

2025-26 Residence Life Handbook

Housing & Dining



TEXAS WOMAN'S
UNIVERSITY™

TABLE OF CONTENTS

Welcome	6
Vision	7
Mission	7
Residential Curriculum	7
Housing & Dining Staff	7
Central Office	7
Professional Staff	7
Residence Halls and Apartments Staff	9
Student Staff	9
Living Learning Communities	10
Types of Living Learning Communities	11
Community Living	13
Leadership Opportunities	13
Roommate Agreements	14
Family Housing	15
The Clubhouse	15
Community Health and Safety	15
Health and Safety Inspections	15
Prohibited Items	15
Residential Services	16
Academic Support Office	16
Accessible Spaces	17
Building Access	17
Computer Labs	17
Custodial Services	17
Elevators	17
Fitness Center	17
Front Desk	18
Guinn-Stark Commons	18
Laundry	18
Mail and Packages	18
Makerspace	19
Multipurpose Room (MPR)	20
Narcans	20
Pest Control	20
TWUNet	20

Study Lounges	21
Televisions	21
Training Room	21
Vending Machines	21
Dining Services	21
Dining Office	21
Meal Plans	21
Exemptions	22
Dining Dollars	22
Dining Options	23
The Market	23
Living on Campus	23
Residency Requirement	23
Eligibility	24
Housing & Dining License	24
Administrative Removal Process	25
Assignment	26
Housing and Meal Plan Payments	26
Opening and Closing of the Halls	26
Break Housing	26
Collection Drives	27
Sustainability	27
Moving In	27
Cleaning Personal Space	28
Furnishings	28
Damages	28
Decorations	28
Room Entry	29
Work Orders	29
Vacancies	29
Addressing Concerns	29
Room Changes	30
Checking Out of Your Space	30
Checkout Form Sample & Procedures	31
Checkout Cleaning Checklist	31
Refund of Deposit	33
Policies	33
Abandoned Property	33
Alcohol	33
Bicycles	34

Chalking	34
Commercial Solicitation and Demonstration	34
Cooking	34
Damages and Cleaning Charges	35
Darts and Dartboards	38
Decorations	39
Electrical Appliances	39
Gambling	40
Hoverboards	40
Illegal Substances and Drugs	40
Keys	40
Motorcycles and Mopeds	41
Murals	41
Noise	41
Paint	42
Pets	42
Posting Policy and Procedure	42
Public Space Reservations	42
Quiet Hours	43
Research	43
Skateboards and Skates	43
Stairwells and Hallways	43
Tobacco	43
Vehicles	44
Visitation and Guest Policies	44
Weapons and Firearms	45
Windows and Balconies	46
Student Conduct	46
Student Rights and Responsibilities	46
Resident Rights and Responsibilities	47
Cooperation with University Officials	48
Conduct Review Process	48
Housing & Dining Appeals Process	48
Emergency Procedures	48
Active Shooter	48
Evacuation Routes: Emergency Assembly Areas (EAAs)	49
Fire	50
Tornadoes and Severe Thunderstorms	51
Power Outages	51
Bomb Threat	52
Illness or Injury	52

Missing Person	52
Sexual Misconduct	53
Reporting Incidents	53
TWU Off Campus Living	53
Community Policies	53
Front Desks	54
Mail & Packages	54
Campus Resources & Quick Links	54

Please note that all of the following information in this document is subject to change. Refer to the TWU Housing & Dining website for the most current version of the handbook. Updated August 2025.

Welcome

Whether you are returning to campus or experiencing TWU campus life for the first time, all of us at TWU Housing & Dining are happy that you have chosen to enjoy the many benefits of living on campus. Living in a welcoming community will provide various opportunities for personal growth that are built upon empathy and respect. The mission of the Department of University Housing & Dining is to provide opportunities for academic success, leadership, and campus engagement within a safe, compassionate, and welcoming environment.

TWU Housing & Dining offers a wide range of activities and opportunities for student engagement. Being involved on campus helps you find new friends, develop leadership skills, enhance your resume, discover career opportunities, and grow as an individual! If you are interested in leadership or employment opportunities, then we have options for you, too! The Residence Hall Association (RHA) and Community Interns allow you to become actively involved in making a positive difference at TWU, gain leadership skills, and have fun working in a team environment. Employment opportunities are available as front desk Student Assistants, Clubhouse Recreation Leaders, Maintenance Assistants, and Pioneer Kitchen staff—just to name a few!

The Residence Life Handbook is designed to be a guide for all residential students at Texas Woman's University. This handbook is considered an extension of your Housing & Dining License. If you have questions, concerns, or suggestions about the policies, activities, or services that TWU Housing & Dining offers, please contact any member of our staff or stop by our central office, located in Parliament Village, Mary's Hall.

We are so excited to watch you grow and excel in all areas of your life as you pursue your education. Your TWU Housing & Dining team will be cheering you on and always ready to help along the way. Wishing you much success, fun, and great memories this year!



Jill Eckardt

Executive Director of TWU Housing & Dining

Vision

The vision of Housing & Dining is to enrich the student experience by creating a stimulating environment that encourages civility, well-being, and academic success. When they are fully engaged in the community, residents will acquire skills and knowledge that will enable them to become successful leaders in the world.

Mission

The mission of the Department of University Housing & Dining is to provide opportunities for academic success, leadership, interactions and campus engagement within a safe, compassionate, and welcoming environment.

Residential Curriculum

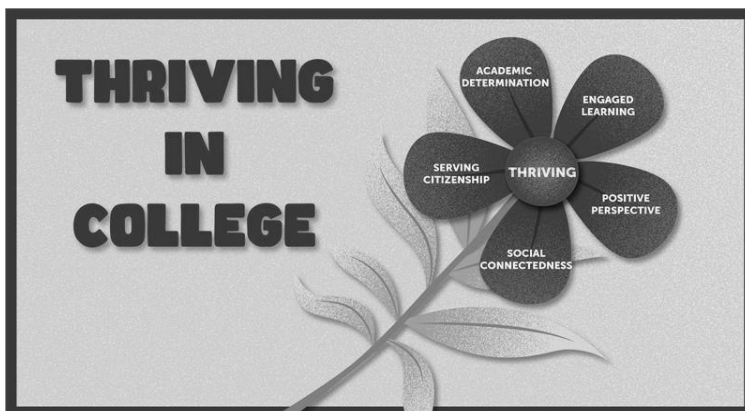
Welcome to the THRIVING

TWU Housing and Dining puts student learning at the heart of our work, and our residential curriculum ensures that our residence halls foster the best learning environment possible. Our curriculum is linked to TWU's mission to cultivate engaged leaders and global citizens in a climate that inspires excellence and a pioneering spirit. Thriving is an expanded vision for student success that incorporates students' intellectual, interpersonal, and cognitive engagement and well-being while in college.

Thriving is committed to enhancing the student experience by enriching every aspect of the educational journey—academic, social, emotional, and intellectual. Our goal is to ensure that every student feels supported, engaged, and empowered, fostering not only academic success but also personal growth, community connection, and lifelong resilience.

THRIVING: The 5 Petals of Student Success

- ◆ Engaged learning
- ◆ Academic determination
- ◆ Serving Citizenship
- ◆ Social Connectedness
- ◆ Positive Perspective



Housing & Dining Staff

Central Office

The Housing & Dining central office is located on the south side of the first floor of Mary's Hall in Parliament Village.

Housing & Dining
703 Administration Drive
Denton, TX 76204-5380

Phone: (940) 898-3676
Email: housing@twu.edu
Website: <http://www.twu.edu/housing>

Professional Staff

Area Coordinator

The Area Coordinator (AC) is a full-time professional who lives on-site and is responsible for the administrative, facility, and risk management of their assigned area. Additionally, the AC assists in the development of residential education goals and implementation measures. Area coordinators supervise Residence Directors within their area.

Assistant Director - Housing Administrative Services: Beth Eppinger

The Assistant Director for Housing Administrative Services is responsible for the supervision of the University Housing & Dining business and administrative operations for the central office, and the residential communities.

Assistant Director - Housing Facilities: Tyler Schneider

The Assistant Director - Housing Facilities is directly responsible for oversight of the facility components of the overall housing program. They serve as a liaison to the Department of Facilities Management and Construction.

Assistant Director - Residence Education: Miguel Najera

The Assistant Director for Residence Education is responsible for management of the residential student development program, advising Residence Hall Association, Living Learning Communities, and Academic Support Offices.

Associate Director - Housing & Dining: Vik Arunkumar

The Associate Director for University Housing & Dining is responsible for the management and supervision of the residence life and Clubhouse staff members, residential student conduct process, summer conferences, and the day-to-day residential functions of the department.

Executive Director: Jill Eckardt

The Executive Director is responsible for providing leadership for the administrative, budgetary, curricular, programmatic, and auxiliary operations of University Housing & Dining. They also serve as the contract liaison with Pioneer Kitchen.

Family Services Coordinator: Jennifer Gonzalez

The Family Services Coordinator position provides direction and day-to-day responsibility to the Family Housing component of University Housing including the Clubhouse Children's Recreation Program.

Senior Integration Analyst: Jennifer Gray

The Integration Analyst is responsible for defining, testing, analyzing, and maintaining new software applications in support of the achievement of the university's business requirements. They also provide the technical expertise required for advanced information technology systems and are responsible for ensuring the successful integration of both administrative, auxiliary, and academic systems.

Residence Director

The Residence Director (RD) is a full-time professional who lives on-site and provides leadership for staff and students in the residential area. The RD manages the general operations of the residential facility.

Residence Education Coordinator - LLC: Rebecca Lembrino-Crowe

The Living Learning Community Coordinator (LLC) is a full-time professional who lives off-site and is responsible for the coordination and operation of the LLC program that promotes student learning, academic success, and community.

Residence Education Coordinator - Academic Initiatives

The Residence Education Coordinator is a full-time professional who lives off-site and is responsible for the administrative, programmatic, and day-to-day operations of the Academic Support Offices.

Residence Halls and Apartments Staff

The residence halls and apartments are managed and supported by teams of individuals who live on-site including professional staff and student paraprofessionals. These teams plan and schedule activities designed to promote an exchange of ideas, experiences, attitudes, and interests while being conducive to academic achievement. Residents are encouraged to actively participate in their residential communities, which includes getting to know their Resident Assistants and Residence Directors.

Residence Halls and Apartments Front Desk Contact Information:

- Guinn Hall: (940) 898-3636
- Lowry Woods Apartments: (940) 898-3785
- Parliament Village: (940) 898-3655
- Stark Hall: (940) 898-3694

Residence Life Professional Staff Contact Information:

- Guinn Hall Residence Director: Ashleigh Dorsa (940) 898-3612
- Lowry Woods Apartments Residence Director: Alisha Hannah (940) 898-3788
- Parliament Village Area Coordinator: TBD (940) 898-3787
- Parliament Village North and South Hall Residence Director: TBD (940) 898-3699
- Parliament Village Mary's Hall Residence Director: Tegan Manders (940) 898-2995
- Stark Hall Residence Director: Zyia Nelson (940) 898-3697
- Off Campus Graduate Residence Director: Toni Tamez atamez8@twu.edu

Student Staff

Academic Support Assistant

The Academic Support Assistant (ASA) is an undergraduate or graduate student who has been selected to serve as an academic liaison for students in all halls. The ASA will facilitate academic programming for residents while working closely with the Resident Assistant staff.

Academic Support Tutor

The Academic Support Tutor (AST) is an undergraduate or graduate student who has been selected to serve as an academic tutor for residents in all halls. The AST will facilitate one on one tutoring and course specific group tutoring for residents.

Maintenance Assistant

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

Recreation Coordinator

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

Recreation Leader

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

Resident Assistant

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

Student Assistant

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

Student Technology Assistant

The Student Technology Assistant (STA) is responsible for the oversight of the equipment found in the various residential computer labs and makerspace. The STA provides customer service and technical support to residential/dining staff and housing students for TWU owned equipment through on site assistance and technology maintenance.

Student Manager

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

Living Learning Communities

Living Learning Communities (LLCs) at Texas Woman's University provide student-learning opportunities that strengthen the student's intellectual and personal growth. They are designed to combine in-class and out-of-class experiences that complement and extend classroom learning by fostering faculty and resident interaction. LLCs also support community building and offer students an opportunity to connect with peers of similar majors during their first year on campus.

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

Students in Living Learning Communities (LLCs) are housed in Parliament Village's North and South Halls, with each LLC grouped together within the halls. Male students are housed on the first floor of North Hall. Students participating in Flex Housing or First-Year Interest Groups (FIGs) are not eligible to join an LLC, as enrollment in these programs is mutually exclusive.

Participation Requirements of Living Learning Communities

- Enroll in required LLC courses during the Fall and Spring semesters
- Participate in LLC retreat prior to the first day of classes
- Participate in weekly study hours
- Participate in floor activities for social and educational enhancement
- Participate in UNIV 1231 out of class activities

- Attend LLC sponsored events during the Fall and Spring semesters
- Attend the End of the Year Awards and Recognition Ceremony

UNIV 1231

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

UNIV 1231 is required for all first-year students and some special student groups (Honors, LLC, etc.) who are transferring to TWU with less than thirteen credit hours. The exception is for students who have an accepted transfer credit.

Types of Living Learning Communities

College Connections LLCs

Students participating in the College Connections LLCs are placed based on their major/college and are enrolled in a block of courses together for both the Fall and Spring semesters. Students who are a part of a College Connections LLC must have a roommate with a major in the same college.

Business LLC

Designed to serve students that are wishing to pursue business as a field of study. This community will enhance student's interest in the field and help them develop a foundational understanding for business through experiential learning.

Professional Education LLC

Take advantage of the opportunities for growth and development in the field of education through high-impact, hands-on learning experiences in the College of Professional Education.

Arts & Science LLC

Students majoring in arts, dance, drama, and music are invited to apply to this exciting LLC which is designed to expand involvement with the arts through structured and unstructured experiences.

Psychology LLC

Creates connections with other psychology majors through focused study groups and academic conversations.

Health Professions LLC

As the demands of today's health professions continue to grow, you can grow with them by immersing yourself in the hands-on, experiential environment of the Health Professions LLC. This community promotes a culture focused on increasing community members' understanding of numerous fields in health professions. Health professions majors include biochemistry, biology, chemistry, communication sciences & disorders, health studies, kinesiology, nutrition and food sciences, pre-occupational therapy, and pre-physical therapy.

Pre-Nursing LLC

Our largest Living Learning Community is designed to support future healthcare professionals. With built-in academic preparation, faculty partnerships, and dedicated advising sessions, this LLC helps you thrive while nurturing your passion for healthcare.

Pre-Dental LLC

Designed for future dental hygienists, this Living Learning Community offers challenging coursework and specialized programming tailored to each student's needs. Members receive exclusive support for dental hygiene exams like the HESI-A2, access to tutoring sessions, and opportunities to connect through a strong sense of community.

Pioneer Connections LLCs

Students in the Pioneer Connections LLCs are placed according to their scholarship program. Participation in a Pioneer Connections LLC is required for all eligible students, with the exception of those in the Honors Program. For eligible students, placement in a Pioneer Connections LLC takes priority over a College Connection LLC, unless the student is an approved Honors participant who has requested a different placement.

Honors LLC

In this program, students take UNIV 1231 together and may have additional opportunities to work on special projects. To participate in the Honors LLC, students must be admitted to the TWU Honors Scholars Program.

Legacy Leaders LLC

Recipients of the Jane Nelson Institute for Women's Leadership Legacy Leaders scholarship are encouraged to participate in the Legacy Leaders LLC. All Legacy Leaders will complete a first-year experience course together in the Fall and participate in co-curricular activities throughout their first academic year and their general time at TWU. Students must be admitted to the Legacy Leaders scholarship program prior to LLC membership.

McDavid Scholars LLC

McDavid Scholars take the First Year Experience course together in the Fall semester, as well as participate in mentorship and activities through the Scholar Programs Department. Being part of the McDavid Scholars Program – residents also have individualized advising and additional opportunities to get involved in TWU campus life through the Scholar Programs Department.

President Leadership Council LCC

Students in the President's Leadership Council (PLC) complete a First-Year Experience course together in the Fall and participate in co-curricular leadership activities throughout the first year. PLC students also participate in service with other PLC students throughout their time at TWU. Students must be admitted to the President's Leadership Council prior to LLC membership.

Terry Scholars LLC

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

Texas Leadership Scholars LLC

Texas Leadership Scholars take the First Year Experience course together in the Fall semester, as well as participate in mentorship and activities through the Scholar Programs Department. Being part of the TX Leadership Scholars Program – residents also have individualized advising and additional opportunities to get involved in TWU campus life through the Scholar Programs Department.

Community Living

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

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

Leadership Opportunities

Residence Hall Association

Residence Hall Association (RHA) is a student-led organization that serves residents living on campus. RHA works with the Housing staff and residents in the development of residence hall and apartment policies, programs, and facilities. With the cooperation of the Community Interns, a variety of activities are provided in order to bring the residents, hall, and apartment communities together. RHA acts as a liaison between residential students and Housing & Dining. The RHA Executive Board includes the following positions:

- **President:** Alexandra Garza
- **Vice President:** Bethany Boyle
- **Secretary:** CJ Roe
- **Finance Officer:** Caitlin Rizo
- **Publicity Coordinator:** Ahinoam Alba
- **National Communications Coordinator:** Molly Keefer
- **National Communications Coordinator In-Training:** TBA
- **Graduate Assistant:** Skylar Schaffer
- **Advisor:** Miguel Najera

The responsibilities of RHA include:

- To serve as the general advocacy body affecting residence halls and apartment communities.
- To facilitate social, educational, and/or advocacy community events for residential students.
- To promote facility improvements in the residence halls and apartment communities.
- To advise each Community Intern in the establishment of an autonomous governmental structure.
- To provide leadership development within the residence halls and apartment communities.
- To provide community interaction opportunities for all residential students.
- To represent residence hall and apartment community students in a variety of University committees and forums.

The RHA office is located in the Guinn Commons. You may visit the RHA office or call (940) 898-3618 during RHA's office hours to get in contact with the Executive Board.

National Residence Hall Honorary, Nancy Murphy-Chadwick Chapter

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

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

- **President:** TBA
- **Vice President of Recognition:** TBA
- **Vice President of Selection and Induction:** TBA
- **Secretary:** TBA
- **Treasurer:** TBA
- **Advisor:** Miguel Najera

Community Interns

The Community Intern program provides a fantastic leadership opportunity for residents who are looking to contribute to the campus experience. Each residential community has Community Interns that work under RHA to plan and host events tailored to their specific residence hall, advocate for students' needs, and develop lasting relationships within the community. Community Interns work one-on-one with the RHA Executive Board and their residence hall's Student Manager Co-Advisor in a peer-mentor relationship in order to develop their own sense of leadership and confidence on campus. Community Intern positions are as follows:

- Lead Intern
- Vice President of Financial Operations
- Vice President of Administration
- Vice President of Community Relations

Roommate Agreements

With Housing & Dining, your room is more than just a place to sleep and study. In fact, it is a place for you to fully immerse yourself in the college experience. The quality of life that you choose to have in your assigned room will depend on you, your roommate, and the relationship you have with one another. It really is the small things that can add up to roommate conflicts. Open communication is the key to having a successful year with your roommate. To facilitate this process of open communication, Housing & Dining strongly encourages you to complete a Roommate Agreement with your roommate at the beginning of the Fall semester and then again at the beginning of the Spring semester.

You will receive instructions from your RA about how to complete the Roommate Agreement process. The Roommate Agreement is not a requirement for living on campus, though it is highly encouraged for each set of roommates. This binding document allows you and your roommate to communicate goals, expectations, and boundaries for your shared space. How will you keep the common spaces clean? How will the room be arranged? What are your feelings on borrowing personal items and sharing food? What do each of your schedules look like? Is someone an early bird and another roommate a night owl? These types of questions will prompt you and your roommate to consider and create a set of agreed upon guidelines for your shared space that you both feel comfortable with moving forward.

The end goal of the Roommate Agreement process is that both you and your roommate walk away feeling prepared for living together for the months to come. This process allows both parties to familiarize themselves with each other's preferences, differences, and boundaries with consideration and respect. Taking this time to lay the groundwork for a successful roommate relationship may prevent roommate conflicts from occurring in the first place.

However, if you find yourself in a roommate conflict, both you and your roommate have the ability to revisit and edit your Roommate Agreement. If you find yourself in the middle of any conflict, remember that every situation has at least two individuals involved who have the right to be heard and accepted. Furthermore, you may contact your RA at any time for assistance in resolving roommate conflicts.

Family Housing

Family housing is available in the Lowry Woods Community. These apartments are unfurnished. The size of the assigned apartment is determined by the number of occupants. Two-bedroom apartments will accommodate a maximum of four occupants (including a legally married couple and two children or a single parent and two children). Three-bedroom apartments will accommodate a maximum of six occupants (including a legally married couple and four children or a single parent and four children). As outlined in the Housing & Dining license, family housing is valid and in effect so long as the student is enrolled in courses and remains in good standing during the academic year.

The Clubhouse

The Clubhouse is an afterschool and summer day-camp enrichment program designed for school-age children between the ages of 5 and 12 (at the time of the child's enrollment) of enrolled TWU students. Children of TWU students will be given priority for this program. Priority placement deadlines are July 15 for the Fall and March 15 for the Summer. Non-students affiliated with TWU will be considered on a space available basis. Activities implemented at the Clubhouse include games promoting social and emotional development, community service projects, cooking, sports, arts and crafts, fitness activities, music, math and science enrichment activities, storytelling, reading, swimming, field trips, and other fun activities!

Community Health and Safety

Health and Safety Inspections

To ensure the safety and wellbeing of all residents, residence life staff will conduct health and safety inspections of all resident spaces at least twice each semester. In Lowry Woods, inspections may occur more frequently. Inspections are typically announced in advance. However, TWU Housing & Dining reserves the right to make unannounced inspections. Residents are not required to be present during health and safety inspections, though they are welcome to participate in the process. Regardless of the resident's presence during the inspection, they will be notified of the inspection's results.

These inspections allow residence life staff to monitor cleanliness levels, identify maintenance issues, and provide opportunities for health and safety awareness education for residents. Residents are expected to comply with all state and federal laws and TWU policies and procedures. TWU Housing & Dining appreciates resident cooperation during the health and safety inspection process and will make every effort to minimize inconvenience to residents. Any policy violations will be addressed during the health and safety inspections and may lead to disciplinary sanctions. Residents should refer to the list of Prohibited Items listed in this handbook starting on Page 16 to avoid policy violations and potential charges. Policy violations can result in disciplinary action including but not limited to educational sanctions, confiscation of prohibited items, monetary fines, cancellation of Housing & Dining license, and possible legal action.

Residents must comply with all requests from TWU Housing & Dining pertaining to the correction of any health and safety concerns or violations found during the inspection process. Residents will be promptly notified of these concerns or violations and will have a maximum of 48 hours to correct these violations. However, if the violation represents a life-threatening risk, then the resident will have to respond immediately. TWU Housing & Dining reserves the right to immediately confiscate prohibited items. The TWU Police Department will be notified if any illegal items are found in a room and/or apartment.

Prohibited Items

TWU Housing & Dining wants you to be both comfortable and safe in your on campus living environment. The following items have been identified as threatening to the safety and wellbeing of residents and, therefore, are prohibited in the residence halls and apartments. If any prohibited items are found in a room and/or apartment, the item(s) will be confiscated or the owner of the item(s) will be asked to remove the item(s) from the residential premises immediately. The resident will be able to claim confiscated items from

their Residence Director. At the end of the semester, all confiscated items not claimed by their owner will be disposed of permanently.

Any item denoted with an asterisk (*) is permitted only in the apartments and are, therefore, still considered prohibited in the residence halls.

- | | |
|---|---|
| <ul style="list-style-type: none">• Air fryers*• Broilers• Candles with or without burned wicks• Dart boards• Deep fryers• Extension cords without surge protection• Fireworks• Flammable or combustible materials• George Foreman-style grills*• Halogen lamps• Holiday string lights emitting heat• Hot plates• Immersion heaters• Incense/sage• Multi-plugs/outlet adapters• Open-coil coffee pots without thermostatic control• Open-coil hot pots (close-coil hot pots are | <ul style="list-style-type: none">permitted)• Open-faced or open-coiled electrical heating appliances• Plug-in air fresheners• Refrigerators larger than 4.6 cubic feet• Rice cookers*• Routers• Slow cookers*• Space heaters• Sun lamps• Toasters*• TV sets exceeding 1.5 Amperes (or 180 Watts) of power• Warmers (e.g., oil, potpourri, wax)• Electronic Door Monitoring Devices (e.g., smart doorbell, camera, alarm)• Chain locks |
|---|---|

Be sure that all items used within the residential communities are being used in accordance with their guidelines and are in proper operating condition. Some health and safety concerns do not pertain to the item specifically, but instead they relate to how the item is used. Examples of this type of health and safety violation include but are not limited to:

- Draped fabric extending from floor to ceiling
- Decorations blocking air vents, fire detectors, sprinkler systems, or doors
- Decorations propping doors open or preventing doors from being opened completely
- Hanging items from fire detectors or sprinkler systems
- Removing fire detectors or sprinkler systems

Residential Services

Academic Support Office

The Academic Support Office (ASO), located in Guinn Hall 105 and the Parliament Village Mary's Hall collaboration space attached to the computer lab, is your in-housing residential student resource for assistance with your educational progress. We want you to be as successful as possible during your time at Texas Woman's University, so we are here to help with any academic issues you might face in person or online.

Our Academic Support Assistants (ASAs) can assist you with issues stemming from academic transition, time management, study skills, and much more. They can also help with career readiness and presentation assistance. Additionally, our ASAs can act as liaisons for other areas of support throughout TWU and help you to navigate the various resources available to you.

Our Academic Support Tutors (ASTs) can assist you with improving your academic performance. They are able to tutor in multiple academic disciplines. The AST's offer both individual tutoring and group tutoring sessions. Successful residents take advantage of tutoring early each semester. Academic success is within your reach. We are here to help you meet your goals.

The Academic Support Office provides opportunities to connect. We offer tutoring, workshops on academic skills, a physical location to study in and so much more. Stop by the ASO to see what we can offer you.

Accessible Spaces

There are rooms available for students with mobility and hearing impairments in the residence halls and apartments. For more information, contact the central housing office.

Building Access

The outside doors of our buildings are locked 24 hours a day. If you are a resident of these buildings, the outside doors can be unlocked electronically by the student ID card. Lost or stolen ID cards should be reported immediately to ID Services to be flagged. This will prevent anyone from using the lost card to gain access to the residence halls or using any attached meal plan. Physical replacement cards can be obtained at campus [ID Services](#) located in Brackenridge. Temporary access cards are available at the front desk of the residence hall. You have only 24 hours to use and return the temporary ID; otherwise, you may be charged \$25.

Computer Labs

Guinn and Stark Halls share a computer lab with printers in the Commons area.

The Lowry Woods Community Center includes a computer lab with computers and printers. Parliament Village offers access to a computer lab located on the first floor of Mary's Hall. Students access these computer labs using their TWU ID card. All computer labs are accessible 24/7, except Lowry Woods.

Custodial Services

TWU custodial staff are responsible for the daily cleaning of the public spaces in each residential community including lounges, lobbies, hallways, and community bathrooms. These public spaces are sanitized daily Monday-Friday. However, most of the residential community upkeep falls on the responsibility of residents. For instance, custodians are not responsible for moving furniture or cleaning any mess caused by resident negligence. Furthermore, residents are responsible for cleaning their own rooms and/or apartments. Please note that charges will be assessed for any trash left by residents in the breezeways of the Lowry Woods apartments.

Elevators

Elevators are located in Guinn, Stark, and Parliament Village. All of these elevators are equipped with timing devices that keep the elevator doors open for only a short period of time and maximize elevator use. Never attempt to manually close or hold open elevator doors. Doing so is dangerous and may cause serious damage to elevator equipment. Elevator emergency equipment is for emergency use only. Residents who drop items down the elevator shafts should contact the front desk of their residential community. An elevator repair representative will be contacted to attempt to retrieve the item(s) at the resident's expense. The average cost per hour for an elevator repair representative is \$75-\$500.

Fitness Center

Parliament Village offers access to a small fitness center specifically to residents living in Parliament Village. The fitness center includes four treadmills, a jump rope, and an exercise bench. This is an unsupervised space. The fitness center is open daily from 6:00 a.m. to midnight.

Front Desk

The front desk in each residence hall or apartment community is staffed by RAs and SAs. These student staff members are responsible for assisting and checking in visitors to the building, answering the phone, helping students with concerns, and other administrative tasks that may arise.

Residence Halls and Apartments Front Desk Contact Information:

- Guinn Hall: (940) 898-3636
- Stark Hall: (940) 898-3694
- Parliament Village: (940) 898-3655
- Lowry Woods Apartments: (940) 898-3785

Front Desk Hours of Operation:

- Guinn, Stark, and Parliament Village: Monday-Sunday 7:00am to 2:30am
- Lowry Woods: Monday-Sunday 8:00am to 12:00am

Guinn-Stark Commons

The Guinn-Stark Commons is a space that holds approximately 100 people in a multitude of setup styles. The Guinn-Stark Commons has A/V capabilities and can be reserved for programming, trainings, or other events through the [Mazevo](#) site. Groups may be charged a service fee.

Laundry

Laundry rooms that include washing machines and dryers are available in each residential community for resident use only. These machines are free. If a resident is discovered to be using the laundry facilities for non-resident items, then the resident will face disciplinary action.

Always remove your items from the washing machines and dryers as promptly as possible. Unattended clothing left in a residence hall laundry room will be collected and placed in bins every Friday. Items stored in bins will be kept on location for 7 days in designated bins located in each residence hall laundry room. All unclaimed items will be donated via the purple donation boxes located outside of the residence halls once the 7 day period has expired. Be courteous to fellow residents who may need to use the machines after you. To prevent mold growth, leave the washing machine door and soap dispenser slightly ajar after you are finished using the machine. Additionally, clean out the dryer's filter after each use. If any laundry machine is not working properly, then use the QR code on the machine to report a non-working machine.

Mail and Packages

Individuals living in the residence halls and apartments may receive packages delivered by Amazon, UPS, USPS, and FedEx.

All Amazon, UPS, and FedEx packages are typically delivered to the front desk of each community by the company, but TWU Housing & Dining cannot control which delivery companies will make successful delivery. USPS mail and packages are delivered once daily Monday - Friday to each front desk by TWU staff. The front desk staff will NOT accept mail or packages with incomplete or incorrect addresses or recipient names. To ensure that the front desk staff can accept your mail and packages, make sure that the address and your full legal name is complete and correct.

When your package is delivered and accepted, the front desk staff will log the package into our package system called Notifii. Then, you will receive a notification via your TWU email from Notifii that your package

has been delivered. Your packages will remain at the front desk until you retrieve them. You are responsible for checking your email to see if a package has been delivered to the front desk of your community. You must have your TWU ID available to show the front desk staff. You will not receive notifications if you receive mail. Only package notifications are sent.

If you are no longer a resident, or the mail or package cannot be determined to whom it belongs, the mail or package will be immediately returned to sender. Any unclaimed mail or packages at the end of each semester will be returned to sender. You are responsible for checking for your mail, and you are responsible for registering a mail forwarded address with USPS upon move-out. The front desk is not responsible for lost, stolen, or damaged items. When having mail or packages sent, students MUST use the following addresses for delivery and MUST include their building and room number:

Guinn Hall Address

Full Name

420 East University Dr.

Guinn Hall (Room#)

Denton, TX 76204

Stark Hall Address

Full Name

1719 N. Bell Ave.

Stark Hall (Room#)

Denton, TX 76204

Parliament Village

Full Name

703 Administration Dr.

Parliament Village (Building)(Room#)

Denton, TX 76204

Lowry Woods Address

Full Name

1600 Oakland Street

Lowry Woods (Building)(Apt #)

Denton, TX 76204

Makerspace

The Parliament Village Makerspace provides TWU Housing residents with access to a diverse range of tools and equipment to support academic projects, creative exploration, and hands-on learning. Available resources include 3D printers, a laser cutter, a 3D scanner, anatomical models, Cricut machines, fiber arts and jewelry making supplies, leatherworking tools, soldering equipment, and general art materials. The space is open exclusively to residents of Housing & Dining and is designed for both individual use and collaborative projects.

Appointments Required:

All Makerspace use is by appointment only. To request an appointment, please complete the online form available at twu.edu/housing/resources/makerspace.

Makerspace Hours of Operation:

- Monday – Friday, 9:00 AM to 5:00 PM (closed on TWU holidays)

For full equipment details, policies, and appointment requests, visit twu.edu/housing/resources/makerspace or email at makerspace@twu.edu

Multipurpose Room (MPR)

The Multipurpose Room located in Parliament Village holds approximately 150–175 people in a multitude of setup styles. The Multipurpose Room has A/V capabilities and can be reserved for programming, training, or other events through the [Mazevo](#) site. Groups may be charged a service fee.

Narcan

Narcan is a life saving drug used to reverse an opioid overdose. Narcan is available at all the residence hall and apartment front desks.

Pest Control

Extermination services are provided by Facilities Management and Construction. Residents may be asked to clear closets, remove dresser drawers, cover food items, or assist in other necessary ways to facilitate an effective pest control program. To avoid pest infestations, residents should always adhere to sensible cleaning practices. Improperly stored food, dirty dishes, and trash all attract insects, roaches, and mice. You and your fellow residents maintaining cleanliness can do more to control pests than any quantity of pesticides. However, if pest problems do occur in your room and/or apartment, notify the front desk of your residential community and submit a work order. Pest Services visits every Thursday to address requests submitted throughout the week. Urgent issues may be handled on other days, depending on the severity of the situation.

TWUNet

TWUNet is Housing & Dining's Internet service available in the residential communities. TWUNet lets you connect your personal computing device by a wired (where available) or wireless connection, directly to TWU's data communications network, and through the University network, to the Internet. There is no extra charge for the TWUNet service.

Installing a personal router on the TWU residential network causes problems on the network and is a violation of Housing & Dining policy. Do not bring a personal router to connect to the network. Texas Woman's University nor Housing & Dining guarantees that your computing device will work on the TWUNet system.

Always use an antivirus program. Antivirus programs are designed to protect your computing device from possible virus infections. Without anti-virus software there is high risk of a breach or infection from viruses on a high-speed network. Do not bring your computing device to TWU with the intention of connecting to the network without an installed antivirus program.

Malware and Spyware

Most people are familiar with freeware, shareware, cookies, media players, interactive content, and file sharing. What they may not realize is that some of the aforementioned may contain code or components that allow the developers of these applications and tools to actually collect and disseminate information about those using them. They can track your surfing habits, abuse your Internet connection by sending this data to a third party, profile your shopping preferences, hijack your browser start page or pages, alter

important system files, and can do this without your knowledge or permission. The security and privacy implications of these exploits should be quite obvious and undesirable on any system or network.

File Sharing

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

Sharing music or other files illegally and violating copyright is a clear violation of the [Computer and Software Acceptable Use Policy](#).

Study Lounges

Study lounges are located in Guinn Hall and Parliament Village. These spaces are available for individual and group study sessions. No reservations required.

Televisions

Floor lounges that have a television can be used by students to stream online content using their electronic devices. Remotes can be checked out at the front desk of the corresponding residence hall.

Training Room

Parliament Village provides a Training Room that holds approximately 25-30 people with chairs and tables in a flexible setup. The Training Room has A/V capabilities and is used for training, meetings, and other small programming within the residence hall.

Vending Machines

For your convenience, vending machines are located in each residence hall. If you lose money in the vending machine you will need to go to the Office of the Bursar or ID Services for a refund. The front desk does not provide refunds.

Dining Services

Dining Office

The TWU Dining offices are located in the TWU Dining Hall.

Meal Plans

Residential meal plans are required for students living on campus in Stark, Guinn and Parliament Village. However, all students can sign up and enjoy the convenience of dining on campus. When a student signs the Housing & Dining License to live in the residence halls, they agree to purchase a meal plan each semester for the entire period of the license. If the student fails to select a meal plan, then the student will be automatically assigned and charged the 10 meals per week residential meal plan. Meal plans are easy to use and give you access to all dining locations across campus. The plans include a combination of meal swipes, for entrance into our dining hall, and Dining Dollars are a stored value account used to make purchases at other retail locations across campus. Meal swipes will expire at the end of the fall semester, but Dining Dollars will roll over from fall semester to spring semester.

Students who are not required to purchase a residential plan have the option of purchasing a commuter meal plan. For meal plan price listings, please visit the [TWU Dining website](#). Refunds will not be given for missed meals due to academic scheduling conflicts or trips taken by the resident for academic and/or extracurricular reasons. Residents may change to a different residential meal plan through the 11th class day each academic term. Residents may not change their semester meal plan after the 11th class day of the academic term. More than two (2) meal plan changes, after the initial selection will result in a \$50 administrative fee for each additional change. If a meal plan participant cancels their meal plan before Opening Day of a given semester, then they will be charged a \$100 cancellation fee. If a meal plan participant cancels a meal plan after Opening Day but before the 11th class day of each semester, the meal plan charge will be prorated based on use, plus the \$100 cancellation fee. A meal plan participant may not cancel or receive a refund for a meal plan after the 11th day of the semester.

10-Meal Plan with \$300 Dining Dollars

The 10-Meal Plan meal plan allows up to 10 meals per week in the Dining Hall for every week of the semester. Meals will reset on Saturday. If all 10 meals have not been used, they will expire. Meals do not roll over from week to week. Dining Dollars in the amount of \$300 are included and can be used at any retail dining location throughout the semester.

15-Meal Plan with \$300 Dining Dollars

The 15-Meal Plan meal plan allows up to 15 meals per week in the Dining Hall for every week of the semester. Meals will reset on Saturday. If all 15 meals have not been used, they will expire. Meals do not roll over from week to week. Dining Dollars in the amount of \$300 are included and can be used at any retail dining location throughout the semester.

Block 100 Meal Plan with \$750 Dining Dollars

The Block Meal Plan allows you to choose when you want to eat in the Dining Hall. With this meal plan, you will have 100 meals per semester in the Dining Hall. Use the \$750 Dining Dollars to add variety and convenience to your day. Dining Dollars can be used at any retail dining location including the dining hall. Meals and dining dollars will rollover to the spring semester if unused.

Exemptions

The university, in unique circumstances, may exempt a student from the required meal plan for documented medical conditions or religious dietary observance. It should be noted that all documentation must be submitted to the Executive Director of Housing & Dining by the 11th class day in order for a request to be considered for that semester. Meal plan exemption requests will only be considered for those who demonstrate that a campus dining plan cannot in any way satisfy their dietary needs and provide appropriate supporting documentation. It is the responsibility of the student to obtain any and all required approvals or necessary documentation. For more information regarding the meal plan exemption process, refer to the [TWU Dining website](#).

Dining Dollars

Dining Dollars are a stored value account used to make purchases at retail dining locations and athletic concessions. Dining Dollars may also be used for catering at on-campus events. Meal swipes expire at the end of the semester; however, Dining Dollars will roll over from fall semester to spring semester. Dining Dollars expire at the end of the spring semester. Residents may add Dining Dollars to their account throughout the semester. Refer to the [TWU Dining Website](#) for more information about this process.

Dining Options

The Dining Hall

The Dining Hall is an all-you-care-to-eat dine-in option as well as a to-go program. Reusable to-go containers allow you to take a meal to go. Once you have finished your meal, simply return the container to the Dining Hall for washing and exchange.

Retail Dining Options

- ACE Sushi (Grab-n-Go Option)
- Bunsen Tea Lab (Hubbard)
- Chick-fil-A (Hubbard)
- Mondo Subs(CFO)
- The Hoot² (MCL)
- Kurogi & Odas (Hubbard)
- Qdoba Mexican Eats (Hubbard)
- Hera's Kitchen (Oakland)
- Starbucks (Library)
- The Hoot (Brackenridge)
- The Nest (HSC)
- The Market (Quinn/Stark)
- Dallas Café
- Houston Café

Hours

For information on hours of operations refer to: [Dine On Campus at Texas Woman's University](#)

The Market

The Market is a convenience store located within Guinn-Stark Commons. The Market provides non-food items, groceries, and made-to-order pizza and wings as well as grab-n-go options including sushi. All residents have access to the market through the northeast doors of the Commons during operating hours.

Living on Campus

Residency Requirement

All TWU full-time, single undergraduate students who have not completed 60 TWU-approved credit hours and will be under the age of 21 at the start of their first semester are required to live on campus in university residential communities unless one of the following exceptions applies:

- Living with parents or legal guardians within the commuting distance of 40 miles
- Active duty military or veterans of military service
- Legally married
- Living with dependent children

To comply with the residency requirement, you must do one of the following (all applications and forms can also be found on the TWU Housing website):

- Complete a [University Housing Application & License](#).
- Complete a Residency Exemption Request in the [housing portal](#). All exemption requests, except for certifying that you will be living with a parent/legal guardian within 40 miles of the Denton campus, require documentation to be uploaded when submitting the form.

All applications and forms will be reviewed and subject to final approval by the TWU Housing & Dining department. Once the license is signed, if an exemption is later granted, the student may be responsible for the cancellation charges.

Eligibility

To be eligible for living on campus, residents must be enrolled and registered as a full-time (at least 12 credit hours) student at TWU. Priority is given to students within the residency requirement who are also enrolled as full-time students.

Students will not be allowed to move into the residence halls/apartments without being registered for classes. In the event that a resident is not registered as a full-time student while living on campus, the resident will be expected to vacate the room/apartment within 72 hours of notification.

All students who want to live on campus must sign the TWU Housing & Dining License before they move into their assigned room/apartment. This license is a binding agreement between the student and the university. Additionally, a meal plan is required for all residents living on campus (except for those living in Lowry Woods apartments).

Housing & Dining License

Student may request a cancellation of the License by completing a Cancellation Form, available in the Housing portal. Cancellation requests will be granted so long as the cancellation will not be in violation of the University Residency Requirement. Cancelling the License will result in the assessment of fees and no refund of the housing deposit, as outlined in the license. Proration is based on the date the Student checks out and returns their key.

Cancellation Charges for the Fall Semester

- After June 1: \$350
- After August 1: \$500
- After Opening Day: \$500 + 20% of semester's rent
- After September 1: \$500 + 50% of semester's rent
- After October 1: \$500 + entire semester's rent

Cancellation Charges for the Spring Semester

Students assigned housing for the fall semester who cancel their License Agreement for the spring are responsible for the following cancellation charges, based on the timing of the cancellation:

- After the closing date for TWU (semester break) and before the start of the spring semester: \$750 + \$35 daily rate for each day of occupancy after the final fall commencement date on the Denton campus.
- After Spring Opening Day: \$500 and 20% of semester's rent (80% will be refunded).
- After February 1: \$500 + 50% of the spring semester's rent (50% will be refunded).
- After March 1: No refund; the student is responsible for the full semester's rent.

Cancellation Charges for the Spring Semester (Spring Only License)

Students with a License Agreement for only the spring semester who cancel their License are responsible for the following cancellation charges, based on the timing of the cancellation:

- After January 1: \$500
- After Opening Day: \$500 + 20% of semester's rent (80% will be refunded).
- After February 1: \$500 + 50% of semester's rent (50% will be refunded).
- After March 1: No refund; the student is responsible for the full semester's rent.

Student Removal by TWU

If a student is suspended, expelled, defaults on the License Agreement, or is otherwise removed from the University or University Housing, the University will terminate the License. In such cases, the Administrative Removal Process outlined in the Residence Life Handbook will be followed. If a student is removed from University Housing for any of the reasons stated above, they will be held financially responsible for the full semester's room rent and any applicable meal plan charges, will forfeit their housing deposit, and will be deemed ineligible to reside in University Housing in the future.

Administrative Removal Process

If Student or their co-resident(s) (collectively, "Holdovers") fails to check-out or vacate the assigned space, TWU reserves the right to pursue an Administrative Removal Process.

Reasons for the Administrative Removal Process may include:

- The student is not currently enrolled in TWU classes and is unable to enroll in the current term
- Suspension, expulsion, involuntary withdrawal, or removal from the University
- Co-resident(s) are the only persons still living in the assigned space, and the student has vacated
- Any violation of this license or default condition

The Administrative Removal Process is as follows:

1. TWU Housing & Dining will ensure the following offices are made aware of and consulted regarding the need for an Administrative Removal Process.
 - a. Vice President for Student Life
 - b. Assistant Vice President for Student Life and Dean of Students
 - c. Assistant Vice President for Auxiliary Services
 - d. Office of General Counsel
 - e. TWU Police Department
 - f. Assistant Dean of Students and Director of the SAGE Center
2. TWU Housing & Dining will issue a communication of intent to start the Notice to Vacate process via email and letter posted to the exterior door of Student's assigned space. This notice will inform Holdovers of applicable license violations and what, if any, applicable measures Holdovers may take to address the license violations. This notice will provide five (5) business days for Holdovers to remedy the license violations.
3. If Holdovers fails to remedy all license violations listed in the notice of proposed eviction communication of intent to start the Notice to Vacate process, a three (3) calendar days' Notice to Vacate will be issued to Student via email and posted to the inside of the main door of the assigned space.
4. If Holdovers fail to vacate after the Notice to Vacate period, TWU may file an eviction suit with the Justice of the Peace Court against Student and any applicable co-residents who still occupy the assigned space. Legal proceedings and the timeline established by the Court will be followed by TWU. Any delay or postponement by TWU to file the eviction suit does not waive TWU's rights to take such action later, or to pursue any other available legal remedies, including but not limited to, trespassing charges against Holdovers.
5. Student meal plan and access to the assigned space will continue throughout the Administrative Removal Process. After Student vacates, the meal plan will be prorated based on use.

Assignment

TWU shall not discriminate and will assign spaces in accordance with applicable laws. The University reserves the sole right:

- To assign roommates;
- To change room assignments for reasons of health, safety, incompatibility, or necessity;
- To consolidate vacancies (this does not apply to family housing); and
- To make assignments and reassignments wherever there are vacancies (this does not apply to family housing).

Housing and Meal Plan Payments

Fees and charges for Housing & Dining appear on your student account as a one-time charge for each semester and are due on or before the published payment dates. Students may choose to enter into a payment plan by registering online through their payment portal. Failure to pay the Housing & Dining fees and charges may result in action by the University, which may include enforcement of the Administrative Removal Process from on-campus housing. The residence halls/apartments operate on a limited, self-supporting budget with no outside funding, so it is imperative that all accounts are paid on time. Students are encouraged to arrange their finances to avoid delinquency. Otherwise, a student's registration, grades, and transcripts may be blocked. Additionally, a student may also be subject to the Administrative Removal Process. Students who have severe financial conflicts or concerns should contact the university Financial Aid Office for assistance prior to the beginning of the semester.

Opening and Closing

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

- For Thanksgiving break, the residence halls and apartments will reduce services at 7:00pm on November 25, 2025 and will revert to regular services at 12:00pm on November 30, 2025.
- For semester break, the residence halls and apartments will reduce services at 12:00pm on December 12, 2025 and will revert to regular services at 12:00pm on January 11, 2026.
- For Spring Break, the residence halls and apartments will reduce services at 7:00pm on March 6, 2026 and will revert to regular services at 12:00pm on March 15, 2026.
- For the end of the Spring Semester, the residence halls and apartments will close at 12:00pm on Friday, May 8, 2026.

Any adjustments to the dates and times listed above will be announced to all assigned current residents.

Non-graduating residents may remain in the halls and apartments at the end of the semester twenty-four (24) hours after their last scheduled examination or by the time the building closes for the break, whichever is earlier. Space accommodations will be provided for graduating residents until immediately following graduation exercises.

Break Housing

Students wishing to stay in their current residence hall or apartment during Thanksgiving break, between semesters, or during Spring break may do so. Residential communities' front desks will be under limited operating hours during breaks. There is no charge for break housing for continuing residents.

Students who will not remain on campus the following semester or term are not eligible for break housing. Break housing is a special service only for continuing students. Information will be sent out from the Department of Housing & Dining at least two (2) weeks prior to a break period.

Collection Drives

Individuals and organizations who want to conduct collection drives within the residence halls and/or apartments must request authorization from the Assistant Director for Housing Facilities. Upon approval, collection boxes and containers for drives will be permitted in designated locations for a specific amount of time. The Assistant Director for Housing Facilities will determine the location of the collection sites. Collection containers must have five sides, be sturdy, and be fully lined with trash bags to capture any spillage from cans and bottles. The containers must be emptied on a daily basis. If it is determined by TWU Housing & Dining staff that the container and/or its contents is causing a health/safety hazard as a result of being improperly maintained, then the staff will remove the container and its contents and may dispose of it as they see fit without notification to the responsible individual(s) or organization(s). When possible, the responsible individual(s) or organization(s) will be contacted to remove the containers, unless the condition is such that the container must be removed immediately.

Sustainability

Housing & Dining is partners with the University Sustainability committee and Facilities department to implement several sustainability initiatives including:

- Explaining recycling guidelines for the residence halls and apartments (e.g., do not throw food containers away in the recycling bins because they are contaminated with grease and food residue)
- Installing energy monitoring systems in several rooms in Guinn Hall, which adjust room temperature based on activity within the room
- Offering participation in the [Green Room Certification Program](#), which allows residents to self-assess their sustainability practices

Do you want to conserve energy, reduce utility costs, and promote sustainability? Here are a few sustainability practices that you can implement today:

- Turn off lights when not in use
- Turn off the water when brushing your teeth, washing your face, or shaving
- Print on both sides of the paper
- Use reusable water bottles, dishes, and silverware; avoid using paper plates
- Only wash *full* loads of laundry
- Donate unwanted items
- Shop at thrift stores (we have several great thrift stores in Denton!)
- Participate in Meatless Mondays
- Carpool as much as possible
- Only put approved materials in recycling bins

Moving In

Each room's Room Condition Report (RCR) is prepared before the resident's arrival, and it notes the condition of the space. The RCR lists all damages and conditions of the space and university property. At the time of move-in, residents should check their room for damages. If there are any damages at the time of move in, the resident must contact their RA within forty-eight (48) hours of moving in to ensure the RCR is up-to-date. Your RA will be able to correct the RCR for you. Each room's RCR is kept on file and will be referred to at the time of your move out.

Housing & Dining strongly encourages students to purchase renter's insurance that covers a student's property in the case of accidental damage or theft. Students can purchase a renter's insurance policy from NSSI (www.nssi.com) or GradGuard (<https://gradguard.com/renters/twu>). For TWU Off campus properties, the University will provide individual renter's insurance for each student and TWU employee assigned to the property.

Cleaning Personal Space

Residents are responsible for cleaning their own assigned spaces using their own cleaning supplies. Parliament Village's community bathrooms are cleaned by custodial staff. However, Parliament Village residents are responsible for keeping the bathrooms clean between custodial cleanings. Housing & Dining encourages every resident to regularly sanitize and disinfect their space, especially frequently touched surfaces, such as decks, doorknobs, and common area surfaces.

Furnishings

Guinn, Stark, and Parliament Village

Each room in these residence hall communities is furnished with a twin size bed, lockable cabinet, dresser, desk, chair, and closet for each occupant. Additionally, each room has a 3.4 cubic foot MicroFridge (microwave-refrigerator combination) for the residents' use.

Lowry Woods

Each apartment (excluding those in Family Housing) has fully-furnished living rooms and bedrooms. Living room furnishings include a sofa, an armchair, an end table, and 2-3 dining chairs. Bedroom furnishings include a full-size bed, a lockable cabinet, a dresser, a desk, and a chair. Each apartment (including those in Family Housing) has a microwave, stove, full-size refrigerator, and dishwasher.

In any assigned space on campus, Housing & Dining does NOT accept requests for removing furniture from the room. All furniture must remain in its original and assigned space. Furniture placed in lobbies or common areas should NOT be placed in individual resident rooms for any reason.

Residents in every residence hall or apartment are responsible for the condition of their room and/or apartment furnishings. At the time of your move in, you should report missing or damaged furniture to your RA. If any furniture is not in the room or is damaged at the time of your move out, then you will be assigned a charge to replace the lost or damaged furniture.

Waterbeds, homemade bunk beds, and homemade lofts are NOT permitted in the residence halls and apartments. Lofts are limited in quantity but may be provided to residents upon request. More than two bed configurations at any time during the license term will result in a \$50 administrative fee for each additional bed height change after the first two. Housing and Dining is not responsible for any injury sustained as a result of a bed being lofted. Additionally, due to safety regulations, concrete blocks and bricks are NOT permitted in the residence halls.

Damages

When you are ready to move out of your assigned space, you should remove all your belongings from the space and clean the space thoroughly. Your RA will refer to the Room Condition Report from the beginning of the semester to check for any damages that may have occurred during your occupancy. If damages are found, then you will be assigned a fee for the damages. Refer to Pages 35-38 for a list of damage charges.

Decorations

Your assigned space is your "home away from home" and we understand you may want to make it as comfortable and cozy as you can while you are here. Housing & Dining encourages residents to decorate their rooms. However, decorations should never create safety hazards or cause damage to the space. Refer to Page 39 for more information regarding decoration guidelines.

Room Entry

Housing & Dining respects your right to privacy. However, Housing & Dining also reserves the right to enter residential spaces for the following reasonable purposes:

- Room inspections
- Health and safety inspections
- Maintenance requests and repairs
- Possible policy violations
- Suspicion of an accident
- Emergencies wherein the well-being of a resident is in jeopardy

Residential spaces may be searched for cause only by authorized civil authorities. In the case of suspected criminal violations, a search warrant issued by a magistrate will be used to authorize the search.

Work Orders

Trained professionals who are employed by the Facilities Management and Construction Department make repairs to university property and address maintenance concerns on campus. All reports and/or requests for maintenance issues in the residence halls and apartments should be submitted via a [work order request](#). You can find more information about work orders on the TWU website. If a work order request has not been addressed within a reasonable time (24-48 business hours), then you should contact your RA or the front desk of your community.

Vacancies

Throughout the semester, the Residence Director (RD) will keep track of all residents who live in their community. Housing & Dining reserves the right to fill any vacancy in the residence halls and apartments. Residents who have a vacancy in their room or apartment must be prepared to receive a roommate at any given time. In such cases, residents must be welcoming to prospective roommates and should never discourage other residents from occupying any vacant space within the residence halls or apartments. Residents who attempt to discourage other residents from moving into a vacant space may be relocated to a new room or referred for other disciplinary action.

If you live in a double occupancy space without a roommate, you will not be charged the rate for a single occupancy space unless you request it in writing, there is space elsewhere to assign the resident, and Housing & Dining approves the request. You may not occupy both sides of the space by spreading your belongings throughout the space or using furniture designated to the other side of the space. Residents who are found occupying more than their assigned space will be billed for the additional space. Please refer to the Assignment section for further information.

Addressing Concerns

Most problems that occur in the residence halls and apartments can be solved within the community. If you have a concern while living in the residence halls or apartments, you should first contact your RA. Depending on the severity of the issue, the RA may decide to contact the community's RD.

If the resident believes their RA has not found a viable solution, or in cases where the RA may be perceived as part of the problem, the resident may speak directly to the community's RD. All RDs work in offices located near the front desk of their community. After contacting and communicating with the RD, residents who remain dissatisfied with their situation may make an appointment with the Area Coordinator or Associate Director for Housing & Dining by calling the Housing & Dining central office number.

Room Changes

TWU Housing & Dining hopes that you will be happy in your room assignment, but if you find it necessary to request a room change, please do the following:

1. Talk with your RA about your concerns. Sometimes you can work out conflicts or other problems without having to move. This is always the first step before requesting a room change.
2. If you still want to move, complete a Room Change Request form at your residence hall or apartment front desk. All room changes are submitted to your Residence Director for approval before the change can take place. Be sure that you definitely want to make the move before completing a form. If you change your mind, you may be affecting other residents who have requested to move into your vacated space.
3. Room change forms will not be accepted before the 12th class day of the semester. It could take two or three days to process your request. At the beginning of each semester, room changes cannot begin until the 12th class day. Students in temporary housing spaces will then be moved into permanent spaces before other room changes can be considered.
4. If we are able to approve your request, you will receive an approval notice indicating that you will have a 48-hour period to make your move, unless the move is approved on a Friday (the Residence Director in your community may extend your deadline to move through the upcoming Monday). Others may be involved with your move, so please abide by these parameters.
5. If you change rooms without receiving approval, you will be automatically charged for two rooms for the period of time you reside in the new room prior to receiving official approval and will be billed the appropriate lock change charge. There may be reasons that we cannot approve the room change. If this occurs, you will then have to move back to your original assigned room.

We need to know where our residents are residing for their security and comfort, so please work with us when you desire to change rooms.

Checking Out of Your Space

Prior to the end of the term

Students who find it necessary to withdraw from classes must initiate a formal withdrawal through the Student Life Office. Requests for withdrawal forms are available on the TWU website or in the Student Life Office. After completing this form, you must do the following:

1. Complete a Cancellation Form in the housing portal.
2. Remove all of your personal belongings from your room and/or apartment.
3. Refer to the [Checkout Cleaning Checklist](#) available in this handbook starting on Page 32.
4. Report any outstanding work orders to your RA.
5. Proceed to the front desk and hand your room key to the desk staff member.
 - a. If you are checking out when the front desk is closed, place your key in a checkout envelope, fill in the blanks on the envelope, and place it in the drop box at the front desk.
 - b. Follow any additional instructions the desk staff member provides you at the time of your check out.

Any charges for damages, missing furniture, or lost key(s) will be assessed by the Residence Director. You will receive notice of the approximate damage costs, if applicable. Residents who check out prior to the end of the term of the license will forfeit their \$100 deposit and will be charged the applicable license breakage fees. Failure to follow proper check-out procedures will result in a \$100 fine.

At the end of the term

If you are graduating or terminating your license at the end of the Fall Semester, then you will complete

steps 1-5 from the above instructions. If you are moving out at the end of the Spring Semester, then you will complete steps 2-5 from the above instructions. Failure to follow proper checkout procedures will result in a \$100 fine.

Checkout Form Sample & Procedures

Before signing and submitting this form, please read carefully all of the information regarding the Check-Out Process, including the terms listed below.

- Prepare your room for check-out (follow instructions on the Check-Out Checklist).
- Read, complete and sign this Check-Out form.
- Turn in the Check-Out form and your room key to the Front Desk for your residential community.

Name: _____

ID: _____ Date: _____ Time: _____

Building & Room/Apartment #: _____

Check any that apply:

- ☐ Room Change/Returning to Housing next term
- ☐ I will not be returning to TWU
- ☐ I will be graduating
- ☐ Withdrawing
- ☐ Transferring
- ☐ Study abroad/Student Teaching

Staff Use Only	
Received by:	_____
Date:	_____
Time:	_____

By signing this form, I understand and agree to the following terms of the Check-Out Process:

- I am voluntarily participating in the Check-Out Process.
- I will properly prepare my room/apartment for move-out (as stated in the Requirements for Check-Out document) and fully comply with the requirements of the Check-Out Process.
- I understand that Residence Life staff will conduct a complete inspection of my room/apartment after the final student assigned to the room/apartment departs. I am waiving my right to be present during the check-out inspection.
- I acknowledge that I am responsible for ANY discrepancies from my original Room Condition Report and understand that I may be billed for damages.
- Failure to return my assigned key will result in a \$50-200 lock change charge assessed to my student account.

Student Signature

Check-out Cleaning Checklist

Most cleaning and damage charges that residents accumulate at the end of the academic year are the result of residents not returning their room and/or apartment to the condition they were at the beginning of the academic year. Additionally, when residents fail to clean regularly and thoroughly, the resulting build-up

of grime can be difficult to remove, which can lead to cleaning charges. The most common examples of room assessments that result in cleaning and/or damage charges include:

- Insufficient cleaning (e.g., unswept floors, dusty surfaces, dirty refrigerators, etc.)
- Wall holes, tape residue, paint peels
- Burns and/or burn holes
- Stained carpets and/or tiles that cannot be cleaned
- Clogged toilets with food, grease, toys, or other items
- Pet odors and/or stains
- Smoke odors from prohibited items such as vapor and marijuana
- Jammed garbage disposals with excessive amounts of material and/or inappropriate material

To avoid charges, adhere to the following end-of-year cleaning checklist:

Living Room (for apartment housing only)

- ☐ Vacuum carpets, including the carpet underneath and around furniture
- ☐ Dust and wipe down all furniture, including underneath cushions and inside drawers
- ☐ Wash inside the windows and windowsills
- ☐ Ensure window blinds and fixtures are attached properly
- ☐ Remove all sticky residue from all surfaces, including doors and walls
- ☐ Wipe down doors to remove scuffs
- ☐ Dust light fixtures

Bathroom

- ☐ Sweep and mop the floor
- ☐ Wash countertops, sink, and mirrors
- ☐ Disinfect and scrub the inside and outside of the toilet and bathtub, including around the base
- ☐ Remove all soap scum and mildew from the shower ceiling
- ☐ Empty and wipe down the linen closet (for apartment housing only)

Bedroom

- ☐ Vacuum carpets, including the carpet underneath and around furniture
- ☐ Dust and wipe down all furniture, including desk drawers, dresser drawers, nightstand drawers, and closet shelves
- ☐ Ensure window blinds and fixtures are attached properly
- ☐ Wash inside and outside of the refrigerator, freezer, and microwave
- ☐ Defrost the MicroFridge, wipe the MicroFridge dry, unplug the MicroFridge, leave the fridge and freezer doors of the MicroFridge open

Kitchen (for apartment housing only)

- ☐ Sweep and mop the floor
- ☐ Disinfect and scrub countertops and sink
- ☐ Wash inside and outside of the refrigerator, freezer, and microwave
- ☐ Scrub the oven, range top, drip pants, and broiler pan drawer

- ☐ Wipe down all cabinets and pantry shelves to remove residue
- ☐ Clean out garbage disposal and dishwasher
- ☐ Ensure all appliances are present (i.e., broiler pan, oven racks, microwave plate etc.)
- ☐ Leave the fire extinguisher underneath the kitchen sink
- ☐ Throw away all food in the refrigerator, cabinets, and pantry

General

- ☐ Remove all trash and dispose of it in the closest dumpster or trash room
- ☐ Remove all command hooks with caution to avoid paint chips
- ☐ Wipe down doors to remove scuffs
- ☐ Dust light fixtures

Breezeways (for apartment housing only) and hallways (for residence halls only)

- ☐ Remove all personal belongings and trash
- ☐ Clean any stains in the area around your room and/or apartment

Refund of Deposit

The \$100 room deposit will be automatically refunded to the student who will not be returning to on campus housing the following academic year and has satisfactorily completed the current license, which includes checking out of the residence halls/apartments properly and leaving the room or apartment in good condition. The deposit refund will be credited to your student account minus any room damage or cleaning charges or monies owed to the University, if applicable.

Policies

Abandoned Property

Abandoned property includes items of value that are left behind when residents move out of their rooms and/or apartments. Abandoned property will be inventoried and stored for thirty (30) days after the resident's move out date. The resident will be notified via email to collect their abandoned property. If the abandoned property is not claimed within thirty (30) days of the date included in the email, Housing will permanently dispose of the items. Additionally, residents who leave behind abandoned property will be charged an hourly rate for the time required to inventory the items AND a daily rate for storage of the items.

Alcohol

Residents and guests must comply with federal, state, and local laws concerning the possession, sale, and consumption of alcoholic beverages. Residents who are of lawful age (at least 21 years old) may consume and possess alcohol in the privacy of their assigned room. However, for the safety of and legal concerns for all residents involved, a resident may not consume nor possess alcohol in their assigned space if their roommate is not of lawful age.

Additionally, alcoholic beverages should always be used in moderation to ensure each resident's right to privacy, sleep, and study within their room and/or apartment. Sufficient reasons for appropriate disciplinary action by the department or university include but are not limited to: disruptive behavior, lack of cleanliness in the residence halls and/or apartments, or any other drinking habits that may be injurious to the health, education, and wellbeing of an individual or those around them.

Bicycles

All bicycles must be registered with the TWU Police Department, and all cyclists must abide by all traffic regulations. Bicycles must be parked in designated bicycle storage areas, which are placed in convenient locations throughout campus. Housing & Dining encourages residents to secure their bicycles to designated bicycle racks with locks and chains. Bicycles are not to be parked anywhere in the residence halls and/or apartments, except for in designated bicycle storage areas. Approval for indoor bicycle storage must be received from the Residence Director of the community. Bicycle riding is prohibited in hallways, stairwells, and other common areas.

Chalking

Chalk used anywhere on campus must be made for use on sidewalks and must be easily removed by water. Chalking is only allowed on smooth sidewalks where the weather or sprinklers will eventually remove the chalking. Profanity and/or harassment will not be tolerated.

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

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

Commercial Solicitation and Demonstration

First and foremost, residents are not permitted to operate any kind of business out of any residential space. Any policy violations regarding commercial solicitation and demonstration may lead to disciplinary sanctions.

Commercial solicitation is prohibited in the residence halls and/or apartments. Commercial solicitation is defined as the selling or disseminating information for the purpose of facilitating the sale of goods, services, and/or any activity that attempts to raise funds (whether through the sale of goods or services or donations for any entity that is not a charitable organization). Representatives of commercial organizations may enter student rooms/apartments only by the invitation of the residents. However, door-to-door solicitation is not permitted, which includes the passing out of flyers or notices under or on resident room/apartment doors. Organizations that violate these policies will not be permitted in the residence halls and/or apartments.

Commercial demonstrations are only permitted in the room/apartment of a student host who has made a prior application to TWU Housing & Dining. Sales may not be made at the demonstration. Organization representatives may consummate sales on an individual basis in the rooms of those students who wish to purchase merchandise. Representatives who present their products and their hosts, are responsible for compliance with all applicable University and TWU Housing & Dining policies. Organizations that violate these policies will not be permitted in the residence halls and/or apartments.

Cooking

Cooking is permitted only in specifically designated cooking areas including apartment kitchens and common area kitchens in each of the residence halls. Frying food in common area kitchens is prohibited.

Residents who choose to prepare snacks and/or quick meals in the common area kitchens must take no more than two (2) hours to prepare their food items.

Additionally, the only cooking appliances permitted in the residence halls include the following: UL-approved coffee pots, popcorn poppers, hot pots, and the university-provided MicroFridges. All cooking equipment used in the residence halls and/or apartments must be in excellent working condition. Refer to Pages 15-16 for a complete list of prohibited items. Any policy violations will be addressed during the health and safety inspections and may lead to disciplinary sanctions.

Damages and Cleaning Charges

Upon signing the TWU Housing & Dining license and moving into your assigned space, it is your responsibility to review the Room Condition Report with your Resident Assistant and note the condition of your assigned room. Any damages discovered at the time of your checkout that are not previously reported on the Room Condition Report will be your responsibility. You may be assessed damage charges or cleaning charges, which are determined by TWU Housing & Dining and must be paid promptly. Failure to pay the assigned fees will result in a hold or block of your registration and/or issuance of grades or transcripts. Residents who have excessive damages and/or cleaning charges will not be allowed to return to TWU residence halls and apartments and risk the Administrative Removal Process during the semester.

The nonexhaustive list of charges below are the minimum amount that could be assessed. Depending on the type of damage or degree of cleaning required, the charge(s) will increase to the appropriate level to account for the cost of standard labor. If an outside contractor is needed, a service charge will also be assessed. Any items not listed below will have charges assessed on an individual basis.

General Charges	
Cleaning	\$50-\$250
Paint	Entire room: \$250 Entire wall: \$100 Paint peel/chip or nail/tack hole: \$10 each
Large hallway mirror	\$100
Large fixed glass in entrance	\$160-\$300
Window glass	\$75-\$250
Window screen	\$30-\$50
Glass door replacement	\$500
Fire extinguisher replacement	\$40-\$90
Plumbing retrieval	\$50
Key retrieval from elevator	\$75-\$500
Removal of abandoned property	\$100-\$250
Lounge Furniture and Decorations	

Piano	Grand: \$2,500 Upright: \$1,000 Piano bench: \$350 Repairs: \$75
Flat-screen television	\$600-\$1,500
Sofa	\$600
Loveseat	\$400
Arm chair	\$300
Coffee table	\$300
End table	\$250
Dining table	\$200
Dining chair	\$130
Artwork	\$150-\$300
Silk plants	\$100
Residence Hall Rooms	
MicroFridge replacement Microwave only	\$425 \$200
Glass tray in MicroFridge	\$60
Ice tray	\$4
Junior loft bed	\$250 Mattress: \$150
Floor Tile -VCT	\$25.00 Per Tile
Three-drawer dresser	\$350
Pedestal desk	\$400
Desk chair	\$150
Multi-use cube	\$300
Small bookcase	\$200
Desk/dresser repairs	\$100
Locking cabinet/Hinges	\$350/\$15
Thermostat	\$60

Medicine cabinet	Replacement: \$50 Glass shelves: \$10 Glass mirror: \$45
Doors	\$200 Door numbers: \$20
Light fixtures	\$45-\$125
Re-bolting windows	\$20
Bathroom stall lock	\$20
Commode	\$175 Commode seat: \$40
Sink	\$150
Shower curtain rod	\$15
Lock change	\$50
Apartments	
Refrigerator	\$550
Crisper bin	\$40 Crisper bin cover: \$80
Shelf bar	\$45
Garbage disposal	\$80
Dishwasher Dishwasher utensil basket Basket Wheels	\$375 \$45 \$10
Burner eye	\$30
Broiler pan	\$25
Oven	\$500 Vent hood: \$90 Drip pans: \$7-\$9 Knobs: \$10
Split desk	\$400
Coffee table	\$250
End table	\$200
Dining room table	\$450
Dining chair	\$150

Barstool	\$75
Sofa Removal of chain lock	Three-seater: \$800, Two-seater: \$650 \$50
Occasional chair	\$450
Recover seat cushion	\$180 each
Pedestal desk Locking cabinet/Hinges	\$400 \$350/\$15
Desk chair	\$150
Study table	\$325
Dresser	Three-drawer: \$350 Four-drawer: \$450
Closet door mirror	\$250
Vanity	Mirror: \$200 Light fixture: \$100 Sink: \$200
Entertainment center	\$500
Bookcase	\$250
Full-size bed	\$500 Mattress: \$250
Lock change	Two-bedroom: \$150 Three bedroom: \$200
Carpet	Replacement: \$300 Cleaning: \$100 Tile Square \$25
Ceiling fan	\$250
Shower curtain rod	\$20
Doors	\$200
Commode	\$175
Commode seat	\$40

Darts and Dartboards

Due to the potential danger to both persons and property, dartboards are prohibited in the residence halls and apartments. However, velcro "darts" are permitted.

Decorations

TWU Housing & Dining encourages all residents to use best judgment when decorating their rooms and/or apartments. Remember: you are responsible for all damages sustained in your room and/or apartment while you live on campus.

Refer to the following procedures when considering adding decorations to and around your residential space. First and foremost, due to safety concerns, posting signs or posters on emergency exit doors, exit signs, and fire extinguishers is prohibited. Due to the use of decorations and lighting, the danger of fire typically increases during the holiday season. To ensure safety within the residence halls, all residents should observe the following policies and procedures:

- I. Live holiday trees and greenery are not permitted anywhere in the residence halls. However, artificial trees are permitted in the residence halls and/or apartments. Electrical lighting is permitted on all artificial trees only if they do not emit heat and they are approved by a nationally recognized testing laboratory (e.g., UL). Thus, one direct plug in each socket, adapters, or surge protectors with multiple sockets are allowed.
- II. Only fire retardant or flameproof decorations (proof required) may be used in student rooms, floor lounges, public lounges, the lobby areas, and on trees.
- III. Students may decorate lounges, lounge windows, lobbies, and main hallway windows. However, only masking tape may be used on windows. Artificial snow may only be used on windows.
 - A. Permission to decorate the residence hall and/or apartment lobby must be obtained from the Residence Director before decorating.
 - B. Permission to decorate community lounges, lounge windows, and/or hallway windows must be obtained from the Resident Assistant before decorating.
- IV. Lights and fire retardant paper decorations may be placed on the cement wall surrounding your room window, but they are not allowed on the window frame. No decorations (i.e., paper, lights, etc.) are permitted in rooms or apartment windows or frames.
- V. All lights must be unplugged each night.
- VI. Decorations should not obstruct doorways, corridors, stairways, access to fire and emergency equipment, or obscure exit signs.

Residents who were responsible for decorating public spaces within the residence halls and/or apartments must remove all decorations and thoroughly clean the previously decorated spaces before the residence halls close for the breaks.

Electrical Appliances

To maintain the safety and security of all residents on campus, it is important that you follow all TWU Housing policies and procedures regarding the use of electrical appliances in the residence halls and apartments.

First and foremost, TWU Housing & Dining encourages all residents to refer to Pages 15 – 16 for an updated list of prohibited items to avoid item confiscation, potential charges, and/or disciplinary sanctions. Additionally, residents should refer to the following information regarding the use of electrical appliances in the residence halls.

- Television sets are permitted in student rooms. If a resident mounts a television to the wall, then the resident will be responsible for any sustained wall damages and charges.
- Refrigerators 4.6 cubic feet or smaller are permitted.
 - Larger appliances, such as microwaves and refrigerators, must not be plugged into a power strip or extension cord; these appliances must be plugged directly into a properly installed outlet.

- Appliances such as radios, stereos, desk lamps, and electric blankets are permitted. However, the total electrical requirements of these items must not exceed the capability of the system. Additionally, these items must be in safe working condition and stored properly.
- Power strips, multi-outlet adapters, and uninterruptible power supplies (UPSs) are permitted; however, they must have a resettable circuit breaker and are only permitted to be directly plugged into a properly installed outlet.
 - Power strips, multi-outlet adapters, UPSs, and stringed lights may never be "daisy-chained" (one plugged into another).
 - All power strips, multi-outlet adapters, and UPSs must be UL-listed and clearly marked as such. "Homemade" extension cords fabricated out of a length of wire and an outlet box are not permitted.
 - Extension cords are not permitted.

As a general tip, never overload outlets or power strips. Tripping circuit breakers are a warning sign not to be ignored. If you have questions about the amount of equipment that may be plugged into an outlet or power strip, contact Risk Management. Never use any power strip that shows signs of damage or overheating. Additionally, when using electrical equipment near any source of moisture, the equipment must be plugged into a Ground Fault Circuit Interrupter (GFCI) equipped outlet or a GFCI adapter directly plugged into a properly installed outlet.

Gambling

Gambling for money or stakes representing money on university property is a violation of state law and is therefore prohibited.

Hoverboards

The use of hoverboards is prohibited on campus.

Illegal Substances and Drugs

The use of illegal drugs is prohibited on university property. TWU students who use illegal substances and/or drugs will be subject to penalties outlined in the Student Handbook, which may include the Administrative Removal Process from TWU Housing, disciplinary suspension, or expulsion from the university.

Keys

When residents move into their assigned room or apartment, they are issued a key. This key is for the exclusive use of the assigned resident and should remain in their possession to ensure the safety and security of the room, apartment, and personal property.

In the event a key is lost, the student should immediately notify the front desk staff. If the key is not found within twenty-four (24) hours, the lock to the room will be changed and new keys will be issued to the residents living in the room or apartment. Here are the charges for lost keys and subsequent lock changes for each of the residential communities:

- | | |
|--|--|
| • Stark Hall: \$50 | • Lowry Woods Three-Bedroom Apartment: \$200 |
| • Guinn Hall: \$50 | |
| • Parliament Village: \$50 | |
| • Lowry Woods Two-Bedroom Apartment: \$150 | |

If you do not return your original room or apartment key upon checking out of your space, then you will be assessed the above charges.

If you feel at risk due to your key being lost or stolen, then you may request an emergency lock change. However, you must explain the circumstances surrounding this request to the front desk staff. If the locksmith cannot come out in a reasonable period of time, then you will be offered a temporary relocation, if possible.

In the event that you lock yourself out of your room, then you may check out a lockout key out at the front desk of your community. Lockout keys should only be used to unlock your door, so you can grab your actual room key and then immediately return the lockout key to the front desk. You have only fifteen (15) minutes to use and return the lockout key; otherwise, you will be charged \$25.

Note: residents are only permitted two (2) free lockouts per academic year—not per semester. For the third lockout and each lockout thereafter, you will be charged \$25 per lockout. Additionally, student-installed locking hardware on the residence hall or apartment doors is strictly prohibited.

Motorcycles and Mopeds

All motorcycles and mopeds require a university vehicle parking permit, which can be purchased online by visiting the [TWU Parking website](#). Motorcycles must be parked in university parking lots. On the other hand, mopeds may be parked in university parking lots or chained to bicycle racks.

Murals

Residents who want to design and paint murals on a public wall of their on campus community may do so upon approval. Residents should work with their RA to develop the mural design. Additionally, the residents living in or around the painted area must also approve of all mural designs. Then, Housing & Dining must approve the mural design before the mural may be painted. At this point, the university will supply approved paint and equipment; only these materials may be used for the mural. Please note that mural painting is not permitted in individual resident rooms and/or apartments.

Noise

Noise includes any sound, human or otherwise, in your room and/or apartment that can be heard and is disturbing to other individuals either in the same room and/or apartment or nearby rooms and/or apartments. All residents reserve the right to be free from excessive noise at any time while in the residence halls and/or apartments.

Residents must remember that courtesy and good judgment must be observed at all times. With this being said, please note that sound carries easily throughout the residence halls and apartments. Common courtesy and compromise can make community living a positive experience for everyone. TWU Housing is committed to creating and maintaining an environment within the residence halls and/or apartments that allows for a reasonable degree of order and a maximum degree of personal freedom and privacy.

Excessive noise (e.g., yelling, loud talking, loud voices, laughter, stereos including stereos that emit a heavy bass tone regardless of volume, amplified instruments, TVs, radios, animals making noise, etc.) is an infringement on the rights of other residents and is unacceptable. Noise violations are often viewed subjectively by both students and staff. The following examples constitute clear violations of the noise policy and may result in disciplinary action:

- Noises, music, or voices that is clearly distinguishable in the hallway
- Heavy percussion or bass sounds that vibrate through any walls, doors, ceilings, or floors

- Alarms sounding or music playing while no one is present in the room
- Pounding on doors or bouncing sports equipment or other items on the walls or floor of an apartment or hallway
- Failure to respect quiet/courtesy hours (refer to Page 43)

If you should have a concern regarding noise coming from your neighbor's room, contact your neighbor directly and respectfully. If the noise should continue on a repeated basis, contact the front desk or your Resident Assistant for assistance. If noise violations are reported during the campus-wide 24-hour quiet hours, then the violation will be dealt with immediately. Residents who infringe upon the rights of others to sleep and study will be referred to the Residence Director.

Paint

Residents who want to have their room and/or apartment painted should submit a work order. Only rooms with clear signs of wear and tear will be painted. The color choice for all rooms is TWU signature white.

Pets

No Pets are allowed in the residence halls and/or apartments. Only the following types of animals are permitted:

- Emotional Support Animals or service animals approved by the TWU Office of Disability Services for Students (DSS)
 - Please note: Only one Emotional Support Animal (ESA) is permitted per resident.
- A Fish in a fish bowl or aquarium (up to a maximum 10-gallon tank)

Service animals in training, when accompanied by a certified trainer, are granted the same campus access as fully trained service animals. However, they are not allowed to live in university residence halls.

The resident/owner of these animals assume full responsibility for the care, upkeep, damages, extermination, and cleaning fees associated with the animal. Failure to comply with these policies may result in disciplinary actions via the Student Conduct process. Representing an untrained animal as a trained service animal is a misdemeanor punishable by a fine up to \$300 and 30 hours of community service. Animal owners should clean up after and properly dispose of animal waste in a safe and sanitary manner.

Posting Policy and Procedure

Texas Woman's University Housing & Dining prohibits the placement of flyers and promotional materials within residential buildings or on the outside surfaces of a TWU residential building unless the flyer or promotional material has been vetted by the Housing & Dining Office. All flyers not approved by the Housing & Dining Office will be removed and discarded. Requests for flyer artwork can be placed through the [Design Services](#) website. Please send all flyers and promotional materials to the Assistant Director of Housing Administrative Services, for approval. Flyers with the date stamp from the Center for Student Involvement have a higher likelihood of approval and for the approval process to be expedited. Complete details regarding posting flyers on campus and the TWU free speech policy can be found at the [SAGE Center](#) website.

Public Space Reservations

All public space reservation requests for the residence halls and apartments will be reviewed by the Assistant Director for Housing Facilities and the Residence Director who directly supervises where the

requested space is located. Please note that some fees may apply.

Non-registered and non-residence hall groups must undergo the housing facility registration process, which includes completing the Residence Hall Facility Use application and agreement form. These documents can be found in the Housing & Dining office and must be submitted a minimum of twenty (20) days prior to the event. The application must have the written approval of their designee or the Assistant Director for Housing facilities.

For TWU departments and registered student organizations, reservation requests for the Guinn-Stark commons & lounges, Parliament Village courtyard, and Multipurpose Room (MPR) should be submitted online via [Mazevo](#). Registered residence hall organizations should contact the Residence Director who directly supervises where the requested space is located in addition to completing the registration process.

Quiet Hours

All residents reserve the right to be free from excessive noise at any time while in the residence halls and/or apartments. Residents must remember that courtesy and good judgment must be observed at all times. With this being said, TWU Housing strictly enforces designated Quiet Hours in order to protect this right. During Quiet Hours, all residents are expected to refrain from making excessive noise. Here are the established Quiet Hours for all residence halls and/or apartments:

- Sunday–Thursday → 11:00 pm to 7:00 am
- Friday–Saturday → 1:00 am to 7:00 am

These are the minimum Quiet Hours; any floor or building may expand these hours, if doing so becomes necessary or desired. Furthermore, campus-wide 24-hour Quiet Hours will be established during finals weeks, which begins on the first day of finals and ends on the last day of finals. Signage declaring 24-Hour Quiet Hours will be posted in the residence halls and apartments.

Sound equipment such as stereos, radios, TVs, and sound amplifiers may only be used if they do not infringe upon the rights of others. Thus, the use of headphones is highly encouraged.

Research

Research may be conducted in residence halls and apartments with prior written approval from the Executive Director of Housing & Dining or their designee.

Skateboards and Skates

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

Stairwells and Hallways

Stairwells and hallways must be kept free of furniture, debris, and other materials to prevent safety hazards. Residents who leave personal belongings or trash in the hallways and breezeways will be fined. Each bag of trash left in the hallway will incur a fee of \$30. For every day that the bag(s) remain in the hallways, stairwells, or breezeway an additional \$10 fee will be added. Fighting, roughhousing, throwing, bouncing, or kicking of objects in hallways, stairwells, and other common areas are prohibited. Spray painting is prohibited anywhere inside the residence halls and apartments, which includes the stairwells and hallways.

Tobacco

Texas Woman's University discourages the use of all tobacco products and prohibits the use of all tobacco products on property owned and/or operated by Texas Woman's University. The use of vapor (vape) pens, e-cigarettes (e-cigs), and similar devices is prohibited in the residence halls and campus apartments. The

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

Vehicles

Anyone parking a vehicle on campus must obtain an up-to-date parking permit from the TWU Parking Office. All TWU Parking Rules and Regulations will be strictly enforced. All car washing and major automotive repairs are prohibited on campus. Visitors may obtain parking permits on the [TWU Parking website](#).

Visitation and Guest Policies

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

- A **Resident** is defined as an individual who has a current Housing & Dining signed license for a residence hall or apartment.
- A **Visitor** is defined as any individual not living in that residence hall/building who visits a TWU student in their residence hall room, apartment, or assigned building.
- An **Overnight Visitor** is defined as any individual who stays overnight in a TWU residence hall or apartment at the invitation of one of the assigned room/apartment residents and with permission of the roommate(s) within the established Housing & Dining visitation policy.
- A **Host** is defined as any resident in any TWU residence hall or apartment who invites an individual into their residence hall or apartment building or assigned residence hall room or apartment for any length of time.
- **Cohabitation** is defined as hosting any individual in a TWU residence hall room or apartment who is not assigned to that specific space for a period of time exceeding two consecutive days/nights in a given week. Cohabitation in the residence halls or apartments is a violation of the license between Housing & Dining and the resident.

Visitation Policy

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

1. A maximum of two visitors per resident can be checked in at any time (this includes residents from another TWU residence hall). No more than six (6) people can be in a room at any time, including assigned residents. Visitors must be escorted at all times by their hosts. An exemption of more than 6 guests may be made for family members at the discretion of the residence hall staff.
2. Twenty-four hour visitation is permitted for all TWU properties.

Guest Policy

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

1. Residents may host a visitor overnight in their TWU residence hall room or apartment with permission of the roommate(s).
2. Visitors may not stay more than 48 hours unless the host has been granted permission by their respective Resident Director.

3. Cohabitation in the residence halls is a violation of the license between Housing & Dining and the resident. Cohabitation is defined as hosting any visitor (resident or non-resident) exceeding 48 hours within a given week without permission from the Resident Director.

Host Responsibilities

1. The resident host must meet their visitor at the front door of the residence hall. If a visitor has entered the building without their host they are to wait in the lobby.
2. All visitors must be registered at the residence hall desk in accordance with the procedures of that building. A resident of the building must sign in the visitor at the front desk and then accompany the visitor while in the building. Proper identification (government issued- or college/university ID) must be presented by the visitor when registering at the front desk. Temporary paper IDs are not accepted unless supplemented with an additional photo ID card.
 - a. Visitors must be accompanied by their host at all times and in all areas of residence hall, including in the room of the host.
 - b. The host must check their visitor in and out at the front desk each time they leave or re-enter the residence hall building. Visitors should not be left in the resident host's room while the host is not present.
 - c. Proper concern for the rights of roommates as provided for in the Rights and Responsibilities of the Resident (refer to Pages 46 - 47) must be honored.
 - d. Visitors must comply with all residence hall and University regulations, which include residence hall quiet hours.
 - e. Each resident host is responsible for the actions and behavior of their visitor(s) and could be subject to student conduct action.

Special Considerations

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

Personal Safety

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

Weapons and Firearms

The use or possession of firearms, fireworks, or any other illegal or lethal weapon anywhere in TWU Housing or within the immediate vicinity, on the TWU campuses is prohibited by law. Under state law, weapons prohibited in TWU housing or the immediate vicinity currently include, but are not limited to; any club, explosive weapon, firearm, firearm silencer, handgun, switchblade knife, knife, knuckles, machine gun, short-barrel firearm, armor –piercing ammunition, ammunition, hoax bomb, chemical dispensing device (other than a small chemical dispenser sold commercially for personal protection), blow gun, stun gun, bow, arrow, sword, slingshot, racetrack, or zip gun. Additional items prohibited in TWU Housing include fireworks, toy look-alike guns, paintball guns, pellet and BB guns, and decorative firearms (operable or inoperable). Pursuant to state law, these weapons are prohibited on the TWU campuses. The unlawful use or possession of a firearm constitutes a third-degree felony.

Notwithstanding the above, individuals licensed by the State of Texas to carry a concealed handgun may, in accordance with state law, be in possession of a handgun in University owned or managed housing. A licensed holder in University owned or managed housing must have their handgun on or about their person

or safely secured or stored to prevent tampering or theft. The handgun must be stored in a combination or electronic locking steel safe when the handgun is not on or about their person. The gun owner is responsible for reviewing and complying with all applicable University policies and procedures regarding such use and possession. Failure to comply with University regulations, may subject the student to disciplinary action, including license termination from University Housing, TWU probation and/or suspension.

Windows and Balconies

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

Student Conduct

Texas Woman's University is an academic community committed to transformational learning, discovery, and service in a caring environment and promotes the wellbeing of our students. As an academic community, the University has an interest in the education, ethics, safety, and welfare of all members of this community and in fostering an environment consistent with the educational mission, purpose, and processes of the University. When students voluntarily enter the University, they assume obligations of performance and behavior reflective of the University's mission and values. Expectations of students in the University community are higher than those of other citizens.

In a community of learning, willful disruption of the educational environment, destruction of property, and interference with the orderly process of the University or with the rights of other members of the University will not be tolerated. Any violation of this policy is subject to review and action by Housing & Dining conduct officer. Violations may be referred to the University Student Conduct Board for further action.

As members of Texas Woman's University, students have rights and responsibilities. In addition, the University has expectations regarding the behavior of its members which extend beyond the classroom into all aspects of life. The mission of the SAGE Center is to educate students about civic expectations and prohibited conduct, promote student learning, academic integrity and accountability, and facilitate the development of thoughtful, responsible, and engaged members of the community. This Office's purpose reflects and promotes the core values of Texas Woman's University including striving for collaboration, and treating one another with care while keeping the well-being of all a priority. Through the Student Code of Conduct, the SAGE Center strives to address, reduce and prevent behavior that undermines academic success and detracts from the educational mission of the University; to ensure the health and safety of the University community; and to provide timely support and resources for students.

Student Rights and Responsibilities

With the Student Conduct process in mind, each TWU student and student organization enjoy the following rights:

- The right to an environment in the residence halls, academic buildings, and other areas on campus which will be as conducive as possible to study and serious inquiry.
- The right to inquire about and to recommend improvements in policies, regulations, and procedures affecting the welfare of students through appropriate channels such as student government, administrative offices, and various committees.
- The right to a fair hearing (Code of Conduct Review Hearing) when charged with violation of University regulations.
- The right to have their conduct proceedings addressed in a timely manner.

- The right to bring witnesses to a hearing who are pertinent to the charges in question.
- The right to bring an advocate, which may include legal counsel, to a hearing for the sole purpose of support.
- The right to request special accommodations for concerns for personal safety, well-being, or fears of confrontation during the hearing by requesting separate facilities through technological means for hearings.

With the Student Conduct process in mind, each TWU student and student organization enjoy the following responsibilities:

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

Resident Rights and Responsibilities

With the Student Conduct process in mind, each resident has certain individual rights and responsibilities that must be held in high regard. However, these rights carry with them a reciprocal responsibility on the part of the individual to ensure those same rights for other residents.

1. Primary rights of the resident include:
 - a. The right to read and study in their room and/or apartment without undue interference.
 - i. Unreasonable noise and other distractions inhibit the exercise of this right.
 - b. The right to sleep, the right to their personal belongings, the right to free access to one's room and/or apartment and suite facilities, and the right to a clean living environment.
 - c. The right to have grievances heard.
 - i. Residents have the right to initiate referrals to residence hall staff and/or to the disciplinary process regarding a person's behavior that infringes on their rights and the rights of others.
 - d. The right to be free from fear, intimidation, and physical and/or emotional harm.
 - e. The right to access a variety of programs and services.
2. Additional rights of the resident that should be protected but should not infringe upon the reasonable exercise of the primary rights defined above:
 - a. The right to personal privacy. All persons should have freedom from interference with their personal activities and should be able to maintain privacy.
 - b. The right to host guests. All students should have the opportunity to maintain personal contacts and friendships with other persons to fulfill their needs for socialization. Guests are expected to respect the above stated rights of the roommate of the host and of other residents.

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

Cooperation with University Officials

Residents and/or guests must comply with directions from any University official, which includes TWU Housing & Dining staff members. Verbal and physical abuse from residents and/or guests toward any staff member will not be tolerated. Any violation of this policy is subject to review and action by the Housing & Dining conduct officer. Violations may be referred to the University Student Conduct Board for further action.

Conduct Review Process

In an effort to maintain an environment compatible with the University's function as an educational institution, a process for the review of inappropriate conduct and/or policy violations is in place. In an effort to maintain an environment compatible with the University's function as an educational institution, a process for the review of inappropriate conduct and/or policy violations is in place. For specific information on this process, please refer to the [Student Handbook and Code of Conduct](#).

In accordance with the Residence Hall Conduct Review process, conduct officers have the authority to impose any of the following sanctions for violations:

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

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

Housing & Dining Appeals Process

Students found responsible for violating any TWU Housing & Dining policy may appeal the decision of the conduct officer by delivering a written notice of appeal written seventy-two (72) hours following the receipt of the post hearing determination. An appeal should contain information relevant to the hearing.

- A Residence Director or Area Coordinator sanction may be appealed to the Associate Director of Housing & Dining.
- The Associate Director of Housing & Dining sanction may be appealed to the Executive Director of Housing & Dining.
- The decision of the Executive Director of Housing & Dining is final.

If the student is not satisfied after going through the previous appeal process they may choose to go to the Vice President for Student Life. Visit the [TWU Student Code of Conduct website](#) to view a complete description of all student conduct policies and procedures.

Emergency Procedures

Active Shooter

An active shooter is considered a suspect or assailant whose activity is immediately causing serious injury or death, and has not been contained.

You may be notified of an active shooter situation on campus via the following means:

- Hearing gunshots
- Receiving a Pioneer Alert (TWU Police Department never sends active shooter alerts as a drill; if you get an alert about an active shooter, then it is real)
- Receiving a text message or phone call
- Receiving an email
- Seeing a social media update (follow Pioneer Alert on Twitter)

In the event of an active shooter situation, it is important to quickly determine the most reasonable way to protect your own life. Remember that visitors are likely to follow the lead of students, faculty, and staff during an active shooter situation.

1. **RUN** → If there is an accessible escape path, attempt to evacuate the premises. Be sure to do the following:
 - a. Evacuate regardless of whether others agree to follow.
 - b. Leave your belongings behind.
 - c. Help others escape, if possible.
 - d. Prevent individuals from entering an area where the active shooter may be.
 - e. Do not attempt to move wounded people who cannot move on their own.
 - f. Keep your hands visible to responding police.
 - g. Follow the instructions of any police officer encountered during your escape.
 - h. Call TWU Police Department when you are safe.
2. **HIDE** → If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - a. Be out of the active shooter's view.
 - b. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door, behind a concrete wall or heavy desk).
 - c. Not trap you or restrict your options for movement.
3. **FIGHT** → As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
 - a. Any means necessary using improvised weaponry.
 - b. Acting as aggressively and as violent as possible against the shooter if confronted. Coordinating together with others to incapacitate the shooter, by any means necessary.
 - c. Fight for your life.
 - d. Yelling loudly as you fight for your life.
 - e. Committing to your actions.
 - f. If you feel you are about to be shot, and the shooter is close, attack the shooter's weapon to prevent it being used against you.

Evacuation Routes: Emergency Assembly Areas (EAAs)

There are designated assembly areas for each building, all of which are at least one hundred (100) feet from the building. The exit route from the building will determine which area to use. If one site is not available due to equipment or other obstructions, one of the other sites should be used instead. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.

Stark Hall EAA: The south sidewalk by Redbud Lane and the gardens; west lawn area by the gardens and greenhouse.

- Residents using the south stairwell for evacuation: continue downstairs and exit through the south stairwell emergency exit door. Do not exit through the first floor lobby.
- Residents using the north stairwell for evacuation: continue downstairs and exit into the lobby, using the west exterior doors to exit outside.
- Residents in the basement laundry room can use the west dock doors of the building and proceed up the driveway to the designated meeting place for the building. Residents cannot gather on the stairs or porches of the building(s).

Guinn Hall EAA: Northwest lawn near Little Chapel, beyond the volleyball court and Alumni House; lawn at the south side of Little Chapel near the gardens; lawn by Bell Ave near the Commons.

- Residents should exit through the north or south stairwells. Once in the lobby, residents will proceed out the south lobby (back) exterior doors.
- Residents in the basement laundry room can use the east dock doors of the building and proceed up the driveway to the designated meeting place for the building. Residents cannot gather on the stairs or porches of the building(s).

PV North Hall EAA: North lawn area on the low ropes course.

- Residents using the west stairwell for evacuation: continue downstairs and exit through the west stairwell emergency exit door. Do not exit through the first floor lobby.
- Residents using the east stairwell for evacuation: continue downstairs, using the east exterior doors to exit outside.
- Residents using the center stairwell of the building proceed out the north lobby doors to the designated meeting place for the building.
- Residents cannot gather in the courtyard.

PV South Hall EAA: Pioneer Park lawn area.

- Residents using the west stairwell for evacuation: continue downstairs and exit through the west stairwell emergency exit door. Do not exit through the first floor lobby.
- Residents using the east stairwell for evacuation: continue downstairs, using the east exterior doors to exit outside.
- Residents using the center stairwell of the building proceed out the south lobby doors to the designated meeting place for the building.
- Residents cannot gather in the courtyard.

PV Mary's Hall EAA: North lawn area on the low ropes course and Pioneer Park lawn.

- Residents using the south stairwell for evacuation: continue downstairs and exit through the south stairwell emergency exit door. Do not exit through the first floor lobby.
- Residents using the north stairwell for evacuation: continue downstairs, using the north exterior doors to exit outside.
- Residents using the center stairwell of the building proceed out the lobby doors to the designated meeting place for the building.
- Residents cannot gather in the courtyard or the parking lot.

Lowry Woods EAA: North lawn across the parking lot by Locust St.; East lawn area near the gardens. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.

- Residents should exit their building using the nearest safe exit route located on each side of the building. Residents and children exiting the Community Center should move to the nearest safe exit as directed by staff.

Fire

In the event of a fire in the residence halls or apartments, it is important to remain calm and follow all of the following procedures:

- Upon hearing the building's fire alarm or seeing smoke or fire, stop all normal activities and take immediate action. Never assume it is a false alarm. If there is a fire or smoke but the fire alarm has not yet been activated, then use the fire alarm pull station.
- If it is safe to do so, turn off all heat-producing equipment and secure any other hazardous materials to prevent a secondary emergency.
- As you exit the building through the nearest emergency exit, gently touch doors before opening them and close all doors and windows, if it is safe to do so. Furthermore, you should warn other individuals as you exit the building.
- Never use the elevators during a fire evacuation. Proceed down the stairwells to exit the building.

Once you're safely outside, gather in the designated safety areas. Never go back into the building for any reason until an authorized university official gives the all-clear for everyone to reenter the building. Refrain from propping or holding open doors. Buildings with enclosed stairwells (All except Lowry) have a fire wall for the safety of the residents. For individuals who are unable to use the stairwells, it is important to remain calm and on the stairwell landing with the stairwell door closed. Inform other individuals to tell first responders of your location.

- In the event that you become trapped during a fire evacuation, keep all doors closed and place a wet cloth underneath them to keep smoke out. Contact TWU Police Department at 940-898-2911 to inform them of your location.

Tornadoes and Severe Thunderstorms

Tornadoes

A **tornado watch** will be issued when weather conditions are favorable for the development of a tornado. In the event of a tornado watch, you must be ready to act in the case of worsened weather conditions. A **tornado warning** will be issued if there has been a tornado spotted in the immediate area. In the event of tornado warning (which is typically signaled by a building-wide siren or a university-issued Pioneer Alert), you should refer to the following procedures:

- Stay inside and advise others to do the same.
- If it is safe to do so, turn off heat-producing equipment.
- Shelter-in-place in one of the designated safety areas inside the building (Maps of these locations can be found [here](#)).
- Monitor your phone for updates from Pioneer Alert regarding the situation. You can also receive weather updates and alerts via X @TWUReady and @PioneerAlert.
- Wait for a notification from Pioneer Alert to resume normal operations before leaving the shelter-in-place location.

Severe Thunderstorms

If a severe thunderstorm warning is issued for the university, then you should refer to the following procedures:

- Stay inside until the storm passes and advise others to do the same.
- If you are in an area surrounded by windows, then move toward the interior of the room to avoid possible injury from shattered glass.
- If instructed to do so in the case of severe hail and/or winds exceeding 80 mph, stop all activities and shelter-in-place in one of the designated safety areas inside the building.
- Monitor your phone for updates from Pioneer Alert regarding the situation. You can also receive weather updates and alerts via Twitter @TWUReady and @PioneerAlert.

Power Outages

Power outages may occur at any time throughout the year. Typically, power outages occur during severe thunderstorms or ice/snow storms. TWU Housing & Dining encourages residents to always be prepared for power outages. Therefore, in the event of a power outage, it is important to remain calm and refer to the following procedures:

- Whether you are in your room and/or apartment or in a public area such as a stairwell, hallway, or lounge, it is important to stop moving in order to allow your eyes to adjust to the lower light level.
- Follow all instructions by TWU Housing & Dining staff or TWU Police Department.
- Do not use the elevators.
- Keep an easily accessible flashlight and batteries in your room and/or apartment. Miniature flashlights are a great tool that you can keep in your backpack or purse.
- Turn off all lights, appliances, and computers to avoid a power surge on the system once power is

restored.

- Keep all refrigerators—miniature or otherwise—closed throughout the power outage.
- Do not use candles or other open flames for lighting purposes.
- Do not spam or tax the emergency telephone systems or GroupMe message groups to tell them about the power outage. The TWU Housing & Dining staff and TWU Police Department will already have information about the situation.
- Residents who have disabilities should use a buddy system if they must leave their room and/or apartment.

Bomb Threat

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

- When is the bomb going off?
- Where is the bomb now?
- What does the bomb look like?
- What will cause the bomb to go off?
- Where are you calling from?
- What is your name?
- What is your address?

After the phone call, immediately notify TWU Police Department at 940-898-2911 with the information you obtained about the bomb threat. Describe the caller's voice, any background noises you heard, and the exact wording of the message. Do not touch suspicious packages. Instead, inform TWU Police Department of any suspicious packages, items, or people in the area. Always follow instructions from first responders.

Illness or Injury

If you are ill or sustain an injury, you are encouraged to contact a member of the TWU Housing & Dining staff for assistance. These staff members will contact the proper personnel to assist in taking care of your particular needs.

Missing Person

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

Section 485(j), Missing Persons Procedures, of the Higher Education Opportunity Act (2008) requires institutions of Higher Education that provide on-campus housing to students to establish a Missing Persons Notification policy and procedures. The report of a missing person is initiated when University staff are notified of or become aware of a potential missing residential student. Upon notification of possible missing person housing staff will initiate a missing person report. The 24-hour period begins at the time of notification.

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

Dining staff will collaborate with TWU Police Department to follow state guidelines regarding notification and location of missing persons.

Sexual Misconduct

Texas Woman's University is committed to a safe academic and working environment. It is the policy of TWU to provide an educational and working environment for its students, faculty, and staff that is free from sexual misconduct. TWU will not tolerate any act of sexual misconduct. In accordance with federal and state law, the University prohibits all acts of sexual misconduct in its application and admission processes; educational programs and activities; employment policies, procedures and processes; and university facilities.

TWU takes active measures to prevent such conduct and investigates and takes remedial action when appropriate. Individuals who alone, or in concert with others, participate or attempt to participate in prohibited conduct are subject to disciplinary action by the university, notwithstanding any action that may be taken by civil or criminal authorities. Detailed sexual misconduct policy can be found on the [TWU SAGE Center website](#). Students and other individuals, including guests of the University, are encouraged to report suspected sexual misconduct to the Title IX Coordinator, a Deputy Title IX Coordinator, or the SAGE Center.

All reported incidents will be investigated and, as appropriate, referred to the criminal courts for prosecution, and/or to the Office of SAGE Center for University discipline. Victim counseling and mental health services are available through the Counseling and Psychological Services and other non-university agencies. Please note that all TWU employees, including TWU Housing & Dining staff, are considered mandatory reporters. Therefore if you report information about sexual misconduct to a TWU Housing & Dining staff member, then the staff member must promptly report the misconduct to the Office of SAGE Center (civility@twu.edu or 940-898-2968).

Reporting Incidents

The front desk staff in each residential community are available to handle emergency situations. Should an emergency occur after the front desk's operating hours, the on-call staff can be contacted by dialing the front desk numbers. Additionally, TWU Police Department can always be contacted by calling (940) 898-2911. Incidents which occur on university property including crimes, health emergencies, fires, or other similar occurrences should be reported to the Residence Director and TWU Police Department.

TWU Off-Campus Living Community Policies

The Arch:

<https://thearchdenton.com/wp-content/uploads/sites/13/2025/01/The-Arch-Denton-community-policies-2024-Aug-17.pdf>

Redpoint:

<https://redpoint-denton.com/wp-content/uploads/sites/4/2023/08/Redpoint-Denton-Community-Policies-2023-Aug-14.pdf>

Front Desks

Redpoint:

- Location: 500 Inman Street, Denton, Texas
- Hours: M-F 10 am-6 pm
- Phone Number: (432)-286-3466
- Email: live@redpoint-denton.com

The Arch

- Location: 701 Fort Worth Drive, Denton, Texas
- Hours: M-F 10 am-6 pm
- Phone Number: (940)-314-6968
- Email: live@thearchdenton.com

Mail & Packages

Each resident will receive one mailbox key. Residents are responsible for checking their mail regularly. Please note that neither The Arch Denton nor Redpoint Denton is responsible for lost, damaged, or misdelivered mail. Both communities utilize the Luxer package system for secure package delivery and pickup. When a package arrives, residents will receive a unique, one-time-use code via text and email. This code must be entered on the iPad outside the package room to retrieve your package. Access to the Luxer rooms is available 24/7.

USPS (U.S. Postal Service) is the only carrier that cannot deliver directly to the Luxer rooms. USPS packages may be delivered to your assigned mailbox or held at the local post office. While staff at either community may accept packages at their discretion, they are not responsible for the delivery, loss, or safekeeping of any packages accepted outside of the Luxer system.

Package Room Locations:

- The Arch: Located beside the study spaces.
- Redpoint: Located inside the clubhouse, near the business center.

Campus Resources & Quick Links

Housing & Dining License:

<https://twu.edu/media/documents/housing/2025-2026-Housing-&-Dining-License.pdf>

Dine On Campus:

<https://dineoncampus.com/pioneerkitchen>

TWU Police Department:

<https://twu.edu/police/contact-us/>

Financial Aid:

<https://twu.edu/finaid/>