

Housing and Residential Life

Community Standards Handbook

Your official guide for Student Living and your source for policies and procedures while living here at Oklahoma State University.



**HOUSING AND
RESIDENTIAL LIFE**

Index

4 Mission

4 Vision

4 Core Values

5 Responsibility and Rights

Community Statement

Cowboy Community Standards

FERPA

Notice of Nondiscrimination

Student Code of Conduct

Statement of Responsibility

7 Contract Terms and Conditions

Conditions of Contract

Rates and Payments

Termination of Contract

9 Choosing & Changing Rooms

Changing Rooms

Consolidation

Room Selection & Priority Sign-up

10 Move-In/ Move-Out

Check-In

Move-In Process & Checklist

Check-Out

Preparations for Move-Out Inspection

Improper Check-out

Housing Damage Cost List

14 Access for Residents & Guests

Guest Policy

Keys/ Card Access

Lock-Outs

Roofs

Propping External Doors

Shared Living Spaces

15 Decorations, Furniture & Animals

Decorations

Furniture

Lofts

Screens

Windows & Air Vent Blockage

Pets and Service Animals

Prohibited Items & Appliances

19 Behavioral Expectations

Alcohol

Tobacco

Drugs

Energy Management

Noise

Sports in the Halls

Syringe & Sharps Disposal

Trash

21 Safety & Security

Bed Bugs

Mold

Personal & Property Safety

Renter's Insurance

Blue Emergency Phones

Fire Safety

Severe Weather

Smoke Detector & Sprinkler System

Solicitation

28 Parking & Transportation

Bicycles

Parking

28 Consequences

Confiscation

OSU Police Department

Room Entry & Search



26 Housing and Residential Life Staff

Desk Clerk
Ambassadors (AMB)
Community Mentors (CM)
Assistant Residential Community Educator (A-RCE)
Residential Community Educator (RCE)
Assistant Directors
Student Success Coordinator
Assistant Desk Operations Supervisor
Assistant Coordinator for Student Success – Conduct
Assistant Coordinator for Student Success – LLPs & Curriculum
Assistant Coordinator for Student Success – Leadership
Housing and Residential Life Operations
Conference Services
Facilities and Maintenance
Marketing
Support and Administration

28 Services

Service Desk
Cable TV
Internet/Computer Support
Mail/Email
Laundry
Vending Machines

Maintenance/Repairs
Computer Labs
Bicycles
Energy Management
Recycle
Recreation
Dining

32 Getting Involved and Leadership

Residence Hall Association (RHA)
National Residence Hall Honorary (NRHH)

31 Academics in Our Community

Faculty Associate (FA)
Living Learning Programs

32 Notice of Nondiscrimination

33 Annual Security Report

34 Troubleshooting



Mission Statement

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

Vision

Engage.

Educate.

Embrace.

Empower.

Core Values

Promote Personal Development and Growth

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

Rights and Responsibilities

Community Statement

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

In the process, we learn from one another in an atmosphere of positive contact and mutual respect. We are committed to behaving and expecting others to behave in ways which demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions.

We must take initiative and responsibility for our own learning and awareness of the differences which exist in our community and avoid all actions that negatively impact others. We are committed to these principles which are an integral part of our purpose, values, and daily activities.

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

Cowboy Community Standards

Integrity

Exemplify honest, 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.

Social Justice

Respecting the dignity of every person is essential for created and sustaining a flourishing university community. Act to discourage and challenge those whose actions may be harmful to and/or diminish the worth of others.

Respect

Show positive regard for each other and for 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.

For more information on the student code of conduct, visit Student Conduct Education and Administration: studentconduct.okstate.edu

Family Educational Rights and Privacy Act

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

registrar.okstate.edu/ferpa/ferpa_students.html

Notice of Nondiscrimination

Oklahoma State University, in compliance with Title VI & VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, and Title IX of the Education Amendments of 1972 (Higher Education Act), the Americans with Disabilities Act of 1990, and other federal and state laws and regulations, does not discriminate on the basis of race, color, national origin, genetic information, sex, age, sexual orientation, gender identity, religion, disability, or status as a veteran, in any of its policies, practices or procedures. This provision includes, but is not limited to admissions, employment, financial aid, & educational services.

The Director of Equal Opportunity, has been designated to handle inquiries regarding non-discrimination policies: Any person (student, faculty, or staff) who believes that discriminatory practices have been engaged in based on gender may discuss his or her concerns and file informal or formal complaints of possible violations of Title IX with OSU's Title IX Coordinator **(405)744-9154**.

In accordance with the Department of Education and Department of Justice, OSU Housing and Residential Life's Housing and Overnight Accommodations are as follows:

- Title IX allows a school to provide separate housing on the basis of sex. But a school must allow transgender students to access housing consistent with their gender identity and may not require transgender students to stay in single-occupancy accommodations or to disclose personal information when not required of other students.
- Nothing in Title IX prohibits a school from honoring a student's voluntary request for single-occupancy accommodations if it so chooses. If you need special accommodation, please contact Office of Multicultural Affairs at **(405)744-5481**.
- Residents who are required to register their name and home address with any local or state law enforcement agency as a result of a criminal offense are required to disclose this information in writing to the Director of Housing and Residential Life, prior to checking-in to their assignments for review.

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 to good citizenship. Attending Oklahoma State University is a privilege and students are expected to meet or exceed the university's standards of conduct both on and off campus.

You are invited to complete a Residential Life Student Conduct Evaluation, as Residential Life values your feedback. Your responses are anonymous. Visit: <https://www.surveymonkey.com/r/YBC5NJD>

Statement of Responsibility

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

The information contained in this document is the information residents need to know about living in the residence halls. Being well-versed in this information will help make the living experience an educational and enriching one as well as provide the resources to be a good community member.

Residents are responsible for what happens in their living unit. Students in the presence of any policy violation may be subject to disciplinary action. Any type of damage, incidental or malicious, will result in restitution of damaged property by the responsible residents.

Contract Terms & Conditions

Conditions of Contract

These conditions are subject to change. You are encouraged to review the Housing and Residential Life Policies. Changes to these Conditions do not preclude enforcement of your housing contract.

Rates & Payments

- The amounts you are to pay under this contract shall be determined by the rate sheet incorporated into this contract by reference, available online and at the housing office. Room rates are subject to change at the direction of the Board of Regents for the Oklahoma Agricultural & Mechanical Colleges.
- A percentage of your payment will go toward student academic and training programs which includes the purchase of food and food supplies, and toward supporting student housing groups including Residence Hall Association (RHA).
- Funds allocated to student housing groups will be spent in accordance with RHA bylaws.
- 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.
- Rent, damage, and other miscellaneous housing charges are assessed to your OSU bursar account. Housing rental payments are to be made to or at the Bursar's Office. Failure to make timely payments may result in the termination of your housing contract.
- Any late payment is subject to a finance charge, as assessed by the Bursar's Office. A hold may be placed on your official University record if your account remains delinquent. Residents are responsible for the condition of the facility until he/she has properly turned in the keys and checked out. Any facility damage repairs will be estimated and charged to the resident's OSU bursar account.
- Residents are encouraged to complete a Room Occupancy Checklist (ROC) upon checking in and again upon checking out in order to verify existing conditions. Further, residents are encouraged to report damage as it occurs in order to prevent escalating damages and/or safety issues.

Termination of Contract

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

Contract Termination Prior to the Beginning of Occupancy

- Cancellations received by Housing and Residential Life on or before May 1 for the following term (January 5th for a spring-only contract) will receive a full credit of the **\$150** deposit.
- Any contract entered into after May 1 for the following term (January 5th for a spring-only term) will receive a full credit of the **\$150** deposit if said contract is canceled within five (5) days of paying the application fee. If not canceled within five (5) days of paying the fee, then no refund will be made.
- Housing Renewal - There is no fee for choosing a housing assignment during the spring renewal process. However, all renewal cancellations will be subject to a **\$75** cancellation fee. A **\$250** late cancellation fee will also be assessed if said contract is canceled after July 15th.
- Cancellations received by Housing and Residential Life after July 15 (January 10th for spring-only contracts) will result in a late cancellation charge of **\$250** in addition to the forfeiture of the deposit.
- Student contracts for housing on February 5th for the following fall term. Student cancels contract on April 27th. Student will receive a refund of the deposit.
- Student contracts for housing on February 5th for the following fall term. Student cancels contract on July 23rd. Student will forfeit the deposit and will be charged a **\$250** late cancel fee.
- Student contracts for housing on July 30 for the following fall term. Student cancels contract on August 2nd. Student will receive a **\$150** refund of the deposit.
- Housing and Residential Life reserves the right to cancel a contract if the student fails to select a room prior to August 1st or if reasonable accommodations are offered to but rejected by the student. In such cases, there will be no refund of the initial application fee.

Contract Termination On or After Beginning of Occupancy will be subject to the following charges:

- A prorated charge based on the daily rate and the number of days the resident retained the keys.
- A charge equal to two month's rent will be assessed based on the rent for the residence resided in by the student for the majority of the contract term. Residents that vacate due to policy violations will also be assessed this charge.
- Forfeiture of any deposit paid.
- Residents who cancel due to withdrawal from the University will forfeit any deposit.
- Contracts terminated in less than three months following the date of occupancy will be assessed an additional 25% of the prorated rent charge.

Contract Termination On or After Beginning of Occupancy will be subject to the following charges:

- A prorated charge based on the daily rate and the number of days the resident retained the keys.
- A charge equal to two month's rent will be assessed based on the rent for the residence resided in by the student for the majority of the contract term. Residents that vacate due to policy violations will also be assessed this charge.
- Forfeiture of any deposit paid.
- Residents who cancel due to withdrawal from the University will forfeit any deposit.
- Contracts terminated in less than three months following the date of occupancy will be assessed an additional 25% of the prorated rent charge.

Furniture Accommodation Fee

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

The University/Housing and Residential Life may terminate the housing contract if rent or other charges due are not paid in a timely manner; a resident does not comply with the University or Housing and Residential Life Policies and Procedures; a resident is not enrolled as a student at OSU and/or employed by the University; or in rare cases, the housing area is to be converted to another use. In such cases, Housing and Residential Life will provide a minimum of 72 hours' notice.

Choosing & Changing Rooms

Changing Rooms

To apply for a room change, this may be requested via the students Roomcompact portal, once the student has completed the form and submitted it to Housing and Residential Life this process will be evaluated with an outcome to be provided to the student within 2 weeks of their request application.

The request will be reviewed and a transfer acceptance email will be sent out on the first Wednesday of each month. Provided that the room type that has been requested is available to offer. The transfer process begins the first Wednesday after the labor day holiday (September).

If the students application is granted the new room will be assigned and normal move-in policies will apply normal check-in/out policies will apply. The student will have 3 days to accept the transfer and then 48 hours to complete the move.

Room Selection & Priority Sign-up

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

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 retain the room privately. This option is available only when space is available. Single room rates are calculated on the remaining pro-rated portion of the contract.
- Choose to move into another half-filled room in the community.
- Find another resident in a half-filled room who is willing to move into the current resident's room.
- Remain in the room and be prepared to accept a new roommate at any time.

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

Move-in / Move-out

Check-in

Students will be instructed what day(s) they are allowed to check-in via email or letter from the Department of Housing and Residential Life. Prior to arrival, students should complete the emergency contact form in Roomcompact.

When arriving for check-in, students should go to the building to check-in with the Hall Staff. After arriving at the room students will finish filling out the Room Condition Report. This form verify receipt of keys, documents the condition of the room upon check-in, and gathers emergency contact information.

If a student arrives before the scheduled check-in day, an improper check-in fee of **\$150** will be assessed in addition to the daily room rate up to the date of the appropriate move-in day. Please note that rooms may not be available, clean, or have been maintenance-checked if students arrive before their regularly scheduled move-in.

Move-in Process & Checklist

Moving into college is not without its challenges: Moving into a new town and a new place, changing schools, having to meet new people. But it's not without its opportunities for all of the same reasons. Please see a list of important items to remember to pre-arrange when preparing for your move-in.

Move-In Checklist

1. Plan to arrive at the appointed day/time. Arrival will run smoothly if everyone arrives as appointed.
2. Coordinate room furnishings with roommates to prevent doubling up.

3. Arrange optional services University and Student Services (discuss with roommates).
4. Pack only what is needed. Remember more can always be brought later.
5. Review Housing and Residential Life prohibited items list.
6. Send mail to the campus address after move-in day to avoid items returned to sender.
7. Park to avoid traffic congestion (After unloading, move vehicle to parking lot or location).
8. Review and complete the Room Occupancy Check for accuracy to avoid damage billing for existing conditions.
9. Attend the first floor meeting and read the Housing and Residential Life Handbook.

Check-out

Once a resident has been approved to check-out of their room, residents must schedule an appointment with their Community Mentor (CM) or another CM in the building 24 hours in advance of their departure. The CM will then go to the room with the resident, assess the condition of the room, and collect the room and mailbox keys. The CM will then instruct the student on any further procedures regarding room conditions, charges, and forwarding mail. The room must be clean to the standard it was at check-in, furniture arranged as at check-in, and all personal belongings removed. A detailed assessment of cleaning and damage charges will be made by the Residential Life Facilities Office, which could result in the adjustment of estimated charges at the time of check-out. Please note that failure to obtain approved release from Housing and Residential Life contracts will result in rent charges continuing after the resident's date of check-out, up to and including the remaining balance of their housing contract.

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

Preparations for Move-Out Inspection

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

- Remove all personal items from the room/suite/apartment.
- Remove all food and clothing items from cabinets, drawers, closets, and appliances.
- Remove all trash from room/suite/apartment, balcony, porch, etc. & discard in the nearest dumpster.
- Wipe the inside of closets, dressers, cabinets, desks, etc.
- Return furniture to the original layout by un-lofting beds, unstacking furniture, putting furniture together (i.e. mattress on bed frame, placing furniture in appropriate room or common space, etc.)
- Clean window blinds and window sills.

- Remove dust/cobwebs from walls and ceilings and wash walls where necessary.
- Dust light fixtures, and replace burned out bulbs with bulbs of like-kind.
- Clean wood trim around windows, doors and floors, including corners.
- Vacuum all carpets, sweep and mop all hard surface floors, including corners.
- Clean air-conditioning unit, wall vents, ceiling fans, wall and floor vents.
- Thoroughly clean all appliances inside and out. There should be no dirt, grime, grease, or sticky- feel when properly cleaned.
- Remove dirt, grime and soap scum from all bathroom fixtures (toilet, sink, tub/shower, medicine cabinet) and kitchen sink.

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

Improper Check-out

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

Community Style

University Commons, Wentz, Parker, Iba, and Stout: **\$50 minimum**

Suite Style

Village, Patchin, Jones, Zink, Allen, Booker, Stinchcomb, and Bennett: **\$75 minimum**

Suite Style

Bost, Davis, Friend, Kamm, Morsani, Peterson, Smith, Sitlington, and Young: **\$100 minimum**

Property Abandonment

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

Common Area Damage

If the members of the community and Housing and Residential Life staff are unable to determine the individual(s) responsible for damages to common areas (lounges, hallways, lobbies, building exterior, etc.), all residents in that area will be billed for common area damages for that hall. For this reason, we encourage you to report vandalism. This is one way you can reduce unnecessary costs.

Housing Damage Cost List

It is important that residents understand that all appliances, furniture, and the property are left as their original setup in their room/suite/apartment before turning in keys and vacating the unit. If incidents do occur where something is damaged during your stay, it is important to report this straight away. Please see the damage cost list below.

Abandoned Property

Minimum Charge (*regardless of number of items*): **\$100**

Appliances (replacement cost)

Garbage Disposal: **\$125**
Dishwasher: **\$550**
Drip Pans (*each*): **\$20**
Dryer: **\$500**
Microwave: **\$130**
Refrigerator: **\$725**
Stove: **\$540**
Vent Hood: **\$200**
Washer: **\$500**

Carpentry

Tilt Rods: **\$5**
Vinyl Blinds: **\$40**
Metal Blinds: **\$60**
Door Knobs: **\$170**
Door Replacements (*front door or bedroom door*): **\$333**
Mirrored Closet Door (*Deluxe Suites & SSH Apartments*): **\$252**
Towel Bars: **\$28**
Shower Rod: **\$40**
Bathroom Mirror: **\$50**

Cleaning Charges

Minimum Charge (*regardless of size/quantity of issues*): **\$100**

Electrical & Life Safety

Missing LED Bulbs (*each bulb*): **\$10**
Ceiling Fan Globe (*each globe*): **\$10**
Complete Fan Replacement: **\$150**
Thermostat (*Commons and Bennett*): **\$500**
Thermostat (*all other locations*): **\$130**
Smoke Detector (*replacements only, fines may apply*): **\$22**
Sprinkler Head (*replacements only, fines may apply*): **\$64**

Flooring

Square Vinyl Tiles (*each*): **\$15**
LVT - Wood Vinyl (*each plank*): **\$20**
Carpet Square Replacement (*each square*): **\$35**
Carpet Replacement (*per bedroom*): **\$504**
Carpet Replacement (*living room & hallways*): **\$1300**

Furniture

Twin Mattress Cover: **\$30**
XL Twin Bedframe: **\$146**
XL Twin Mattress: **\$154**
Full Mattress Cover: **\$45**
Full Size Bedframe: **\$165**

Full Size Mattress: **\$150**
XL Full Mattress (*athletics only*): **\$148**
XL Full Bedframe (*athletics only*): **\$165**
Lounge Chair: **\$300**
Couch/Sofa: **\$550**
Coffee Table: **\$153**
End Table: **\$153**
Desk: **\$200**
Rolling Desk Chair: **\$88**
Dresser: **\$250**
Bookcase: **\$150**
Dining Table: **\$150**
Dining Chair (*each*): **\$115**
Bar Stools - Suits & Apts (*each*): **\$115**

Furniture Cost

If item is considered VERY GOOD/NEW: **100% of the cost**
If item is considered GOOD: **75% of the cost**
If item is considered FAIR: **50% of the cost**
If item is considered POOR: **25% of the cost**

Lock Change Charges

Lock Change: **\$100**
Mail Box Lock Change: **\$35**
Keys (*each key*): **\$2**

Paint and Holes

Small Nail Holes/ Command Strip Tears (*each instance*): **\$34**
3/4 - 1" Holes: **\$39**
1" - 2" Holes: **\$45**
3" Holes: **\$62**
4" Holes: **\$84**
5" Holes: **\$112**
Holes Greater > 5" Contact Res Life Facilities: **TBD**
Bennett (*per room*): **\$350**
Traditional Bedroom (*including Commons*): **\$350**
Village 1 Bedroom: **\$600**
Village 2 Bedroom Suite, Booker-Stinchcomb: **\$1500**
FGSH Apartment: **\$2000**
SSH Apartment, Zink-Allen, Patchin-Jones: **\$2500**

Plumbing

Toilet Paper Fixture: **\$20**
Toilet Seat: **\$34**
Toilet Stool: **\$146**

Windows (all prices are per window)

Repair/Reattach Screen: **\$50**
Replace Screen: **\$45**
Replacement Window Broken: **\$224**

Access for Residents & Guests

Guest Policy

The hosting of guests is a privilege and all residents of a room/apartment/suite must approve of any guests. Guests must be escorted by their host at all times. As a guest host, you will be held accountable and liable for any university infractions or building damage done by your guests.

Residents are welcome to have overnight guests. Guests are limited to three night visits in a semester and no more than two consecutive nights. Visits of greater than three nights, even with breaks in between or in three other residents' rooms, are prohibited except with permission of the Assistant Residential Community Educator/Residential Community Educator.

Guests may not sleep in lounges or lobbies. Infringement on the rights of roommates or of other residents is prohibited. Disregard for university regulations will result in the eviction of the guests from the premises.

Keys/Card Access

For the safety of our community, keys are only issued to a resident for access to the assigned room/unit. Residents are not permitted to lend or give their room/suite/apartment key(s) to anyone nor are they permitted to use the room/suite/apartment key(s) of another student. To control inventory of the keys, duplication of University keys is prohibited.

University students are assigned an OSU identification (ID) card. When living in University housing, student ID cards are encoded with the ability to grant access to doors designated with card readers. The student ID card will only function for the assigned community of residence. For the safety of our community, lending and giving ID cards to another person is prohibited. If an ID card is lost, contact ID services and notify Housing and Residential Life after receiving a new card.

Lock-outs

If you are locked out of your room, you must go to the Service Desk for assistance. The staff at the desk will issue you a key to your room. You must be prepared to verify your identification. If you reside in a building without a 24 hour service desk (Kamm, Peterson-Friend, or Stout), please contact the main desk number to reach the on duty student staff to provide assistance with lockout keys. Fees: There is no charge for the first hour. After one hour, there is a **\$15** charge. After 24 hours a lock core change will occur, and there is a charge to replace all locks to the room/suite/apartment. If you need your lockout key longer than 1 hour due to extenuating circumstances, please contact your ARCE or RCE.

Roofs

Residents are not allowed on any roofs, ledges and eaves.

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

Propping External Doors

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

Decorations, Furniture & Animals

Decorations

Live trees, live cut greenery, or seasonal vegetation (i.e. pumpkins, gourds, etc.) are not permitted. Lighting/wiring may not stretch across doorways or across common areas, and decorative lighting must be turned off when unattended. Use of paint or material that will result in permanent changes to the room/suite/apartment or common area(s) are strictly prohibited.

Decorations may not cover more than 1/3 (33%) of door and surface area, be three dimensional, nor obstruct the peep hole or the room number.

Decorations may not be visible through the window from the outside. No items may be hung or placed within 18 inches of a fire sprinkler head. Nailing or using tacks to hang decorations in residential units is not allowed. Damage caused by the use of these will be assessed to resident at check-out.

Decorations deemed unsafe by Housing and Residential Life may be removed.

Furniture

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

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

Lofts

No homemade or prefabricated lofts for any type of furniture will be allowed. Residents may utilize bed risers that are up to seven inches in height.

Screens

Screens are not to be removed from the windows.

Windows & Air Vent Blockage

No items may 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.

Pets & Service Animals

Residents are not allowed to have or keep temporarily animals/pets in any Housing & Residential Life facility except fish, small crustaceans, mollusks, water turtles, and small amphibians, all living under water and in aquariums no larger than 10 gallons in size per Residential Life 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. Animals/Pets found to cause a community disturbance will require rectification or removal.

Unapproved animals/pets are not allowed in any Housing & 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 Residential Life.

Owners are responsible for removal of animal/pet waste. For first offense of not removing the waste, the owner/handler will be charged **\$25** with the amount increasing for each offense. 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.

Prohibited Items & Appliances

Prohibited Appliances

Prohibited appliances in traditional halls and suites are: open fire or open coil cooking appliances, such as electric griddles, toasters (ovens), air fryers, crock pots, instapots, traditional coffee pots (not including Keurig types) and George Foreman Grills. Prohibited in all halls are portable heaters, air conditioners, large amplifiers (public address system, oversize stereo, and electric musical instrument), wireless routers, and halogen lamps. Ring doorbell or other electronic devices that photograph, videotape, film, digitally record, or by any other means, secretly view with or without a device, another person without that person's consent in any location are not allowed.

Students may have one microwave oven in any residential unit. Microwaves must be rated 900 watts or less at the highest setting. Cooking appliances may only be operated in kitchen areas. Any electrical extension cord that is used must be 14 gauge or heavier. Do not nail extension cords to walls, place them under rugs or beds, string them on pipes, etc.

Candles & Incense

Burning candles and incense, as well as kerosene lamps and other flammable liquid fueled devices, are prohibited in all University owned housing. Decorative candles must have non-burned, clipped wicks, or be wickless. Melted wax air fresheners such as the Scentsy style heated by a light bulb are acceptable. Candle warmers which include a hotplate area are prohibited.

Extension Cords

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

Fireworks, Explosives & Flammable Liquids

Under state and federal law, fireworks and explosives are prohibited in Housing and Residential Life (HRL) buildings and on grounds. Flammable liquids including gasoline, propane, etc. are prohibited in HRL buildings and on grounds.

Portable Grills, Charcoal, & Propane

Portable charcoal/gas grills as well as charcoal, lighter fluid, or propane gas are not allowed on the premise of any Residence Hall.

Electric Vehicles and Drones

Electric Vehicles to include but not limited to electric scooters and one-wheels and drones, including possession, use, and charging are prohibited in all campus housing, excluding any ADA approved equipment. This applies to all residence halls and campus apartments, including Family and Graduate Student Housing. It is prohibited to store such vehicles inside the premises, on patios/balconies, stairwells, landings, breezeways, and walkways.

Motor Vehicles and Scooters (fuel operated)

All fuel-operated vehicles must be parked only in designated areas and must be properly registered. It is prohibited to store such vehicles inside the premises, on patios/balconies, stairwells, landings, breezeways, and walkways. Any of these vehicles found in or around the premises, beyond the designated areas, may be cited, towed, and impounded at the owner's expense.

Network Devices

In order to protect the Data Communications Network, devices other than computers, servers, and workstations, must not be plugged into any network port including, but 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 the network.

Refrigerators

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

Waterbeds

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

Behavioral Expectations

Alcohol

HRL policy prohibits the possession of empty alcohol containers. Underage residents may not knowingly be in the presence of alcohol or under the influence of alcohol while residing on campus. These policies are addressed in the Student Code of Conduct Handbook.

Tobacco

Using tobacco in any form or using electronic cigarettes (vaping) on campus, as prohibited by OSU Policy and Procedures Letter No. 1-0530. Possession of hookahs are prohibited by HRL. These policies are addressed through the procedures outlined in the Student Code of Conduct Handbook.

Drugs

Drugs are prohibited in all of our communities. Housing and Residential Life supports drug-free environments to help ensure comfortable, safe, and successful communities. In addition to the Code of Conduct, HRL policy prohibits the use, consumption, possession or being under the influence of drugs. These policies are addressed through the procedures outlined in the Student Code of Conduct Handbook.

Energy Management

Residents are subject to the OSU Energy Policy, which states it is everyone's responsibility, including students, to conserve energy. These responsibilities are detailed in the OSU Energy Guidelines. Residents should turn off unnecessary lighting and electronic equipment and report any energy wastes in their apartments, such as drafts around doors or windows, running toilets, and leaky faucets, to the ResLife Facilities Office at **(405)744-8510** so these issues may be corrected.

Noise

Courtesy Hours

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

Quiet Hours

- Sunday through Thursday, 10:00 PM - 8:00 AM
- Friday and Saturday, 11:59 PM - 10:00 AM

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

Sports in the Halls

Dart boards, sport activities, throwing objects, discharging of nerf-type guns, roughhousing, water fights, and practical jokes are not allowed in Housing and Residential Life buildings.

Riding bicycles, roller blades, 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.

Syringe & Sharps Disposal

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

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

Trash

It is the responsibility of residents to keep the living space in the community clean and free from waste. Trash, food containers, and unsanitary situations can attract pests as well as create unpleasant living situations for the community. Such items should not be stored in excess within the room/unit, but taken to the designated dumpster or recycle location.

Residents and their guests are required to keep trash or recyclables inside their apartments, suites, or rooms. Any trash or recyclables in the breezeway or hallway is prohibited. Trash or recyclables left in breezeways, balconies, lobbies, lounges, and outside rooms will be assessed a **\$25 per bag** damage charge. Residents are required to transport personal trash to nearest dumpster. The Res Life Recycles program is available for campus residences.

Safety & Security

Bed Bugs

Bed bugs are commonly found throughout the globe in residence halls, motels, movie theaters, offices, and private housing. OSU has been extremely proactive in its treatment program, and as a result we have a very low occurrence and reoccurrence. Immediately report and suspected bed bugs to Housing and Residential Life (HRL) Facilities Management Office: **(405) 744-8510**

Are bed bugs in Stillwater?

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

What do bed bugs look like?

They are small, only about 1/4 of an inch in length. Their color is usually reddish-brown, though they are sometimes a much lighter straw color. They are similar in size to an apple seed or a lady bug. They generally feed when people are sitting calmly or sleeping, and they particularly enjoy feeding at night. They tend to be found around places where people recline or sleep, and they generally don't venture too far away from such areas.

Can bed bugs hurt me?

When a bed bug bites, it releases a salivary fluid that can irritate the skin and cause itching or an allergic reaction. They are not known to transmit any blood-borne illnesses or disease.

Can I get them?

Everyone is at risk. They do not discriminate, and they are not related to an individual's cleanliness, hygiene, nationality, social status, etc. Bed bugs are an unfortunate reality in the same way flies, mosquitoes, and spiders are an unfortunate reality.

How do I know if I have bed bugs?

If you suspect you have bed bugs, call the HRL Facilities Management Office at **(405) 744- 8510** or OSU Facilities Management Work Control at **(405)744-7154** and report it. Be sure to include your room number, hall, name, and cell phone number. You should also notify your hall staff member (Community Mentor, Assistant Residential Community Educator (A-RCE) or Residential Community Educator (RCE)).

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

How can I prevent getting bed bugs?

- **Traveling:** When you travel, check luggage, clothing, and bedding both on the trip, and upon your return home. While you are traveling, be sure to check mattress seams for signs of the bugs or small dark spots on the mattress. When you return home, put all of your clothes in the dryer for 20-30 minutes right out of your suitcase. The heat will kill any bugs that may be alive.
- **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. Do not bring infested items into your living space. Be extremely cautious and thoroughly inspect any used, second hand or freebie furniture and clothing. If the mattress does not already have a mattress cover, be sure to use a mattress cover that encases the entire mattress.
- **Guests:** Be cautious when inviting friends over to sleep or visit in your living space. Also, be cautious about where you spend your time.

Treatment

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

Mold

What is mold?

Molds are fungi: simple, microscopic organisms, present virtually everywhere, indoors and outdoors. They can grow on virtually any substance, providing moisture is present. There are molds that can grow on wood, paper, carpet and foods. Molds are needed to break down dead material and recycle nutrients in the environment. Mold growth on surfaces can often be seen in the form of discoloration, frequently green, gray, brown, or black, but also white and other colors. Molds release countless tiny, lightweight spores, which travel through the air.

The vast majority of people are exposed to small amounts of mold or their spores on a daily basis without evident harm. However, mold growth inside a room is an unsanitary condition that may present potential health risks to any occupants. Therefore, it is always best to identify and correct high moisture conditions quickly before mold grows and possible health problems develop.

How am I exposed to indoor mold?

It is common to find mold spores in the air inside buildings and on most indoor surfaces including clothes, walls, and furniture. Most of the time mold spores found indoors come from outdoor sources. Frequent cleaning of your room/unit and furnishings helps keep these levels low. Cleaning small areas of visible mold, such as mold that may occur around your shower, is necessary to prevent unsanitary conditions.

Where does mold grow?

Molds are found in virtually every environment and can be detected, both indoors and outdoors, year round. For molds to grow and reproduce, they need only a food source (any organic material, such as leaves, wood, paper, or dirt) and moisture. Outdoors they can be found in shady, damp areas or places where leaves or other vegetation is decomposing. Indoors they can be found where humidity levels are high, such as basements or showers.

Can mold become a problem in my room?

Yes, indoor mold contamination can be extensive and can cause high and persistent airborne spore exposures. Persons exposed to high levels can become sensitized and develop allergies to the mold or other health problems. Mold growth can damage your furnishings, carpets, and cabinets. Clothes and shoes in damp closets can become soiled.

Can mold become a problem in my room?

Yes, indoor mold contamination can be extensive and can cause high and persistent airborne spore exposures. Persons exposed to high levels can become sensitized and develop allergies to the mold or other health problems. Mold growth can damage your furnishings, carpets, and cabinets. Clothes and shoes in damp closets can become soiled.

How can I tell if I have mold in my room?

You may suspect that you have mold if you see discolored patches, cottony or speckled growth on walls or furniture, or if you smell an earthy or musty odor. Evidence of past or on-going 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 build up. If any type of mold is suspected, please alert the appropriate Facilities Management Office and their trained staff will conduct and evaluation.

For more detail on the preventative measure for dealing with mold please review the HRL mold protocol.

Personal & Property Safety

OSU takes each student's safety very seriously, and provides blue emergency phones across campus. Community Mentors are on duty from 5:00pm to 8:00am daily during the week and 24 hours a day on weekends and during University holidays and closings.

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

When the building doors are locked, do not let anyone have access to the building by holding open the door or propping the door open. Many halls offer 24-hour desk services and restricted access communities to provide additional supervision. Student IDs are needed to gain entrance to building doors when they are locked. Students propping locked doors or allowing access to non-residents of the building are endangering the community. If doors are found unlocked, doors which are locked at the wrong hours, suspicious behavior, maintenance problems, or other safety hazards, residents should notify the desk student staff and/or Residential Life building staff immediately.

Renter's Insurance

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

Blue Emergency Phones

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

Fire Safety

Fire Drills

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

Fire Alarm Instructions

1. In inclement weather, wear a coat and shoes and carry a towel.
2. Close windows and leave lights on in room. Take room key.
3. Leave door closed and walk to exit. If smoke is encountered, stay low for air.
4. Do not use an elevator.
5. Physical assistance for evacuation: - Call OSU Police at **(405)744-6523** or **911**.
6. If unable to leave room, place a towel under the door if smoke is either seen or smelled.
7. Await assistance in the room or area of refuge. A. B. C. A.

Severe Weather

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

Protocols

1. When the sirens sound you are to take cover. Immediately proceed to a room without windows - a community lounge, community bathroom, or personal bathroom on the lowest floor possible.
2. When assembled in an area of refuge area, sit on the floor with your back to the wall or in a central portion of the room. Stay away from windows and doors. If a storm strikes, you should duck your head between your knees and cover the back of your head with your hands for protection.

3. Weather sirens are tested on the first Tuesday of every month at 11:30am, weather permitting.
4. Residents should be aware of their surroundings, including weather conditions. Campus tornado sirens will sound a 3 to 5 minute blast when there is a tornado warning. There is no all-clear signal broadcast via sirens. A second blast indicates a second or repeated warning.
5. If you need assistance/accommodation, please contact the OSU Police at **(405)744-6523**.

Refuge Procedures

1. Residents are responsible for finding an area of refuge in the event of a tornado.
2. Stay away from glass. Avoid being near windows or exterior walls like the Kerr-Drummond Mezzanine.
3. Get as low as possible in the lowest level inside the building you are in (“area of refuge”) A basement generally offers the best protection. Otherwise, go into an interior room or hallway at the lowest possible floor.
4. Put as many walls between you and the outside as possible.
5. Get under a piece of sturdy furniture, such as a table or desk and hold onto it. Avoid large open rooms.
6. Crouch as low as possible to the floor, facing down, and cover your head with your hands.

Community Style Halls

University Commons, Iba , Parker, Stout, and Wentz Halls

1. Do not stay in your room. Instead, move to the lowest level possible in the building.
2. Then find a windowless floor lounge or bathroom and close the doors.
3. If there is not enough room in the lounge, close the room doors and begin to line the interior hallways.
4. Stay close to the walls furthest from the buildings’ exteriors.
5. Crouch as low as possible to the floor, facing down, and cover your head with your hands.

Suites

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

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

Apartments

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

1. 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.

2. Once in an apartment, move into the bathroom, or space permitting, the interior room.
3. Crouch as low as possible to the floor, facing down, and cover your head with your hands. A blanket, jacket, etc. is preferable for head covering, but your hands will suffice.

Outside

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

Smoke Detector & Sprinkler System

Each residence hall room is equipped with a smoke detector. Smoke detectors in rooms are inspected regularly by Environmental Health and Safety. Sprinkler systems have been installed for added safety in all residence facilities.

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

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

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

If at any time the smoke detector starts beeping periodically, it may mean that the battery is low. If this happens, please call the Residential Life Facilities Office at **(405) 744-8510**, and they will send someone to replace the battery. Please do not replace the battery yourself.

Solicitation

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

Parking & Transportation

Bicycles

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

Parking

Parking permits are valid from the date purchased through August 12th of the year indicated on the permit. Permits may be purchased according to the permit cost table below. For information about parking permits and parking maps, visit: <https://parking.okstate.edu/>

Consequences

Confiscation

HRL staff may confiscate items that are deemed in violation of HRL or OSU policy or deemed unsafe. In instances when HRL has confiscated an item, a notice will be left in the room and the residents of that room should expect to receive further notification from their Assistant Residential Community Educator (ARCE)/Residential Community Educator (RCE) about follow-up.

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. Authority of the sworn officers is derived from state statutes, which allow for full police powers on OSU property. In addition, by agreement with the City of Stillwater, campus police and city police enjoy an excellent working relationship. All campus police officers undergo an extensive selection process and meet state mandated training requirements. For more information go to: okstate.edu/

Room Entry & Search

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

- To provide cleaning and/or pest control.
- To conduct an inventory of University property.

- To silence unattended loud alarms, stereos, radios, phones or other noise-producing devices.
- To address emergency situations.
- To search for missing University property.
- To provide maintenance and/or repair work.
- To determine compliance with all relevant health and safety regulations. At least each semester, Housing and Residential Life (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.

Housing and Residential Life Staff

Desk Clerk

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

Ambassadors (AMB)

The Residential Life Ambassador serves as a liaison to prospective students for the HRL Department 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)

Each floor, wing, or breezeway of every residence facility has a Community Mentor (CM). These student staff members are responsible for mentoring and assisting the residents who live in the community. CM's are generally undergraduates who have received training in all aspects of residential living with the experience and knowhow 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 CM's to enrich the on-campus living experience.

Assistant Residential Community Educator (A-RCE)

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

Residential Community Educator (RCE)

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

Assistant Directors

Assistant Directors are professional staff members who manage the day to day operations of a functional area within HRL.

Student Success Coordinator

The Student Success Coordinators play a key role in supporting the University and Division's strategic plan through working with Housing and Residential Life (HRL) staff on shaping environments to support student academic success, develop leadership skills and address conduct behaviors.

Assistant Desk Operations Supervisor

The Assistant Desk Operations Supervisor is responsible for managing at least two 12-hour service desks, including hiring, training, supervising, and evaluating 20-25 desk clerks. The ADOS will work with the Desk Operations Supervisor to ensure successful desk operations that provide outstanding customer service meeting the needs of their residents. This position will require frequent student contact and 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 HRL 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 functional supervision provided by administrative support staff within Iba Hall.

Assistant Coordinator for Student Success – Conduct

The ACSS for Conduct adjudicates 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 Wellness Committee. Assists in training student and professional staff on community standards, policy enforcement, and conduct case management. This position would also serve on the on-call rotation.

Assistant Coordinator for Student Success – LLPs and Curriculum

The Assistant Coordinator for Student Success works to develop and promote the Living Learning Programs of Housing and Residential Life. This position advises the LLP 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 living-learning communities. Assist with the development of content for marketing, promotion, and assessment of the residential curriculum, living learning programs, and student success initiatives with various sources such as web media, brochures, newsletters, etc. Weekly attendance at evening events expected in addition to weekly scheduled hours.

Assistant Coordinator for Student Success – Leadership

The ACSS for Leadership supervises the student staff and day-to-day operations of the Residential Engagement Office. The ACSS also serves as a co-advisor to RHA and NRHH, and solely advises the RHA programming board, along with its committees. The ACSS is responsible for ensuring that programs are developed within the departmental Residential Experience guidelines. As a part of this position, the ACSS is required to attend 3 to 4 regional and national conferences and co-advise a student delegation. In this position, the ACSS will have approximately 5-10 hours of meetings and events to attend each week outside of standard business hours. This position also serves as the manager for the Campus Link web platform for Housing and Residential Life.

Housing and Residential Life Operations

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

Conference Services

Each summer over 70 distinct camps and conferences are hosted and housed in the halls. The summer conference season begins each year in mid-May by welcoming the Oklahoma State Special Olympics Games being hosted on the campus. In addition to the variety of youth sport camps, adult education conferences, and specialty groups, the halls are also host to New Student Orientation and Camp Cowboy participants. Conference Services is overseen by an Operations Manager, Administrative Assistant, and over 30 Conference Assistants.

Facilities and Maintenance

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

Marketing

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

Support and Administration

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

Services

Service Desk

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

Cable TV

OSU provides expanded basic cable for the residence facilities. Upgrade packages or premium channels may be obtained through Suddenlink. For Suddenlink cable problems or the current list of Suddenlink channels visit: <https://residentiallife.okstate.edu/current-residents/cable-tv>

Internet/Computer Support

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

Residential Life offers free computer support to all residents. The Student Computer Support office is located in 109 Scott Hall. Hours of operation are 9am-7pm Monday - Friday. You may also call **(405)744-HELP (4357)** for assistance from the IT department.

Mail/Email

Housing and Residential Life (HRL) offers US Mail service at each hall. Mailboxes are located at the Service Desk or in the breezeways of your hall, and your box number corresponds to your room number.

Your new address will be:

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

Example:

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

For residents living in the Morrison Apartment (McPherson, Payne Ellis, Carreker West, and Carreker East), the Stillwater Post Officer will deliver mail/packages.

Building Numbers:

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

Example:

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

Mail is delivered every day except Sunday, University breaks, and holidays. HRL will refuse to accept any package(s) addressed to anyone other than the occupant(s) of that room. Residents are responsible for checking their mailbox at least three times per week when mail is delivered.

OSU also offers an inter-campus mail service. Through this service you can send business related mail anywhere on campus at no charge. Mailboxes are used for campus mail, US mail, and approved HRL

distributions only. Mailboxes are provided for use by current residents only. Please be aware that all mail and packages are received at University Mailing Services first and then sent to the halls for distribution.

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

Laundry

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

Vending Machines

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

Maintenance/Repairs

If you have any maintenance issue with your room, bathroom, common area, grounds, lounge, etc. please contact Housing and Residential Life Facilities and Maintenance at **(405)744-8510**, 8 am to 5 pm, Monday-Friday. Non-emergency issues may also be called into the Facilities Office after hours, and a voicemail may be left and a work order will be entered the next business day. For emergencies that occur after business hours and on weekends, please contact OSU Facilities Management Work Control at **(405)744-7154**. Residential Life reserves the right to charge for repair service if it is determined that repair was not the result of everyday wear and tear.

OSU provides 24 hour emergency assistance. An emergency can include, but is not limited to: an active water leak; no heat/air conditioning during times of extreme temperatures; broken window or door that would prohibit the unit from being secured; no working toilet in a unit that only has one bathroom; smoke detector beeping for no reason. In case of smoke or fire, call **911**.

Computer Labs

IT provides computing lab facilities on campus. A valid OSU O-Key Login is needed for computer access.

Bicycles

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

Energy Management

Residents are subject to the OSU Energy Policy, which states it is everyone's responsibility, including students, to conserve energy. These responsibilities are detailed in the OSU Energy Guidelines:

<https://energy.okstate.edu/energy-guidelines>.

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

Recycle

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

Recreation

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

Dining

University Dining Services offers more than 30 dining options to choose from on the Oklahoma State University campus and in Housing and Residential Life. Options include express markets, national franchises/brands, and specialty restaurants. Students can use their meal plan in any dining location. For more information visit: <http://dining.okstate.edu>

Getting Involved and Leadership

Getting involved in leadership within Housing & Residential Life is easy and fun. Between individual Board of Directors, Residence Hall Association, and National Residence Hall Honorary there is great opportunity to learn and develop valuable skills that carry with you throughout life. Oklahoma State University is affiliated with the National Association of College and University Residence Halls Incorporated (NACURH, Inc.) which is the largest student run organization in the world.

Residence Hall Association (RHA)

The Residence Hall Association is an excellent opportunity to step into a position where residents represent more than just their hall, but all of the residence halls on campus. The Residence Hall Association operates with an annual budget of approximately \$130,000 and is 100% student run. The RHA is comprised of representatives from each 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 Hall Association is an opportunity to attend leadership conferences, recommend new policies, and make an impactful difference on the campus community as a whole. For more information, please check the RHA website at www.osurha.org.

Prepare to Program (PTP) is a conference designed by the Oklahoma State University 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 that live within the residence halls. This elite group of students operates with a foundation based around core values: Recognition. To be a member of this honor society means to be a member of one of the most respected student organizations within housing departments across the nation.

Academics in Our Community

Faculty Associate (FA)

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

Living Learning Programs

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

<https://residentiallife.okstate.edu/current-residents/living-learning-programs>

- CASNR Freshman in Transition (FIT) -
Location: Village CASNR
- CEAT - *Location: Parker Hall*
- Communications Sciences and Disorders -
Location: Village C 2nd Floor
- EcoHouse - *Location: Iba 3rd floor*
- Global Scholars - *Location: Iba 2nd floor*
- Honors -
Location: Bennett - 3rd & 4th floor; Stout Hall
- Media House - *Location: Village C 1st floor*
- Okstate F1rst - *Location: Iba 3rd floor*
- OSU Leads - *Location: South Commons 1st floor*
- Outdoor Adventures -
Location: South Commons 1st floor
- PETE Project - *Location: West Commons 3rd floor*
- Spears Business - *Location: Village E & F 4th floor*
- Wellness - *Location: South Commons 2nd floor*

Annual Security Report

Oklahoma State University complies with federal law in compiling an annual security report, which contains policy statements and crime statistics. The policy statements address the institution's policies, procedures and programs concerning safety and security, such as policies for responding to emergency situations and sexual offenses. Three years worth of statistics are included for certain types of crimes that were reported to have occurred on-campus, in or on off-campus buildings or property owned or controlled by the institution and on public property within or immediately adjacent to the campus.

This report is available online at <https://police.okstate.edu/annual-security-reports>. You may also request a paper copy from the Oklahoma State University Police Department.

Notice of Nondiscrimination

Oklahoma State University, in compliance with Title VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, and Title IX of the Education Amendments of 1972 (Higher Education Act), the Americans with Disabilities Act of 1990, and other federal and state laws and regulations, does not discriminate on the basis of race, color, national origin, genetic information, sex, age, sexual orientation, gender identity, religion, disability, or status as a veteran, in any of its policies, practices or procedures. This provision includes, but is not limited to admissions, employment, financial aid, & educational services.

The Director of Equal Opportunity, 409 General Academic Building, OSU, Stillwater, OK 74075-1035; Phone **(405)744-5371**; email: eeo@okstate.edu has been designated to handle inquiries regarding non-discrimination policies: Any person (student, faculty, or staff) who believes that discriminatory practices have been engaged in based on gender may discuss his or her concerns and file informal or formal complaints of possible violations of Title IX with OSU's Title IX Coordinator **(405)744-9154**.

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

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

Troubleshooting

Cable Issues?

Please 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?

A free service, locations in each facility

Lights?

Residential Life Facilities Office: (405) 744-8510

Lockouts?

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 Concerns?

Residential Life Facilities Office: (405) 744-8510

Packages?

Service Desk that services your area

Parking?

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

Pests?

Residential Life Facilities Office: (405) 744-8510

Vending Refunds?

Please see individual machine for contact details

