Permit Application](#)
- Grilling is not allowed during county burn bans.
- Only food may be cooked on the grills. Do not use the grills to burn or other items.
- You are required to clean the grill with water after using it. Do not use chemicals or other cleaning supplies to clean grills.
- You may not store grills, hibachis, combustibles /or flammable liquids (such as gasoline or propane) within or near any building, breezeway, balcony or storage unit.
- Nonresidents may not use these grills.

FGSH: As the primary lessee, failure to use equipment properly or to clean the grill and surrounding areas will result in permanent revocation of your privileges and/or fines charged to your bursar account.

Recreation and Sports Courts

Housing and Residential Life offers a variety of recreation opportunities around the facilities and grounds.

- Sand Volleyball (Griffith Community Center, Pattillo Community Center, Bennett, Stout, and The Villages)
- Basketball (Griffith Community Center, Pattillo Community Center, Morrison Neighborhood Bennett, Patchin-Jones and The Villages)
- Lawns (Various halls)
- Putting Green (The Villages)
- Pool/Ping Pong Tables (various halls)
- Pianos (Bennett, Iba, Stout, Parker, Wentz and Kerr-Drummond Mezzaine). Please play between 9 a.m. and 9 p.m.

Behavioral expectations

- Dartboards, sports activities (swinging bats or golf clubs), throwing objects, discharging of foam blasters/guns (Nerf products), roughhousing, water fights, and practical jokes are not allowed in Housing and Residential Life buildings.
- Riding bicycles, in-line skates, scooters, 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

Vending Machines

Oklahoma State University offers a variety of beverage and snack options in vending machines in Housing and Residential Life facilities. If you have a problem with a vending machine, contact the designated service provider found on the machine.

FGSH: Grounds and Common Spaces

Oklahoma State University is proud of its grounds and community spaces (gazebos, grills, picnic tables, playgrounds, lawns, volleyball and basketball courts) and invites you to enjoy them year-round. Residents often gather formally and informally in these areas for picnics, recreation and other social events.

General Information for FGSH residents

- As a primary lessee, you may ask the Family Resource Center (FRC) permission to use the grounds and community spaces to host parties or gatherings. Note that you will be held responsible for damages that occur to the grounds and community spaces and that the charges will be added to your bursar account.
- While OSU Facilities Management is responsible for the upkeep of grounds and open spaces, we ask that you do your part in maintaining them. This includes picking up toys and trash when you leave the grounds.
- Community spaces are intended for the residents living in Family and Graduate Student Housing (FGSH) neighborhoods. Staff reserves the right to ask nonresidents to leave these facilities at any time.
- You may not use community spaces for temporary or permanent storage or to erect any structures. The only place you can grow plants on campus is the garden plots.
- The university is not responsible for personal property left on the grounds or in community spaces. Items could be disposed of or damaged by groundskeepers.
- Noise must be kept at a reasonable volume.
- Alcohol is not allowed on the grounds or in community spaces.

Breezeway policy

- See Breezeway Policy above

Breezeway policy exceptions

- You and your family may leave shoes in the breezeway provided that the shoes are neatly stacked by the door or on a small rack.
- You may have one flowerpot for an ornamental plant in the breezeway. The pot must be 14 inches or smaller in diameter and placed on the hinge side of the door. Plants that produce food are allowed only in the garden plots.
- If your neighborhood does not have assigned bicycle racks, you may store bicycles under the stairwells in the breezeway.

Brumley Community Center

- Brumley Community Center offers FGSH residents space for personal gatherings free of charge for groups of fewer than 49 people.

Playgrounds

- Playground equipment is located throughout the housing area.
- Parents are required to supervise children playing on the equipment.
- Report playground equipment in need of repair to the HRL Facilities Office at 405-744-8510.

Yard sales

- Yard sales (also known as garage, tag, rummage or jumble sales) are not permitted in Family and Graduate Student Housing, except ones sponsored by the Family Resource Center (FRC).



Desk Services and Community Centers

Desk assistants help connect residents with full-time staff; check out games and sports equipment; assist with locked outs, lost and found, lost keys; handle mail and package distribution; and report maintenance issues.

Undergraduate Service Locations

405-744-5602	Bennett Desk serves...	Bennett Hall
405-744-1534	Griffith Community Center serves...	Booker-Stinchcomb, Bost, Davis, Morsani-Smith, Sitlington, Young and Zink-Allen, McPherson, Payne Ellis and Carreker East and Carreker West Halls
405-744-4662	Pattillo Community Center serves...	Kamm and Peterson-Friend Halls
405-744-3400	Stout Desk serves...	Stout Hall
405-744-2143	University Commons West serves...	University Commons Complex
405-744-3038	24-Hour Service Village FIT (Village A) Desk serves...	Iba Hall and the Villages
405-744-5017	Wentz Desk serves...	Wentz Desk serves

FGSH Service Locations

405-744-1296	Community Relations Office (CRO)
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	<p>The CRO houses Family and Graduate Student Housing (FGSH) staff who assists residents understand and follow policies and procedures.</p> <ul style="list-style-type: none"> • Comprised of six apartment assistants (AA) and full-time staff. Assists with primary lessee changes, apartment transfers and lease extensions. • Assists residents in crisis management or housing issues within the FGSH community. • Oversees the FGSH Garden Plots. FGSH residents may lease 10-foot by 10-foot garden plots during the gardening season. Plots are on the north side of the Williams Neighborhood.
	<ul style="list-style-type: none"> • Open weekdays from 8 a.m. and 5 p.m. • Located in the West Neighborhood (Building 84, Apartment 7).
405-744-6539	Family Resource Center (FRC)
	<p>The Family Resource Center is a center of activity for residents living in Family and Graduate Student Housing (FGSH). With its lending system and multiple educational resources, the FRC provides programs for all members of the FGSH community. The FRC purchases supplies and food for FRC and FGSH programs with a portion of FGSH rent monies and/or funds allotted from student activity fees.</p>
	<ul style="list-style-type: none"> • Open Monday through Friday from 8 a.m. to 8 p.m. and Saturday and Sunday from 2 to 8 p.m. • Located at 719 N. Walnut St.
Services	24-Hour Computer Lab. The FRC's computer lab (with remote printing option) is available for residents. Use your OSU identification card for swipe access.
	Food Pantry. The Food Pantry (located in the FRC) provides non-perishable food items for OSU students experiencing food insecurity.
	GREAT Room. The GREAT Room is a large, multipurpose space that is available for residents to use when the FRC is open. Residents are welcome to come and use the ping pong table, foosball table, pool table and big screen TV.
	Our Daily Bread Mobile Market. The mission of Our Daily Bread Food and Resource Center is to provide free groceries for Payne County residents. Its mobile market stops at the Family Resource Center once per month. Ask staff at the FRC Front Desk for more information.
	Programming. The FRC offers free classes, events and programs designed especially for adults, children and families. Staff provides residents with programming information through monthly emails and notices posted in neighborhoods.
	Red Pantry. The Red Pantry provides menstrual and hygiene products for residents. It is located at the University Laundry, which is the building on the north side of the FRC.
	Shopping Shuttle. The FRC provides a free-of-charge transportation shuttle service to local food stores with front-door drop-offs. For more information and the schedule, contact the FRC at 405-744-6539. View Shopping Shuttle schedule online.



Keys/Card Access

- Keys are university property, may not be duplicated and are for residents only.
- Staff issues residents door keys and key cards to enter their assigned rooms/units. We also encode our residents' OSU ID cards to open designated doors with card readers for their assigned areas.
- For your safety and that of our community, we ask the following:
 - Lock and secure your residence door.
 - Keep your keys and access cards with you.
 - Never lend or give your keys, key cards or OSU ID card to another person to use.
 - Never use another resident's keys or cards.
 - Don't duplicate university keys.

FGSH: Keys

- Sharing keys with anyone not listed on the housing contract is not permitted.
- When you move in, you will be issued one door key. After submitting a completed Room Occupancy Checklist (ROC), you will receive a second door key and two additional mail keys.
- Eligible residents may purchase one additional door key at the Family Resource Center (FRC).
- Children 13 and older may be issued a key if a parent provides written permission to the Family Resource Center.
- Lost Keys. If you lose an apartment or mailbox key or fail to return a passkey after 24 hours, the lock(s) to the apartment/mailbox will be changed. The cost of the lock change is charged to the primary lessee's bursar account

Lost OSU ID Cards

If you lose your OSU ID card, contact ID services to get a new one. Once you have your new OSU ID, contact Housing and Residential Life to have staff encode it with your door access.



Locked-Out Policy

Locked out of an undergraduate hall?

- If you are locked out of your room, go to the service desk for assistance.
- Desk Services will issue you a passkey to your room. Be prepared to verify your identification.
- For 24/7 assistance, go to the desk at Village FIT (Village A) or call 405-744-3038.

FGSG: Locked out of a Family and Graduate Student apartment?

- As a resident, if you are locked out of your apartment, go to the Family Resource Center (FRC) and borrow a passkey. Identification is required.
- Staff is unable to assist unregistered guests who are locked out.
- Locked-out charges are added to the primary lessee's bursar account.
- Locked-out counts start over on June 1 every year. Excessive lockouts could lead to disciplinary action.

Locked-Out Fees

- 1st and 2nd locked outs: no charge plus passkey fees
- 3rd and 4th times: \$35 plus passkey fees
- 5th time and so forth: \$50 plus passkey fees

Passkey Fees

- There is no charge for the first hour you have a passkey. After one hour, there is a \$15 charge.
- If you keep a passkey for more than 24 hours, there is a charge to replace all locks to the room/suite/apartment
- If you need a passkey longer than one hour due to extenuating circumstances, contact the desk manager for approval.



Mail and Package Services

Housing and Residential Life offers United States Postal Service (US Mail) at each residential hall and the FGSH neighborhoods. If you have any questions regarding your mail, visit the Desk Service associated with your residential hall during their operational hours.

Undergraduate: OSU Mailing Address

For most residential halls, your room number is your mailbox number. The Morrison Neighborhood is the exception.

Your OSU Address is:	Example:
Your name Oklahoma State University Your room number, your hall name Stillwater, OK 74077	Joe Student Oklahoma State University 100 Village Hall C Stillwater, OK 74077

For the Morrison Neighborhood (McPherson, Payne Ellis, Carreker East, Carreker West), use the building number with your room number.			
McPherson: 245 N University Place Apt (with room number) Stillwater OK 74075	Payne Ellis: 246 N University Place Apt (with room number) Stillwater OK 74075	Carreker West: 247 N University Place Apt (with room number) Stillwater OK 74075	Carreker East: 248 N University Place Apt (with room number) Stillwater OK 74075

Mailboxes

Mailboxes are provided for current residents for US Mail, campus mail, and approved Housing and Residential Life distributions. Mailboxes are located at the hall's service desk or in the breezeways. Residents are responsible for checking their mailboxes.

Mail and package delivery

University Mailing Services receives mail and packages, which are then delivered to the residential halls for distribution. Mail is delivered to Service Desks Monday through Friday, except for university breaks and holidays. However, you may pick up mail when the desks are opened. Housing and Residential Life refuses to accept package(s) addressed to anyone other than the occupant of that room. OSU also offers an inter-campus mail service where you can send business-related mail anywhere on campus at no charge.

Forwarding mail after checkout

If you complete a forward mail form when checking out of your room, your mail will be forwarded to a US address for six months.

FGSH: OSU Mailing Address

Your unique mailing address

Your unique mailing address is printed on your move-in letter. To ensure you receive your correspondence, be sure to provide senders with the correct mailing address for them to use in the delivery address block.

Four-Line Mailing Address Template	Example	Example	Example
Your Name	Jane Doe	Joe Doe	Jay Doe
Building Number with Location Designator	12 North University Place	42 South University Place	123 Brumley Apartments
Apartment Number	APT 123	APT 120	APT 100
City with State Postal Code with Zip Code	Stillwater OK 74075	Stillwater OK 74075	Stillwater OK 74074

Location Designators And Building Numbers

North University Place (Zip code is 74075)

Apartments located on the north side of McElroy Road will use the location designator North University Place. This includes apartments in the Prosser Neighborhood and Williams Neighborhood.

Building numbers for North University Place are as follows:

- Buildings 12 through 28
- Buildings 101 through 105

South University Place (Zip code is 74075)

Apartments located on the south side of McElroy Road will use the location designator South University Place. This includes apartments in the West, Demaree and Stevens Neighborhoods.

Building numbers for South University Place are as follows:

- Buildings 36 through 42
- Buildings 70 through 76
- Buildings 80 through 89

Brumley Apartments (Zip code is 74074)

Apartments in the Brumley Neighborhood will use the location designator Brumley Apartments.

Building numbers for Brumley Apartments are as follows:

- Buildings 120 through 125

Cluster mailbox units and your individual mailbox

- You will receive the keys to your mailbox after the Room Occupancy Checklist (ROC) is returned to the Family Resource Center (FRC) during the check-in process.
- Your apartment number is stamped on the front of the mailbox key, and the cluster unit and the individual box numbers are stamped on the back. You should not use the cluster unit or individual box numbers as part of your mailing address or for any correspondence purposes.
- The cluster unit number is painted in the upper right corner of the unit. The cluster unit should be close to your apartment.

- Your individual mailbox number is stamped on the door of your mailbox. Make sure you are at the correct cluster mailbox unit before using the key to open an individual box.
- Keep your individual mailbox locked at all times.
- Upon vacating your apartment, you must return all keys, including the mailbox key, in person to the Family Resource Center (FRC).
- For problems with the mailbox lock or lost mail keys, contact the Family Resource Center.

Getting Postal Service started

- On the bright orange card you received during check-in, write your name and the name of your spouse or roommate.
- Open your mailbox using the key, place the card in the back lock the door.
- The US Postal Service will pick up the card and begin to deliver mail to that box.
- Only current, registered occupants can access the mailbox or have keys.

Outgoing and misrouted mail

- To send outgoing mail, find the designated outgoing mail slot located in the upper left corner of the cluster unit.
- If you find a letter in your individual mailbox addressed to someone else, write “Return to Sender” on the envelope and place it in the outgoing mail slot of the cluster unit.

US Postal Service rules

- US Postal Service will not leave mail in unlocked mailboxes.
- US Postal Service will not remove or collect mail from your individual mailbox.



Maintenance and Repairs (HRL Facilities Office)

For all maintenance and repair needs, call the following numbers:

- 405-744-851 during work hours from Monday through Friday from 8 a.m. to 5 p.m.
- 405-744-7154 for after-hours, on weekends and holidays, and during university closures.

If the call goes to voicemail, leave your name, phone number, hall and room number, and what the issue is.

Year-Around Wear, Tear and Repair

Regular preventative maintenance occurs throughout the academic year. We ask that you report any issues you have in your living areas, so we can take care of it.

You will be notified before the time of the maintenance so you can prepare your living space (if needed). All maintenance personnel who need to enter your room will knock THREE times and announce themselves

BEFORE entering the space.

If you are not home when the work is completed, personnel will leave a card letting you know what was done, the date and time, and the technician.

FGSH: As a resident, if you want university staff to wear protective shoe coverings over their shoes when entering your apartment, request a “shoe covering is required” door sign from the Community Relations Office. The sign must always be posted on the door.

Routine Maintenance and Repairs

405-744-8510. Monday through Friday from 8 a.m. to 5 p.m.

We ask that you report maintenance or repair issues as soon as possible. Delaying reporting could result in further damage. If the repair was not the result of everyday wear and tear, Residential Life reserves the right to charge for repair services.

- Common maintenance and repairs include the following:
 - Outdoor sport courts
 - Laundries
 - Trouble with blinds
 - Light bulbs in university-provided fixtures
 - Appliances not working
 - Pest control
 - Leaks
 - Clogged toilets, sinks and showers

Light Bulbs

The university supplies energy-efficient light bulbs. If you need fluorescent lights, appliance bulbs, breeze-way lights or overhead ceiling lights, contact HRL Facilities Office. 60-watt (or its equivalent) bulbs are the maximum size for any university-supplied fixture in the apartment.

24-Hour Emergency Assistance

- 405-744-7154 for after-hours, on weekends and holidays, and during university closures.
- In case of smoke or fire and other emergencies, call 911.
- OSU Facilities Management provides 24-hour emergency assistance. An emergency can include but is not limited to the following:
 - Persons stuck inside an elevator
 - Smell of gas
 - Active water leak
 - No heat/air conditioning during times of extreme temperatures
 - Broken window or door that would prohibit the unit from being secured
 - If the toilet is not working in a unit/suite/apartment that only has one bathroom
 - Smoke detector beeping for no reason



Parking and Bus Services

Permits and Parking Map

Parking permits are issued by the [OSU Parking and Transportation Services](#) and are valid from the date purchased to August of the year indicated on the permit.

- Permits may be purchased at [OSU Parking Portal](#).
- View the [Parking Map](#)

Vehicles and Motorcycles

- All fuel-operated vehicles should be parked only in the designated parking spaces.
- Residents may not park/store vehicles on non-designated areas, including patios/balconies, stairwells, landings, breezeways, walkways, lawns, curbs, access roads, and so forth.
- Vehicles parked in these areas will be ticketed, towed and impounded at the owner's expense.
- Any damages to lawns, sidewalks, and so forth, will be charged to the resident.

Guest Parking

- Resident's guests must have a valid guest parking permit from OSU Parking Services. The rules can be found at [OSU Parking](#).

FGSH: Parking

- Any motor vehicle belonging to a Family and Graduate Student Housing resident, guest or secondary lessee must be properly registered in accordance with OSU Parking and Transit Services regulations and must be in operating condition.
- Any vehicle that has not been moved in 14 days or more will be towed at the owner's expense.
- All drivers must follow OSU Parking and Transit Services rules and regulations.

OSU Bus Services

OSU Parking and Transportation Services offers bus service not only to campus but also to popular locations throughout Stillwater. The Bus is free for anyone with a valid OSU ID. Learn more about riding The Bus, its routes, fees and stop locations at [Bus Trax](#).



Semester Breaks and Holidays

- During breaks and holidays, the residential halls stay open so residents can come and go as needed.
- Review the break calendar, desk hours and "How to prepare your space before leaving" at [Semester Breaks and Holidays](#).



Technology

Cable TV

OSU provides expanded basic [cable television](#) in the residence halls and apartments. The signal is digital and requires a QAM tuner.

Computer Labs and Remote Printer Stations

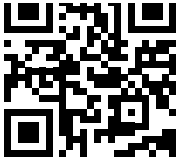
- OSU IT provides [computing lab facilities](#) on campus. A valid OSU O-Key login is needed for computer access.
- [Remote printer stations](#) are available for each residential hall and at the Family Resource Center.
- For more information visit [OSU IT Services](#).

Internet/Wi-Fi

OSU partners with Apogee to provide wired and/or wireless internet in the residence halls and apartments. Each resident can create their own personal area network (PAN) and connect up to 10 simultaneous devices with per-resident bandwidth guarantees. 24/7/365 support is available via phone, email or online chat. Call 833- 548-6849.

When connecting to Apogee Wi-Fi for the first time, scan the QR code to create an account or access the portal directly at okstate.apogee.us. When you scan the QR code, your device's ID will be captured and you will be redirected to the portal.

Tampering with network equipment is prohibited. Keep items away from the Wi-Fi access points or their brackets. Any damages to the Wi-Fi equipment will be charged to your bursar account.



PC and Mac

- Connect to "MyResNet Start Here" from your available wireless networks.
- Open a browser to access the portal.
- Once you have your account set up, forget "MyResNet Start Here" from your list of wireless networks.
- Select "MyResNet-5G" from your list of wireless networks and enter your password.



» POLICIES AND PROCEDURES

Approved and Prohibited Personal Items

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

FGSH: If you receive a notice from staff about you having prohibited item(s) in your apartment, you will have 48 hours to remove the item(s) or your lease will be terminated.

About Appliances

Appliances approved for all units

- One refrigerator (3 amps and 5 cubic feet) per room
- One microwave (900 watts or less) per room
- Single-serve coffee makers (such as a Keurig)
- Other cooking appliances may be used in kitchen areas.
- Refrigerators and microwaves must be plugged directly into the wall sockets. Using the power strip may cause the breakers to trip.
- [Micro-fridges rentals](#)

Appliances approved for apartments only (including FGSH apartments)

Apartments are wired for 110-volt and 115-volt electrical appliances, also called small appliances. Small appliances include but are not limited to toasters, microwaves, irons, televisions and radios. Any appliance requiring a higher voltage may not be used in the apartments.

Appliances prohibited in traditional/suites/deluxe suites

This list includes but is not limited to the following: Open-fire and open-coil cooking appliances, electric griddles, toaster ovens, air fryers, crock pots, Instapots, drip coffee makers, ice machines, dehumidifiers, and indoor electric grills (such as George Foreman Grills).

Appliances prohibited in all units

This list includes but is not limited to the following:

- Air conditioners and space heaters
- Portable washing machines, dryers, dishwashers

Using extension cords or power strips

- If you need to use an electrical extension cord, it must be 14 gauge or heavier.
- Extension cords must not be affixed to walls, placed under rugs or beds, strung on pipes, and so forth.
- Inspect your extension cords and appliance cords for fraying, cracks or other defects.
- Overloading an electric circuit with too many appliances can cause problems.
- Refrigerators and microwaves must be plugged directly into the wall sockets. Using the power strip may cause the breakers to trip.

» See also *FGSH-Only: Major Appliances Best Practices* under *Behavioral Expectations*.

About Music Instruments and Equipment

Undergraduate Halls

- Large amplifiers (public address system, oversize stereo, acoustic or electric musical instrument and percussion instruments) are not allowed.
- Small amplifiers may be allowed if used with headphones to be respectful of other residents.

FGSH Neighborhoods

- Pianos and organs are permitted if authorized by a designated FGSH staff member.

Prohibited Personal Items

3D Printers

- 3D printers are not allowed in undergraduate halls or Family and Graduate Student Housing apartments.

Adding or replacing the following personal items is not allowed.

- Waterbeds, shower heads, bidets, ceiling fans.

Candles and incense

- Burning candles, incense, kerosene lamps and other flammable liquid-fueled devices are prohibited in residence halls. Decorative candles must be wickless or have non-burned or clipped wicks. Wax-warmer air fresheners that are heated by a light bulb are approved; however, candle warmers that have hotplate areas are prohibited.

Electric scooters/personal electric mobility devices

- Personal electric mobility devices (scooters) shall not be used, possessed, charged and/or stored in any campus housing unless they bear the seal of an independent testing laboratory accredited by the Consumer Product Safety Commission (CPSC).
- Other electric vehicles, which include but are not limited to one-wheels and drones, are prohibited in residence halls and on the grounds. It is prohibited to store such vehicles inside the premises, on patios/balconies, stairwells, landings, breezeways and walkways.
- This rule does not apply to ADA-approved equipment.

Halogen/lava lamps

- Halogen or lava lamps are not allowed in units.

Incandescent light bulbs (often called Christmas lights)

- Strings of incandescent light bulbs (often called Christmas lights) are not allowed.

Lofts vs. Bed risers

- Lofts (homemade or prefabricated) as in “lofting your bed” are not allowed; however, residents may use bed risers that are up to seven inches in height. University-owned bed frames allow anywhere from 10 to 15 inches of under-bed space. Bed frames vary by room. Stacking two bed frames to create a bunk bed is prohibited unless the university-owned frames meet approved specifications (in Stout Hall and University Commons only).

Fireworks, explosives and flammable liquids

- Under state and federal law, fireworks, explosives and flammable liquids (such as gasoline, propane, lighter fluid, and so forth) are prohibited in residence halls and on the grounds.

Network devices

- To protect the data communications network, all 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.

Portable outdoor grills

- Portable outdoor grills (charcoal, lighter fluid or propane gas, and so forth) are prohibited in the residence halls and on its grounds. There are some permanently mounted grills located throughout campus that may be used for outdoor grilling upon request.

Ring doorbells or other electronic devices that capture images

- Ring doorbells or other electronic devices that photograph, videotape, film, digitally record, or by any other means, to secretly view another person without that person's consent in any location is not allowed.

Used furniture

- 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.

Weapons and firearms

- Weapons are not allowed in any Residential Life facility or grounds. Weapons may include, but are not limited to BB guns, paintball guns, knives, swords, crossbows, archery bows, handguns, shot-guns, rifles, and ammunition. Residential Life, OSU Police, and state authorities can determine what qualifies as a weapon, including common item that is used in a threatening manner, and can ask that it be removed from the premises. Disciplinary action may also be taken.
- If you possess a gun, you may store it with OSU Police Department free of charge on a first-come, first-serve basis.
- Disciplinary action may also be taken. OSU Policy and Procedures Letter 1-1301 (pdf)



Guest Policy

Undergraduate Halls

- As a resident, you are welcome to have overnight guest(s) three nights per semester, provided each roommate approves of the visit(s).
- Guests may not stay more than two consecutive nights. Visits of more than three nights (even with breaks in between or in three nights spent in another resident's room) are prohibited unless the assistant residential community educator (ARCE) or the residential community educator (RCE) gives permission.
- You must escort your guests at all times. As a guest host, you will be held accountable and liable for any university infractions or building damage done by your guests.
- Guests may not sleep in lounges or lobbies. Infringement on the rights of roommates or of other residents is prohibited. Disregarding university regulations will result in the eviction of the guests from the premises.

FGSH Neighborhoods

- A guest is a person who is not assigned to an apartment and with whom the resident is socializing in the apartment. Residents are limited to three overnight visits per semester. Guest must follow all policies and not infringe on the rights of other residents.
- Residents are encouraged to notify their apartment assistant (AA) and the Community Relations Office when hosting overnight guests. During an emergency evacuation of the apartment/building, staff members need to know where guests are located.
- The FGSH assistant director or designated Family Resource Center (FRC) staff may approve additional overnight visits per semester.

Maximum number of people in space at any time

- Traditional/single student spaces: 4 people or less, including the resident(s)
- Suites: 6 people or less, including the resident(s)
- Apartments: 8 people or less, including the resident(s)



Personalizing Your Room and Hall

Welcome to your OSU home. We encourage you to create a comfortable, relaxing space that is totally yours. However, if Housing and Residential Life finds items unsafe, they may be removed. Also, if your decorating choices cause damage to your space, your bursar's account will be charged following your checkout meeting.

Residents in furnished apartments/rooms are responsible for maintaining the furnishings. If you have furniture that needs to be replaced or repaired, contact HRL Facilities Office at any time throughout the year. If furniture pieces are missing or damaged at move-out, charges may be assessed.

University-owned Furniture

- Residents in furnished apartments/rooms are responsible for maintaining the furnishings. If you have furniture that needs to be replaced or repaired, contact HRL Facilities Office at any time throughout the year.
- Furniture that is missing at the time of checkout or damaged from being outside will be charged to the resident's bursar. If present, the closet door must always remain attached to the closet .
- University-owned furniture and appliances are designated for the space it is to be used and must be kept in their designated location. Furniture must not be removed from the room/suite/apartment or left outside the unit on a balcony or porch.

What You Can Do

- Hang items on walls. We encourage you to use thumbtacks and push pins (within reason), blue painter's tape or Command™ Strips/Hooks. When used properly, Command™ products should not damage the walls. When you check out, leave the strips/hooks in place and staff will remove them.
- LED string lights or fairy lights that at 12 volts or less are allowed. Carefully read instructions before using any type of light system and follow manufacturer guidelines when hanging. Must be turned off when you are not in the room. Lighting/wiring must not stretch across doorways or common areas.
- Bring area rugs. However, the rugs must not be adhered (with glue or tape) to any existing flooring. Considering using rug pads to keep rug in place.
- While each window has blinds, you may choose to hang curtains using your own café curtain rod or tension rods. Any curtain rod that requires drilling, nails or is affixed to the walls/windows is not allowed.
- You may decorate your room/suite/apartment door; however, you can't use 3D materials, obstruct the peephole or the room number, or cover more than 1/3 of the door and surface area.
- For room dimensions, bed sizes and more, visit our Hall Finder.

What You Can't Do

- You must not alter any part of your assigned housing. This includes but is not limited to painting walls, floors, or furniture; installing floor tiles, or adding removable, peel-and-stick or other temporary wallpaper/tiles to any surface.
- You must not use nails, duct tape, packing tape, clear tape, or masking tape on the walls.
- Decorations must not be visible through the window from the outside.
- Items must not be placed or hung within 18 inches of a fire sprinkler head.
- Strings of incandescent light bulbs (often called Christmas lights) are not allowed.

Holiday Decorations

- Because live-cut trees and natural vegetation (wreaths, corn stalks, hay, pumpkins and gourds) can pose a fire hazard and create mold and other issues, they are not permitted in residence halls.

Homecoming Decorations

- Homecoming is a special time on the OSU campus. The residents participate in a number of ways, including decorating in and around the halls/neighborhoods.
- Before committing time and resources to any special event or project, contact the HRL Facilities Office. They can help plan and coordinate any facility-related needs the project might entail. Be sure to ask first about lights, signs, paint, glue, glitter, crafts and window paint.



Request to Change/Transfer Rooms

- The room transfer process for a new academic year begins the first Tuesday after Labor Day (observed the first Monday in September) and the second week in January for the spring semester. Visit Dates and Deadlines for upcoming dates.
- To apply for a room change, log on to Roompact.com.
- After you have completed and submitted the room change form, you will be notified via email in the next round of room transfers if you are approved or will remain on the waitlist for the next round.
- Staff sends transfer approval emails every two weeks on Thursdays throughout the semester. If staff approves your transfer request, a new room will be assigned. You have two days to accept the transfer and another 48 hours to complete the move. Standard check-in/move-in and move-out/checkout policies apply.
- Students are assessed a \$50 transfer fee regardless of whether they accept the transfer or not. The next request is \$100 whether they accept it or not.



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:

- Elect to pay the single-room rate and keep the room privately. This option is available only when space is available. Single-room rates will be calculated on the remaining prorated portion of the contract.
- Choose to move into another half-filled room in the community.
- Find another resident willing to move into the current resident's room.
- Remain in the room and be prepared to accept a new roommate at any time.

The consolidation policy does not require individuals to move out of their community. Instead, it could require residents to pay for a single room or consolidate with another individual living alone in a double-occupancy room. If more than one resident in the same community is without a roommate, the individual who paid their housing contract last may be the one to move.



Service Dogs, Emotional Support Animals, Pets

OSU Housing and Residential Life (HRL) recognizes the important role pets play in our residents' lives, including their positive impact on our residents' physical, mental and social health. The following policy includes information regarding pet ownership on campus, which is supportive of the safe communities that HRL provides. Submit forms by email to reslife@okstate.edu.

Documents

- [FAQs \(pdf\)](#)
- [OSU HRL Service Animal Agreement Form \(pdf\)](#)
- [OSU HRL Emotional Support Animal Agreement Form \(pdf\)](#)
- [OSU HRL Pet Policy and Agreement Form \(pdf\)](#)

Service dogs and emotional support animals

Service or emotional support animals (excluding snakes and rats) are welcome on Housing and Residential Life grounds. All necessary paperwork, evaluations, and authorization forms from OSU Student Accessibility Services must be completed and approved by Residential Life prior to the animal's arrival in the residence halls.

Residents who need accommodations for an emotional support/assistance animal will need to complete the Housing and Residential Life agreement form.

Pet Friendly Communities

Kamm Hall and Prosser Neighborhood are Pet Friendly Communities, each apartment can have one pre-approved pet. Pets that may be approved:

- Domestic cat
- Dog
- Other types of animals (excluding snakes and rats) are considered on a case-by-case basis

The maximum number of HRL-approved pets per unit is limited to one. Should multiple residents in the unit request a pet, the primary account holder or first resident to sign up for housing will be granted their pet. If the first resident declines, the second resident to be approved for housing will be next to bring their pet, and so forth.

Pets allowed in all residence halls

- Fish, small crustaceans, mollusks, water turtles, and small amphibians, all living under water and in aquariums no larger than 10 gallons in size per housing unit. Extra aquariums are permitted provided the total gallon per residential unit does not exceed 10 gallons. Pets must remain in their aquariums at all times.

Additional information

- Animals/pets found to cause a community disturbance will require rectification or removal.
- Unapproved animals/pets are not allowed in any Housing and Residential Life facility due to concerns for health, safety, sanitation, noise, and humane treatment.
- Unapproved animals/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). Continued infractions will result in increased fines and possible removal from the department.
- Owners are responsible for the removal of animal/pet waste. For the first offense of not removing the waste, the owner/handler will be charged \$100 with the amount increasing for each offense.
- Owners must keep their dogs properly crated while they are away from the room. Should the owner leave the residence, it is their responsibility to crate the dog, regardless of other roommates who may stay in the residence. Crates should be constructed of wire, wood or plastic. Finding the right size crate for your dog.
- OSU is not responsible for what happens to any animal/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/pet on campus.



Shared Living Spaces

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 all charges necessary to return the room(s) to a move-in ready state by Residential Life standards and may also be charged for occupying both spaces.



Thermostat Instructions

Housing and Residential Life is committed to the green mission of the university, which includes implementing energy-savings measures. If your space has a thermostat, visit the [Thermostat Instructions](#) page for details.



» BEHAVIORAL EXPECTATIONS

Alcohol and Tobacco Policies

Undergraduate: Alcohol Policy

Consuming, possessing, manufacturing, distributing, selling, or serving alcoholic beverages on university premises (including residence halls and sorority and fraternity housing) or at university-sponsored activities regardless of age, except as expressly permitted by university policy. Knowingly being in the presence of alcohol where it is not permitted on campus is also prohibited.

The following are also violations on or off campus:

- Public intoxication or under the influence of alcohol
- Driving under the influence of alcohol or while impaired
- Actual physical control of a vehicle while under the influence of alcohol
- Providing alcohol to individuals under 21 years of age
- Social Host: Providing a location for any individual under 21 years of age to possess or consume alcohol
- Transporting an open container of alcohol
- Incapacitation due to alcohol
- Possession or use of a fake ID
- Underage in possession of alcohol
- Underage in a liquor (package) store.

Lawful and responsible alcohol consumption is permitted only in designated areas of the OSU campus, properties, and facilities as authorized by the Board of Regents.

FGSH: Alcohol Policy

These policies are addressed in the Student Code of Conduct (pdf). In addition to the Student Code of Conduct, residents are required to comply with state and local laws regarding the use of alcohol. Individuals in violation of these policies will be subject to disciplinary action. Individuals who violate any laws will also be subject to legal action.

The use of alcohol within Family and Graduate Student Housing (FGSH) housing by those over the age of 21 is a privilege. This privilege can be suspended if it is abused.

Over age 21

- Possession or consumption of alcoholic beverages by residents aged 21 and older is permitted in FGSH apartments.
- Alcohol is only allowed inside the apartment but not in public areas (including balconies, breezeways, grounds and parking lots).
- When alcohol is being consumed, the front door to the apartment must remain closed.
- Further, no one under the age of 21 may be present when alcohol is being consumed in the apartment. If persons under the age of 21 are present when alcohol is being consumed, those over 21 may be charged with providing and could face suspension from OSU.
- If minors (persons under the age of 21) reside or are present in an apartment, no alcohol is permitted in the apartment unless it is the property of the parent(s)/guardian(s) of the minors.
- In the case where one resident is over the age of 21 and another resident is under the age of 21 and no parent/guardian is listed on the lease (such as in a primary lessee/secondary lessee arrangement), no alcohol is permitted in the apartment.

Under age 21

- Alcohol consumption is governed by state and federal laws. All residents are responsible for being aware of social host liability and especially the liability of supplying minors with alcohol.
- If anyone under the age of 21 has alcohol, they will be directed by Residential Life and/or OSU Police Department to pour it out. The police may be called disciplinary action will be taken. Further, per federal law, if a resident under the age of 21 is documented for an alcohol violation, their parents may be notified.

Common source containers

- Alcohol is for individual consumption only; therefore, no common source containers (for example: kegs, cans, bathtubs, punch bowls and the like) are permitted.
- FGSH staff may question anyone who has large quantities of alcohol and investigate instances when it is suspected that large consumption of alcoholic beverages is occurring. FGSH staff will confront residents and/or their guests who are disruptive.

Tobacco Policy

Oklahoma State University is a tobacco-free campus, per university policy and the Student Code of Conduct. See OSU Policy and Procedures Letter No. 1-0530 (pdf).

Residents who violate this university policy will face disciplinary charges and may be removed from the community. Residents will be charged cleaning/damage costs to remove odors, stains, burns other damages caused to apartments by tobacco products. Tobacco products include but are not limited to cigarettes, cigars, chewing tobacco, smokeless tobacco, hookahs, electronic cigarettes, vapor devices, clove cigarettes, pouches, and dissolvables.



Drugs Policies

Drugs are prohibited in all of our communities. Housing and Residential Life supports drug-free environments to help ensure comfortable, safe and successful communities. The following are prohibited:

- Acting or intending to act to illegally use, possess, sell, share, distribute, cultivate, manufacture.
- Being under the influence of any state or federally controlled drug or substance.
- Possessing drug paraphernalia.
- Inhaling or ingesting any substances (nitrous oxide, glue, paint, and so forth) that will alter a student's mental state.
- Knowingly providing a location for individuals to possess or consume drugs, or knowingly being in the presence of drugs are also prohibited.

While the use of medical marijuana has been legalized in the state of Oklahoma, federal law continues to prohibit marijuana. Therefore, the possession or use of prescribed medical marijuana is prohibited on campus property and at university-sponsored activities.



Garbage Disposal Best Practices

Where Housing and Residential Life provides garbage disposals, follow these best practices to keep it working in top condition. Report machine issues to the HRL Facilities Office.

How to use a garbage disposal

When used properly, a garbage disposal can make kitchen cleanup convenient. This four-step process helps make sure the food goes down the drain instead of collecting in the garbage disposal and creating odor the kitchen.

Best Practices

- Never place your hands, utensils or other tools in the disposal.
- If the garbage disposal stops working, you should press the red RESET button on the lower part of the unit. This will often correct the problem. If that does not work, call the HRL Facilities Office at 405-744-8510.

4 easy steps

- Make sure there are not forks, spoons or other objects inside of the garbage disposal.
- Turn on cold water for 20 to 30 seconds before grinding food waste.
- Turn on the switch for the disposal located on the right side of the sink for 5 to 10 seconds to grind food waste.
- Turn on cold water for 20 to 30 seconds after grinding food waste.

What can go in a garbage disposal

There are limits to what standard garbage disposal can handle. The following is a list of food you can safely grind in the garbage disposal.

- Cold water
- Dish soap
- Liquids and soft foods
- Chopped foods. If solid foods need to be disposed of, chop them into small pieces before placing them into the disposal.
- Ice cubes. Ice cubes can help to clean and sharpen disposal blades

What not to put in a garbage disposal

Putting the wrong thing down the garbage disposal can break the device and cost money in repairs. Dispose of the following food in the trash.

Fats, Oil and Grease (FOGs)

- FOGs must never be put down in the sink nor garbage disposal. To properly dispose of FOGs follow these steps:
 - Cool hot fats, cooking oil and grease.
 - Pour into a lidded can or disposable container.
 - Place in the trash.

Fibrous foods

- Celery, onion skins, potato peelings, broccoli, lettuce, artichokes and other vegetables must go in the trash.

Uncooked pasta and rice

- Uncooked pasta and rice expand when it comes into contact with water. Place in trash.

Coffee grounds

- Coffee grounds get caught in the disposal's drain trap and may cause the drain to back up. Place in trash.

Bones, eggshells, fruit pits

- Hard items like these must be disposed of in the trash.



Laundry Best Practices

Housing and Residential Life provides laundry facilities in all residence halls and washers and dryers in undergraduate apartments.

Laundries are free of charge and are provided for residents only. Report machine issues to the HRL Facilities Office or Desk Services. OSU is not responsible for any lost or stolen items.

Best Practices

- Always empty your pockets before placing clothes in the machines.
- Don't overload the washers:
 - Top-load washers. Place the laundry in the basket loosely and not above the top row of holes.
 - Front-load washers. Place the laundry in loosely until the drum is about three-fourths full. Use HE laundry detergent.
- The dryers in the residence halls and apartments are single-load dryers; they are designed for one washer-load and the lint filters in those dryers need to be cleaned before each load.
- Pro Tip #1: You can use high-efficiency laundry detergent (marked with a small "HE" symbol) in both HE and non-HE machines.
- Pro Tip #2: Measure your detergent. Using more than the recommended amount will not necessarily get your laundry cleaner.
- Pro Tip #3: If you don't want to carry a large jug of detergent to the laundry room, consider getting something like a one-liter water bottle that has a good cap. It's easier to handle and should reduce spilling and wasting your detergent.
- Pro Tip #4: If you use a fabric softener in the washer, don't use dryer sheets. If you use dryer sheets, don't use fabric softener. Using both can leave what feels like a waxy residue on your laundry.

Laundry Etiquette: Washer Rules

- Your hall may have more rules and guidelines to follow.
- Place laundry pods (such as Tide Pods) on top of your clothes in the washing machine. Laundry pods don't go in the soap tray.
- If you spill laundry detergent, you must wipe it up.
- If you want to open the washer lid after it has started, PRESS and HOLD the PAUSE button for 5 seconds. Otherwise, you will break the latch and be charged a fine.
- Set a timer. Be prompt and remove your clothes from the washer.

Laundry Etiquette: Dryer Rules

- Your hall may have more rules and guidelines to follow.
- FIRE HAZARD: Clean the lint filter before and after each load of laundry. Look for lint filters on top or inside the dryer.
- Lint must be thrown in the trash can by the door.
- Set a timer. Be prompt and remove your clothes from the dryer.

FGSH: Laundries

Both laundries are open 24 hours a day. The University Laundry is located at the corner of McElroy Road and Walnut Street. The Brumley Neighborhood Laundry is in the Brumley Neighborhood at the corner of Miller Avenue and Walnut Street.

- Access. Both laundries use OSU identification (ID) card swipe access.
- If you don't have an OSU ID, visit the Family Resource Center (FRC) to request a swipe access card.
- The laundries are for FGSH residents only. Allowing anyone else into the facilities will result in disciplinary actions from OSU Student Support and Conduct.
- OSU is not responsible for any lost or stolen items.
- Carts. Taking laundry carts outside of the laundry may result in your laundry privileges being revoked.
- Washers/Dryers. Always follow the machine's instructions. Avoid under-loading or overloading the machines.

FGSH: Laundry Security

For your security at the University Laundry and the Brumley Neighborhood Laundry, help us keep unauthorized people out of the facilities.

- Use a swipe card for entrance.
- Don't hold doors open or open doors for others to enter.
- Make sure doors close after entering.
- Don't prop doors open.



Noise Levels

Undergraduate Noise Levels

Courtesy hours

- Courtesy hours are effective 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 (10 p.m. to 8 a.m.)
- Friday and Saturday (midnight to 10 a.m.)

Finals week

- Beginning the Sunday before finals week, Housing and Residential Life adheres to 24-hour quiet hours for the benefit of those studying for final exams. During Finals Week Quiet Hours, audible sounds 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 5 p.m. Residents are always expected to be courteous to others in their community. Compliance is necessary to ensure an environment for academic success.

FGSH Noise Levels

FGSH quiet hours

- Quiet hours are from 8 p.m. to 8 a.m. daily.
- If noise becomes an issue between neighbors, the best solution is for the residents to discuss the situation and reach a compromise between themselves. If this fails, residents should contact their apartment assistant.
- Noise issues may result in the involvement of OSU Police Department. Residents who contribute to noise disturbances may be subject to lease termination.

FGSH courtesy hours

- Courtesy hours are always in effect. Noise should not be disruptively audible within the building or outside.
- At any time, a resident may ask another resident to reduce the noise coming from their apartment.
- Residents who contribute to noise disturbances may be subject to lease termination.



Pest Prevention

Taking precautions to prevent pests from entering the residential halls is the first step to safe and prudent pest control. Common pests include but are not limited to cockroaches, mice, rats, bed bugs, flies, mosquitoes, spiders, and so forth) and fungal growths (molds, mildews, and so forth).

Do your part with routine housekeeping

- Empty the garbage
- Hang up wet towels and clothes
- Keep suitcases and backpacks off your bed
- Pick up clutter
- Seal and store food
- Report holes in screens
- Vacuum and dust regularly
- Wash and dry dirty dishes

Mold Prevention

It is common to find mold spores in the air inside buildings and on most indoor surfaces, including clothes, walls, and furniture. However, unchecked mold growth can damage your furnishings, carpets, cabinets, and clothes and shoes stored in damp closets.

To keep mold from growing, keep your room/unit clean. Cleaning areas of visible mold, such as mold in your shower, is necessary to prevent unsanitary conditions.

If you see discolored patches, cottony or speckled growth on walls or furniture, or if you smell an earthy or musty odor, your unit may have mold. Evidence of past or ongoing water damage should also trigger a more thorough inspection. You may find mold growth underneath water-damaged surfaces or on walls, floors, or ceilings. Mold can often be confused with dirt and dust buildup.

If mold is suspected, call the HRL Facilities Office at 405-744-8510 to investigate. Learn more about mold prevention.

Bed Bug Prevention

Because OSU has been proactive in its bed bug treatment program, we have a low occurrence and reoccurrence of them. Bed bugs are about 0.25 inches in length, similar in size to an apple seed or a ladybug. If you suspect you have bed bugs, call the HRL Facilities Office at 405-744-8510 to report it and include your name, hall, room number, hall and cell phone number. You should also notify your hall staff.

OSU Pest Control will contact you directly and set up an inspection. We can provide a temporary living space during the inspection and potential treatment, or you may decide to remain in your unit. Until the unit can be inspected and treated, limit your movement to other living spaces, lounges, off-campus housing, and so forth. It is important to contain the situation as much as possible.

If your unit is found positive for bed bugs, OSU Pest Control will schedule a thermal treatment as soon as possible. The unit's residents must follow specific instructions for the treatment to be successful.

Best practices when traveling

- When traveling, check luggage, clothing and bedding when leaving and returning from your trip.
- While gone, check mattress seams for signs of bugs or small dark spots on the mattress.
- When you return home, take your clothes out of the suitcase and place them in the dryer for 20 to 30 minutes. The heat will kill any bugs that may be alive.

Best practices concerning your living space

- Keep your living space clean and reduce clutter to eliminate any bed bug-hiding spots.
- Regularly vacuum crevices and upholstery.
- Pull your bed away from the wall or other furniture and tuck in sheets and blankets to avoid contact with the floor or walls.
- If the mattress does not already have a mattress cover, be sure to use a mattress cover that encases the entire mattress.
- Keep infested items out of your living space.
- Be cautious and thoroughly inspect any used furniture and clothing.



Plumbing Best Practices

How to Protect Your Pipes

Toilet paper is the only thing that should be flushed down the toilets in the bathrooms. Anything else and you may run the risk of clogging the pipes or overflowing the toilet entirely. These such items are:

- Sanitary/baby wipes don't dissolve as easily in water as toilet paper does. It can easily clog the pipes.
- Paper towels are similar in that they don't dissolve and only take up more space.
- Excess toilet paper, while able to dissolve, can struggle to do so when flushed in large batches.
- Cotton swabs can act like sticks in a dam if flushed down too often.
- Feminine products such as tampons clog easily.
- Dental floss can act like a net and easily become stuck on different portions inside of the pipes.
- Loose hair bunches up over time, leaving less and less room for water flow.

- Band-aids, many of which, are designed to stick and resist water. They'll live a longer life within the pipes and stick to other items flushed.
- Kitty litter often hardens upon coming into contact with water.

If the item isn't toilet paper it doesn't need to be flushed. Dispose of all waste properly in a lined trash can/bin.

Show Curtains

- Show curtains or liners are required for all units with shower/tub. Curtains and/or liners prevent water from damaging the bathrooms.
- Keep shower liners inside the tub.

Maintenance

- Call 405-744-8510 Monday through Friday from 8 a.m. to 5 p.m.
- Call 405-744-7154 for after-hours, on weekends and holidays, and during university closures.



Syringe and Sharps Disposal

- To ensure the safety of all residents and staff, students who use injected medication (such as insulin) or test blood must dispose of their sharps (hypodermic syringes, needles, and lancets) responsibly.
- Never dispose of a loose sharp. Place sharps in a sharps container or a thick plastic bottle that can be tightly capped (like a Gatorade bottle). Once the container is full, seal it with heavy tape and place it in the trash so anyone handling the container knows it contains sharps.
- Don't place sharps containers in recycling or where children can reach them.



Trash and Recycling Services

- As a resident, you are required to keep the living space in the community clean and free from waste.
- Trash, food containers and unsanitary situations can attract pests and create unpleasant living situations for the community.
- You are required to transport personal trash to the nearest dumpster. Trash must not be stored in excess within your room/unit.

ResLife Recycling

- The ResLife Recycles program is available for campus residences.
- Common Areas. Recycle bins in lounges and reception desks accept paper, cardboard, and rinsed tin, aluminum cans, and plastic containers that are generated in those common areas.
- Your Area. Take recyclables generated in your personal space to a blue single-stream recycle dumpster downstairs. Return plastic bags to supermarkets or green octagon-shaped bins at Stout Hall or in the recycle bins in the Family and Graduate Student Housing Neighborhoods.

Fines

- Trash or recyclables left in breezeways, hallways, balconies, lobbies, lounges and anywhere outside of your room/unit will be charged \$25 per bag.

FGSH: About Cleanliness in Family and Graduate Student Housing

- As a resident, you are required to keep your living space clean and free from waste and clutter.
- Residents found to be living in unsanitary conditions will be asked to clean their living space or face disciplinary action (including loss of housing lease).
- Accumulating (also called litter, rubbish, garbage, refuse) and failing to clean creates situations that attract pests including rodents, cockroaches, ants and more.
- Activities such as slaughtering, butchering and processing meat are prohibited on the OSU campus.
- Never store materials or furniture that obstruct walkways in living spaces, hallways, or breezeways. This could delay someone from finding their way out of the building in case of an emergency.



FGSH: Compliance and Respect

People from many backgrounds have chosen to live in the Family and Graduate Student (FGSH) neighborhoods. To build a healthy and peaceful community, we expect everyone to be respectful to one another at all times. Residents who are uncooperative or verbally abusive to others will face disciplinary action.

To ensure safety, residents and their guests must follow university staff's direction. University staff includes but is not limited to FGSH staff, dining staff and facilities management. Providing false information or failing to provide documentation (such as your OSU identification card) to staff, interfering with staff while they are performing their duties or being uncooperative or verbally abusive to staff is unacceptable and could lead to disciplinary action.

Resident Confrontation

- Policies for FGSH are developed to establish an environment in which residents may live together with maximum freedom while recognizing the rights of fellow residents. All residents accept the responsibility involved with living in a community situation and should try to be aware of how their actions affect their neighbors and roommates.
- When a resident violates this basic standard of community living by endangering the safety of other residents or violating any of the policies outlined by the university or this guide, this behavior must be confronted.
- When a resident infringes upon the rights of another individual or the community, he/ she should first be confronted by the person(s) whose rights have been violated. This statement assumes that the most effective tool to help others learn that their behaviors are violating personal rights and community regulations is the people in the community whose rights are being violated. Residents should ask themselves, "If people are having a problem with my actions, wouldn't I want them to speak directly to me so that we can work it out?"
- Residents are expected to be the first to handle a situation when their own or the community's rights are being violated. If, after confronting the inappropriate behavior of another individual, the individual does not attempt to alter their behavior, the resident should visit with their apartment assistant (AA).
- As a member of the FGSH community, each resident can do a great deal to help others learn to live in the community by taking the initiative to start solving their issues when they begin, to confront fellow residents initially follow up with further steps in the conflict mediation process when appropriate.



FGSH: FGSH Parents and Children

Family and Graduate Student Housing is available to students with spouses, partners and children. We want everyone to feel welcome and to become part of the neighborhood. Achieving this requires patience, cooperation and understanding from everyone.

What FGSH parents need to know

- Parents and legal guardians are responsible for and required to supervise their children at all times. They are also held financially responsible for damage their children may cause to the university's or neighbors' property.
- Unattended children may be referred to the Oklahoma Department of Human Services.
- For safety, children must not play in parking lots, driveways or streets.
- Parents and legal guardians are responsible for and required to supervise their children at all times. They are also held financially responsible for damage their children may cause to the university's or neighbors' property.
- Unattended children may be referred to the Oklahoma Department of Human Services.
- For safety, children must not play in parking lots, driveways or streets.

Available programs for all ages

The Family Resource Center (FRC) offers programs, events and resources for all ages.

- Adult Programs
- Youth and Family Programs

Stillwater Public School District for Demaree, Stevens, Prosser, West and Williams Neighborhoods

Elementary school children (Pre-K through 5th Grade) will attend Will Rogers Elementary. After-school transportation provided.

Stillwater Public School District for Brumley Neighborhood

Brumley's elementary school children (Pre-K through 5th Grade) will attend Westwood Elementary. If your child(ren) plan to attend Family Resource Center's after-school programs, you need to verify their transportation options.



FGSH: Illegal Roommate / Unregister Occupant

- An illegal roommate or unregistered occupant is a person who is not assigned to an apartment but is living in a Family and Graduate Student Housing apartment.
- If a resident is suspected of having an illegal roommate, an FGSH staff member will enter the apartment and perform a safety inspection. The staff member will be looking specifically for evidence that someone other than the individual(s) listed on the housing lease resides in an apartment. Such evidence includes but is not limited to extra bedding, clothing, cosmetics, accessories, toiletries and mail.
- The housing of any persons other than the registered lessee(s) and approved family members constitutes a breach of the lease. If a primary lessee is found to have an illegal roommate, they will be fined according to the following:
 - 1st Illegal Roommate/Unregistered Occupant: \$100
 - 2nd Illegal Roommate/Unregistered Occupant: \$300
 - 3rd Illegal Roommate/Unregistered Occupant: one month's rent
- In addition to the charge schedule above, the primary lessee is subject to immediate lease termination and/or any other charges deemed necessary by Housing and Residential Life.



FGSH: Major Appliances Best Practices

Each FGSH apartment is equipped with the following large appliances (also known as major appliances): refrigerator, range, in-sink garbage disposal, heating/air conditioning units and water heater.

- **Prohibited.** Because of plumbing and electricity capacities, you are prohibited from replacing the university's appliances or installing your own appliances, including air conditioners, washers/dryers, dishwashers, heaters and other portable appliances.
- **Permitted.** You are allowed to have a mini refrigerator as long as it does not exceed 5 cubic ft (an average of 28 watts). Chest freezers are allowed as long as they do not exceed 5.5 cubic feet in volume. Refrigerators must be plugged directly into the wall sockets. Using the power strip may cause the breakers to trip.
- **Danger.** You must not use the heater closets or area around the water heaters as storage areas because this poses an extreme danger. If items are found stored in the heater closet or by the hot water tank, both will be turned off until the items are removed. A fine may also be assessed for the safety violation.

Heating and Cooling Units

Most FGSH furnaces have electronic ignitions.

Gas pilot light. If your unit has furnace with a gas pilot light and the pilot light goes out, a safety device will automatically shut off the gas to the furnace. Contact OSU Facilities Maintenance at 405-744-7154 to relight the pilot light.

- Demaree, Brumley, West, Stevens and Prosser Neighborhood apartments have central heat and window air conditioning.
- Williams 101-105 has central heat and air conditioning.

Ranges (Stove top and oven)

FGSH apartments are equipped with gas ranges with electric ignitions.

- **Burners.** If the burners fail to ignite, contact maintenance for assistance.
- **Moving the range.** You should not move the range for any reason, including to clean behind it. Moving the range could result in a broken gas line. To have a range moved, call the HRL Facilities Office at 405-744-8510 and place a maintenance request.
- **Emergencies.** When cooking, stay close to the range's cook top/stove and keep an eye on the pots and pans. If OSU Environmental Health and Safety is called to respond to issues related to an unattended stove top, you may be fined for the cost of the emergency response.

Water Heaters

- Apartments are equipped with gas water heaters. If the pilot light goes out, a safety device will automatically shut off the gas to the heater. Contact HRL Facilities Office to relight the pilot light.
- You may notice a rumbling noise coming from the water heater from time to time. This is caused by a mineral build-up at the bottom of the water heater's tank and is not a concern.



FGSH: Vandalism, Restitution and Damage

Vandalism is the deliberate or unintentional destruction, theft, damage or defacement of public property. This includes graffiti (any writings or markings) on OSU buildings using chalk, spray paint, tempera paint, markers, colored pencils and the like.

If vandalism occurs, the OSU Police Department will be contacted, and the responsible person(s) will be subject to Family and Graduate Student Housing and university sanctions. They may also be asked to make restitution for the damages.



» SAFETY AND SECURITY

Personal and Property Security

Our #1 priority is making sure that OSU students have a safe environment and that on-campus living can provide that peace of mind.

OSU Police Department

The OSU campus is protected by a campus police agency consisting of sworn officers, support persons and student employees. The agency is operated and available 24 hours a day, 365 days a year. The 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.

In addition to having multiple locations and offices across campus, OSU Police Department offers a phone app called [Rave Guardian](#) that turns your phone into a personal safety device and allows students to anonymously report suspicious behavior.

On-Call Staff

Undergraduate. Community mentors (CM) are on call from 5 p.m. to 8 a.m. Monday through Friday and 24 hours on weekends and during university holidays and closings. OSU staff, including assistant residential community educators (ARCEs), are on-call to provide additional support.

FGSH. The Family Resource Center (FRC) is open Monday through Friday from 8 a.m. to 8 p.m. If after-hours help is needed, staff is available to assist residents from 8 p.m. to 8 a.m. and 24 hours on weekends and during university holidays and closings.

Health and Safety Checks

Undergraduate. Community mentors are on duty from 5 p.m. to 8 a.m. daily during the week and 24 hours a day on weekends and during university holidays and closings. OSU staff, including our assistant residential community educators (ARCEs), are on-call to provide additional support.

Hall staff conducts health and safety checks in the residential halls periodically to ensure and maintain the health and safety on campus. Each hall/wing is notified of when these are occurring. Hall staff administers these checks to ensure that community living space is adequate, allowing our staff to report any maintenance needs required.

FGSH. Family and Graduate Student Housing staff conducts health and safety checks to periodically to ensure and maintain the health and safety on campus. You will be notified of when these are occurring. Staff

administers these checks to ensure that community living space is adequate, allowing our staff to report any maintenance needs required. Although not the main purpose of these checks, if a staff member notices any policy violations, they have a responsibility to report the infraction and act accordingly.

Personal and Property Safety

One of the most important factors in providing a safe environment is personal prevention. Students should always lock their room/unit doors, 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. It's recommended that residents carry personal property insurance.

Renters Insurance

Residents are strongly encouraged to purchase renters 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 renters insurance with your insurance agent or checking with the providers of parent's/guardian's homeowners insurance for coverage options.

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 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.



Fire Safety

Prevention is key to on-campus safety. Get to know our procedures for fire alarms and exiting a building. Learn what steps you can take to prevent fire alarms caused by steam, aerosols and vaping.

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 marshal during the academic year. To become familiar with evacuation routes, cooperation is mandatory. Anytime the alarm sounds, residents have 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 the room. Take the room key.
- Leave the door closed and walk to the exit. If smoke is encountered, stay low for air.
- Do not use an elevator.
- Physical assistance for evacuation, call OSU Police at 405-744-6523 or 911.
- If unable to leave the room, place a towel under the door if smoke is either seen or smelled.
- Await assistance in the room or area of refuge.

Beeping Fire Alarm

If at any time the smoke detector starts beeping periodically, it may mean that the battery is low. If this happens, call the HRL Facilities Office at 405-744-8510 and they will send someone to replace the battery. Do not replace the battery yourself.

Cooking Can Trigger Fire Alarms

The number one cause of fire alarms within the residence halls is for cooking. Be sure to stay with your food while you cook it, even if you are cooking in a microwave.

- Pay attention to the timer. Are you sure you entered 3:00 minutes and not 30:00 minutes?
- Be sure that your microwave, stove, or oven is clean and free of food debris. This can easily catch fire.
- Follow the cooking instructions provided on food containers/cartons.

Steam Can Trigger Fire Alarms

- When taking a shower, be sure to turn on the exhaust fan in your bathroom. This helps disperse the steam.
- If you live in an apartment with a range hood, be sure to operate it while you are cooking to take away the steam.
- Use caution when using a hairdryer, curling iron, hair straightener or other similar grooming appliance. They can set off the alarms.
- Other items such as humidifiers, coffee pots, teapots, can also expel steam that can set off an alarm.

Aerosols Can Trigger Fire Alarms

We want everyone and their living space to smell good, but spray away from the smoke detectors.

- Aerosols (hair/body sprays, odor-fighting products, perfumes and deodorants) can set off fire alarms if the spray mist is in the alarm's direct path.

Tampering with Fire Protection Equipment

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 the propping of fire-resistant doors, tampering with or covering smoke detectors, tampering with sprinkler heads, fire alarms and fire extinguishers, including using fire extinguishers in nonemergency

situations. Activation of fire alarms in nonemergency situations is prohibited (cooking, vapes, pull stations, steaming clothes, and the like) and misuse of any of these will be met with a subsequent conduct case and consequences as deemed necessary by the conduct officer.

The resident will be assessed a fine of \$500 for each incidence of tampering or activation. The resident will also be placed on Housing and Residential Life probation and receive an educational sanction.

Subsequence offenses: 1) a \$500 fine will be assessed for each offense; 2) the student will be removed from housing and the contract must be paid in full; 3) 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); 4) and the student will be referred to the OSU Student Support and Conduct.

Smoke Detector and Sprinkler System

All of the residential halls and Family and Graduate Student Housing apartments are equipped with smoke detectors. Smoke detectors in rooms are inspected regularly by Environmental Health and Safety.

Sprinkler systems are installed for added safety in all residence halls.

Best practices include the following:

- 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 of the sprinkler head.
- Frisbees, footballs, baseballs, and so forth are not to be thrown in rooms, hallways or other public areas.
- Report any damages to the sprinkler system to the service desk immediately.
- On or near the front door of each living space is a fire evacuation route poster. This poster is to remain in place at all times including but not limited to check-in, Health and Safety Checks and move-out,
- If at any time the smoke detector starts beeping periodically, it may mean that the battery is low. If this happens, call the HRL Facilities Office at 405-744-8510, and they will send someone to replace the battery. Do not replace the battery yourself.

Tamper with fire safety equipment

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 the propping of fire-resistant doors, and tampering with (includes covering) smoke detectors, sprinkler heads, fire alarms, and fire extinguishers. Activation of fire alarms in nonemergency situations (including cooking, vapes and pull stations) is prohibited.

Fines

The resident will be assessed a fine of \$500 for each incidence of tampering or activation. The resident will also be placed on Housing and Residential Life probation and receive an educational sanction.

Subsequence offenses: 1) a \$500 fine will be assessed for each offense; 2) the student will be removed from housing and the contract must be paid in full; 3) 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); 4) and the student will be referred to the OSU Student Support and Conduct



Unit/Room Entry and 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.

University Staff

As a resident, you must allow university staff to enter your space.

- Staff are required to display their identification (ID) cards and wear their university-issued name tags when entering your apartment.
- If entry is required, staff will let you know the time of the scheduled entrance and they will leave an explanatory note in the apartment explaining what took place.
- Staff may enter regardless of whether anyone is at home.

Common reasons for staff to enter a unit

Reasons to enter 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 (HRL) staff will inspect rooms for health and safety concerns. When possible, notification of the inspections will be posted at least 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.

If a space is entered...

If during a unit-entry activity, hall staff sees prohibited items, they will leave a written notice in the room. The student should expect further notification from their hall staff and a Student Conduct incident report to be filed.

- Prohibited items include but are not limited to electronic cigarettes, lava lamps and decorations depicting/using alcohol materials.
- If alcohol or alcohol containers are found, the student will be instructed to pour any remaining alcohol into the nearest sink and staff will walk the student to the nearest dumpster to dispose of the empty container(s). If the resident is not present at the time of discovery, staff will leave a notice in the room.
- If marijuana products or weapons are found and the student is not there, OSU police will confiscate the items. If the student is present, OSU police will work with hall staff on removing the items from campus.

FGSH apartments and shoe coverings

As a resident, if you want university staff to wear protective shoe coverings over their shoes when entering your apartment, request a “shoe covering is required” door sign from the Community Relations Office. The sign must always be posted on the door.



Severe Weather

Oklahoma weather can be volatile. You need to be aware of your surroundings and the weather conditions at all times. Most importantly, you are responsible for finding a safe place to shelter during the storm.

Review [Severe Weather Refuge Locations](#)

What to do during a severe-weather event

First, be prepared. Download the [Rave Guardian](#) app. The campus uses this free mobile app that turns any smartphone into a personal safety resource. Other actions include the following:

- Listen to local radio.
- Watch local television stations.
- Use a weather app for the more current weather reports for Stillwater.
- Make sure your phone is charged.

What to know about Outdoor Warning Sirens

- The City of Stillwater tests the outdoor warning sirens on the first Tuesday of every month at 11:30 a.m. If the weather is stormy that day, they will not test the sirens. Outdoor warning sirens are intended to alert people outside to take cover from the storm. For alerts indoors, consider getting a NOAA Weather Radio. It is like a smoke detector for severe weather.
- Campus tornado sirens will sound off in a three- to five-minute blast when there is a tornado warning. A second blast indicates a second or repeated warning.
- Neither siren system uses an all-clear alert.
- If you need assistance or accommodation, contact the OSU Police Department at 405-744-6523.

When you first hear sirens...

- If the sirens are sounding, it is too late to seek another shelter. Go to the lowest floor you can in the building you are currently in. Don't leave for another building.
- Look for a room without windows or exterior walls.
- Put as many walls between you and the outside as possible.
- A good choice is a community lounge, community bathroom or a personal bathroom in the basement. Otherwise, find an interior room or hallway.

Rooms to avoid when seeking shelter...

- Avoid being in large, open areas with exterior windows, doors and walls, such as the Kerr-Drummond Mezzanine.
- Rooms with glass windows.

Once you find a room to shelter in...

- Sit on the floor with your back to the wall or in the middle of the room.
- Get under a sturdy piece of furniture, such as a table or desk.
- If a storm strikes, put your head between your knees and cover the back of your head with your hands.

Your action plan also depends on your location

Traditional Halls (University Commons, Iba, Parker, Stout and Wentz)

- Do not stay in your room. Instead, move to the lowest level possible in the building.
- 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 a blanket or jacket.

Suites and Deluxe Suites (Bennett, Booker-Stinchcomb, Patchin-Jones, The Villages, and Zink-Allen)

- Move to an interior hallway or 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.
- 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.

Apartments (Bost, Davis, Kamm, Morsani-Smith, Peterson-Friend, Sitlington, Young, Carreker, McPherson, Payne Ellis) and the FGSH Neighborhoods (Brumley, Demaree Prosser, Stevens, West and Williams)

- Do not leave your apartment. This is risky, 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 interior room.
- Crouch as low as possible to the floor, facing down, and cover your head with a blanket or jacket.

If you are outside...

- Look for shelter in the closest building.
- If entering a building is not possible, look for a ditch or another low-lying area.
- Stay away from anything that may fall and cause harm, for example, trees, power lines, and so forth.



» HRL STAFF

Desk Assistants

Service Desks are staffed by student desk assistants who help residents with lost keys, maintenance repairs, mail, packages, finding staff members and reporting emergencies.

Ambassadors (AMB)

Ambassadors serve as a liaison to prospective students for Housing and Residential Life by helping to coordinate tours and campus events such as Admitted Student's Day. 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.

Community Mentors (CM)

Every residential floor, wing and breezeway 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 individuals or groups of students. Get to know the CMs to enrich the on-campus living experience.

Assistant Residential Community Educators (ARCE)

Assistant residential community educators (ARCE) are graduate student staff members who live in, supervise student staff (CM and AMB) and assist in fostering communities. ARCEs are selected because of their passion for working with students and assisting in their development. Their responsibilities include community development, advising the board of directors and supervising and training student staff.

Residential Community Educators (RCE)

Residential community educators are full-time, live-in professional staff members responsible for the direct supervision of the ARCE staff and indirect supervision of student staff. RCEs are also responsible for the overall management of residential communities, which includes facilities issues, management of desk operations, community development and Living Learning Programs. RCEs have completed their master's degrees and are emerging professionals in student affairs. RCEs serve as conduct officers for OSU and Housing and Residential Life to hold students accountable while 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.

Student Success Coordinators

The student success coordinators support the university's and department's strategic plan by working with staff on shaping environments to support student academic success, develop leadership skills and address conduct behaviors.

Assistant Desk Operations Supervisor (ADOS)

The assistant desk operations supervisors are responsible for managing at least two 12-hour service desks, including hiring, training, supervising and evaluating 20-25 desk assistants. The ADOS will work with the desk operations supervisor to ensure successful desk operations that provide outstanding customer service and meet the needs of their residents. This position will require frequent student contact, their presence at the desk and an understanding of departmental and facilities management policies and procedures. In addition, the ADOS will work administratively to support the operations of the central office, primarily with occupancy management. The ADOS will assist in reviewing room closures, room rates and staff and athletics assignments. The ADOS will also be able to assist with developing, managing and implementing StarRez portal projects. In addition, the ADOS will provide backup in the absence of the office manager or other administrative support staff. This position will report directly to the desk operations supervisor, with administrative support staff providing functional supervision.

Assistant Residential Community Educators (ARCEs) for Conduct

The assistant residential community educators for student success for conduct adjudicate conduct cases originating from the residence halls, assists the student success coordinator with policy education, enforcement, updating Residence Life policies and processing incident reports. Serves on the Sexual Violence Prevention Committee and the Wellness Committee. Assists in training students and professional staff on community standards, policy enforcement and conduct case management. This position would also serve on the on-call rotation.

Assistant Residential Community Educators (ARCEs) for LLPs and Curriculum

The assistant residential community educators for LLPs and curriculum work to develop and promote the Living Learning Programs (LLP). This position advises the LLP's community mentors and coordinates with the LLP partners on events, programs and services for LLP students. Assist in training faculty associates, faculty fellows and program coordinators in living learning programs. Assist in the ongoing development and implementation of the residential curriculum. Assist in the curriculum development for LLPs. Assist with the development of content for marketing, promotion and assessment of the residential curriculum and student success initiatives with various sources such as web media, brochures, newsletters, etc. Weekly attendance at evening events is expected in addition to weekly scheduled hours.

Assistant Residential Community Educators (ARCEs) for Leadership

The assistant residential community educators for leadership supervise the student staff and day-to-day operations of the Residential Engagement Office. The ARCEs also serve as co-advisors to RHA and NRHH and advise the RHA programming board, along with its committees. The ARCEs are responsible for ensuring that programs are developed within the departmental Residential Experience guidelines. As a part of this position, the ARCEs are required to attend three to four regional and national conferences and co-advise a student delegation. In this position, the ARCEs will have approximately five to ten hours of meetings and events to attend each week outside of standard business hours. This position also serves as the manager(s) for the Campus Link web platform for Housing and Residential Life.

Engagement and Partnerships Coordinator

This is a new position for the department that is responsible for maintaining and facilitating two of our high-impact student engagement initiatives—the Living Learning Programs and the Care Team.

Support and Administration

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

Housing and Residential Life Operations

Under the direction of the associate director of operations, Housing and Residential Life Operations is made up of HRL Facilities Office and Marketing and Conference Services.

HRL Facilities Office. Housing and Residential Life is responsible for more than three 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. HRL Facilities Office oversees the submission of more than 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, Housing and Residential Life employs a student crew of 10 to 15 to assist with small repairs and furniture moving.

Marketing. The Marketing Office is responsible for curating and protecting the department's overall image. The communications coordinator is responsible for developing recruitment materials, program advertising, website, video materials and social media presence. The office is supported by a graphic designer and a team of multimedia students.

Conference Services. Each summer, more than 70 camps and conferences are hosted and housed in the halls. The summer conference season begins with the Oklahoma State Special Olympics Games in May. In addition to the variety of youth sports 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 and more than thirty conference assistants.



» GET INVOLVED

Getting involved in leadership within Housing and Residential Life is easy and fun. Between individual Board of Directors, Residence Halls Association and National Residence Hall Honorary there is a great opportunity to learn and develop valuable skills that carry with you throughout life. OSU 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.

OSU Residence Halls Association (RHA)

The OSU Residence Halls 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 Halls Association operates with an annual budget of approximately \$130,000 and is 100% student-run. The RHA is comprised of representatives from each Board of Directors and executive officers. Executive officers include the president, vice president of administration and finance, vice president of national communication, vice president of programming, vice president of marketing and vice president of involvement. Getting involved in the

Residence Halls Association is an opportunity to attend leadership conferences, recommend new policies and make a difference in the campus community. For more information, check the RHA website at www.osurha.org.

RHA Prepare to Program (PTP) is a conference designed by the OSU Residence Halls Association to act as a training session for the individual halls' incoming Boards of Directors (a group of up to 15 residents per hall that plans that hall's events). This conference is a four-day conference consisting of multiple speakers, training sessions on leadership, diversity and community, informational sessions on the changes of the system and a lot of preparation to plan programs for their respective halls.

National Residence Hall Honorary (NRHH)

The National Residence Hall Honorary is an organization that represents the top 1% of leaders who live within the residence halls. This elite group of students operates with a foundation based around core values: Recognition. As a member, you are part of one of the most respected student organizations within housing departments across the nation.



» 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, contact Housing and Residential Life or visit the [LLP online](#).

- CESH P.L.A.C.E. located in University Commons West
- College of Engineering, Architecture and Technology (CEAT) located in Parker Hall, 2nd to 5th floors
- Freshman in Transition (F.I.T.) Ferguson College of Agriculture located in FIT Village
- Gateway located in University Commons South, 3rd floor
- Global Scholars House located in Iba Hall, 2nd floor
- Honors located in Stout Hall
- Media House located in Village D, 1st floor
- Orange Scholars located in University Commons West
- Outdoor Adventure located in University Commons South, 1st floor
- Psychology House located in Village D, 4th floor
- Spears Business located in Village E and F, 4th floors
- STEM Living located in Wentz Hall



TROUBLESHOOTING

Cable Issues	Visit https://reslife.okstate.edu/cable and submit a Cable Problem/Issue Report
Housing Cancellation	OSU Housing and Residential Life, 100 Iba Hall: (405) 744-5592
Laundry Facilities	A free service, locations in each facility
Lights	HRL Facilities Office: (405) 744-8510
Locked Out	Service Desk that services your area
Lost ID Cards	ID Services, 421 Classroom Building: (405) 744-8434
Lost Key	Service Desk that services your area
Maintenance/Repairs	HRL Facilities Office: (405) 744-8510
Mail and Packages	Service Desk that services your area
Parking	Parking and Transit Services Multimodal Transportation Center, 1006 W. Hall of Fame: (405) 744-6525
Pest Control	HRL Facilities Office: (405) 744-8510
Vending Refunds	Use the contact details for the individual machine



**HOUSING AND
RESIDENTIAL LIFE**

