

# **Residence Life Handbook**

## **2021-2022**

### **Housing & Dining**



**TEXAS WOMAN'S**  
**UNIVERSITY™**

# **Table of Contents**

Welcome Home!.....	6
Mission Statement.....	7
Our Commitment: Valuing Human Diversity.....	7
Housing & Dining Staff.....	8
Central Office: Contact Information.....	8
Residence Halls and Apartments: Contact Information.....	8
Residential Community: Professional Staff Members .....	9
Residential Community: Student Staff Members .....	9
1.Community Living.....	11
1.Roommate Agreements.....	11
2.Leadership Opportunities.....	12
2.Living Learning Communities.....	14
1.Types of Living Learning Communities.....	15
3.Family Housing.....	17
4.Residential Services	
1.Academic Support Office.....	17
2.Accessible Spaces .....	17
3.Building Access.....	17
4.Clubhouse .....	18
5.Computer Labs.....	18
6.Custodial Services.....	18
7.Elevators.....	18
8.Fitness Center.....	18
9.Front Desk.....	19
10.Guinn Commons.....	19
11.Laundry .....	19
12.Mail & Packages.....	19
13.Makerspace .....	20
14.Multipurpose Room .....	20
15.Pest Control .....	20
16.ResNet.....	21
17.Study Lounges.....	22
18.Televisions.....	22

19.Training Room .....	22
20.Vending Machines.....	22
<b>5.Food Services</b>	
<b>1.Dining Services Office.....</b>	<b>22</b>
<b>2.Meal Plans.....</b>	<b>22</b>
<b>3.Exemptions.....</b>	<b>23</b>
<b>4.Dining Dollars.....</b>	<b>24</b>
<b>5.Dining Options.....</b>	<b>24</b>
<b>6.Dining Hall.....</b>	<b>24</b>
<b>7.The Market.....</b>	<b>24</b>
<b>8.Dietary Restrictions.....</b>	<b>25</b>
<b>9.Food Advisory Committee.....</b>	<b>25</b>
<b>6.Maintaining Health and Safety in the Community</b>	
<b>1.Health and Safety Inspections.....</b>	<b>26</b>
<b>2.Inspection Procedure and Compliance.....</b>	<b>26</b>
<b>3.Prohibited Items.....</b>	<b>27</b>
<b>7.Living On Campus</b>	
<b>1.Residency Requirement.....</b>	<b>29</b>
<b>2.Eligibility.....</b>	<b>29</b>
<b>3.Housing &amp; Dining Application and Contract.....</b>	<b>30</b>
<b>4.Dining Services.....</b>	<b>31</b>
<b>5.Cancellation.....</b>	<b>32</b>
<b>6.Failure to Complete Contract.....</b>	<b>32</b>
<b>7.Assignments.....</b>	<b>32</b>
<b>8.Housing and Meal Plan Payments.....</b>	<b>33</b>
<b>9.Opening and Closing.....</b>	<b>33</b>
<b>10.Moving In.....</b>	<b>34</b>
<b>11.Cleaning Personal Space.....</b>	<b>34</b>
<b>12.Damage Charges.....</b>	<b>34</b>
<b>13.Decorations.....</b>	<b>34</b>
<b>14.Furnishings.....</b>	<b>34</b>
<b>15.Room Entry.....</b>	<b>35</b>
<b>16.Workorders.....</b>	<b>35</b>
<b>17.Vacancies.....</b>	<b>35</b>

18.Addressing Concerns.....	36
19.Room Change Guidelines.....	36
20.Break Housing.....	37
21.Sustainability.....	38
22.End-Of-Year Cleaning Checklist.....	38
23.Checking Out of Your Space.....	41
24.Express Checkout Form .....	42
25.Express Checkout Waiver .....	44
26.Refund of Deposit.....	45

## 8.Policies

1.Abandoned Property.....	46
2.Alcoholic Beverage.....	46
3.Accomodation of Vacancies.....	46
4.Bicycles.....	46
5.Chalking.....	47
6.Commercial Demonstration and Solicitation.....	47
7.Cooking.....	48
8.Damages and Cleaning Charges.....	48
9.Darts and Dartboards.....	50
10.Decorations.....	51
11.Electrical Appliances.....	52
12.Gambling.....	53
13.Hoverboards.....	53
14.Illegal Substances and Drugs.....	53
15.Keys.....	53
16.Motorcycles and Mopeds.....	54
17.Murals.....	54
18.Noise.....	54
19.Paint.....	55
20.Pets.....	56
21.Posting Policy and Procedure.....	56
22.Public Space Reservations.....	57
23.Quiet Hours.....	57
24.Recycling and Collection Drives.....	58

25.Research.....	58
26.Skateboards and Skates.....	58
27.Stairwells and Hallways.....	58
28.Tobacco.....	59
29.Vehicles.....	59
30.Visitation and Guest Policies.....	59
31.Weapons and Firearms.....	61
32.Windows and Balconies.....	62
<b>9.Emergency Procedures</b>	
1.Fire.....	63
2.Evacuation Routes: Emergency Assembly Areas.....	63
3.Severe Weather and Tornadoes.....	65
4.Bomb Threats.....	66
5.Illness or Injury.....	67
6.Missing Persons Policy and Protocol.....	67
7.Sexual Misconduct.....	68
8.Reporting Incidents and Emergencies.....	68
<b>10.Student Conduct and Review Process</b>	
1.Rights and Responsibilities of Residents.....	69
2.Rights and Responsibilities of Students.....	69
3.Cooperation with University Officials.....	70
4.Student Conduct.....	70
5.Conduct Review Process.....	70
6.Residence Life Appeals Process.....	71
<b>11.COVID-19 Procedures.....</b>	<b>72</b>

Note that all information contained in this document is subject to change. Please refer to the Texas Woman’s University Housing & Dining website to view the most updated version at <https://twu.edu/housing/>.

Updated November 2021

# Welcome Home!

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

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

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

In recognition of the current state of affairs in Texas and the world, we each will be asked to change our behaviors. COVID 19 demands that we not only protect ourselves by washing hands more frequently and social distancing. You may consider protecting others by wearing a face covering and reducing the number of guests in your room.

You have chosen to live in a very diverse community with students of all backgrounds and beliefs. Living in an inclusive community will provide opportunities for personal growth built upon respect and appreciation. You can reach out and get acquainted with others by getting involved in your hall's activities and other campus organizations.

The TWU residential communities offer an array of activities and opportunities for involvement. When you get involved you find new friends, develop leadership skills, enhance your resume, discover career opportunities, and grow! Whether you are seeking leadership opportunities or employment, we have options for you. The Residence Hall Association (RHA) and Community Council are organizations that allow you to become actively involved in making a positive difference at TWU, gain leadership skills, and have fun in a team environment. Employment opportunities are available as Student Assistants at the various front desk locations, Recreation Leaders working with children in the Clubhouse, Maintenance Assistants, and Pioneer Kitchen staff-to name a few.

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

**Jill Eckardt**

Executive Director, Housing & Dining

## **Our Mission Statement**

The mission of Housing & Dining is to create a safe, dynamic, and compassionate community in support of student's academic success, personal development, and campus and community engagement.



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

TWU Housing & Dining is committed to building and strengthening relationships with everyone who works and lives within our residences. As a community, we actively seek ways to support interaction and to promote awareness and understanding of the diversity that exists within and outside of Texas Woman's. We encourage each member of our community to continue the lifelong process of refining the skills and attitudes needed to appreciate and value differences in others.

The diversity of our community and the varied perspectives, talents, and life experiences reflected in it drive our desire to provide a welcoming environment. We encourage acceptance and appreciation of all people regardless of race, gender, age, ethnicity, abilities, sexual orientation, nationality, religion, political affiliation, or socioeconomic background, and we believe that each person has worth and should be treated with dignity and respect. In a community that values diversity, acts of bigotry, discrimination, and harassment will not be tolerated.

If at any time you feel disparaged or disrespected, report your concerns to a full-time Housing & Dining team member.

Realizing our shared vision requires that we all act with courage, grace, generosity, and boldness. Only together can we truly build a welcoming, diverse, pioneering community.



# **Housing & Dining Staff**

## **Housing & Dining: Central Office**

The Housing & Dining Office is located on the south end of the 1st floor of Mary's Hall at Parliament Village.

### **Central Office Contact Information:**

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

Phone: (940) 898-3676  
Fax: (940) 898-3638  
Email: [housing@twu.edu](mailto:housing@twu.edu)  
Website: <http://www.twu.edu/housing>

## **Residence Halls and Apartments**

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

### **Residence Halls and Apartments Front Desk Contact Information:**

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

### **Residence Life Professional Staff Contact Information:**

Guinn Hall Residence Director: Anthony Nel—(940) 898-3612  
Stark Hall Residence Director: Kendall Smith—(940) 898-3697  
Parliament Village Area Coordinator: Derrian Hall—(940) 898-3787  
Parliament Village - South Hall: Graduate Residence Director: Ali Heath —(940) 898-3655  
Parliament Village-Mary's Hall: Graduate Residence Director: Katie Stienhauser—(940) 898-3655  
Lowry Woods Apartments Residence Director Robert Kelley—(940) 898-3788

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

### **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 Parliament Village. Further, the AC assists in the development of Residential Education goals and implementation measures for Parliament Village.

### **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 a residential facility.

### **Residence Education Coordinator**

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 Living Learning Communities and the Academic Support Office.

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

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

### **Custodians**

Each TWU residence hall and apartment complex has full-time custodians. Custodians provide cleaning, sanitizing, and general maintenance services in public areas such as hallways, lobbies, lounges, laundry rooms, and study rooms. Students are responsible for cleaning their own rooms and apartments.

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

### **Student Manager**

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

### **Resident Assistant**

The Resident Assistant (RA) is a student staff member who lives in the residential community to serve as the primary resource to the residents for information and assistance. They create a community environment conducive to academic success and personal development, develop community consideration for the rights of others on the floor, organize activities to contribute to students' personal growth, counsel residents on personal concerns, refer students to appropriate professionals,

communicate residence hall regulations, assist residents in acceptance of responsibility, protect the health and safety of residents, and assist the Residence Director in general administration of the hall.

### **Student Assistant**

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

### **Senior Academic Support Assistant**

The Senior Academic Support Assistant is a student leader within the Living Learning Community staff who assists the Residence Education Coordinator with managing the overall operation of development and programming, while also providing leadership to Academic Support Assistants.

### **Academic Support Assistant**

The Academic Support Assistant (ASA) is an undergraduate student who has been selected to serve as an academic liaison for students in all halls. While living in the residence halls alongside residents, the ASA will facilitate study hours and academic programming for residents while working closely with the Resident Assistant staff.

### **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.

### **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.

### **Student Technology Assistant**

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

## **Community Living**

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

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

## **Roommate Agreements**

Communication is key. Your RA will be working with you and your roommate to establish a roommate agreement. Though a roommate agreement is not required, it is highly encouraged because this agreement will allow you and your roommate to communicate your expectations and desires for your shared space: how you will both keep the room clean, how the room will be arranged, how you both feel about borrowing personal possessions, shared guidelines for visitors, your individual privacy needs, how much noise is tolerable, when lights need to turn off, and more.

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

If conflicts arise once your Roommate Agreement has been established, you both have the authority to go back and discuss your agreement again. Remember: as you deal with any conflict, each issue has at least two people involved who have the need to be heard and accepted. In addition, you can contact your RA at any time for assistance in roommate disagreements. The roommate agreement is distributed through the Roompact software.

## **Leadership Opportunities**

### **Community Meetings**

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

### **Community Council**

Community Council serves as the voice for the residents in a community, bringing forth any concerns to the Residence Hall Association. Community Council Executive Boards provide programs and events throughout the year for the residence hall and apartment community. An application and selection process for each residential and apartment community officer positions will occur during Summer prior to Fall move-in.

### **Residence Hall Association**

The 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 Councils, a variety of activities are provided in order to bring the residents, hall, and apartment communities together. RHA acts as a liaison between residential students and Housing & Dining.

RHA officer positions include:

- ❖ President: Gavriel Griffin [ggriffin@twu.edu](mailto:ggriffin@twu.edu)
- ❖ Vice President: Essence Landry [elandry2@twu.edu](mailto:elandry2@twu.edu)
- ❖ Secretary: Serena Fernandez [sfernandez9@twu.edu](mailto:sfernandez9@twu.edu)
- ❖ Finance Officer: Diane Mendoza [dmendoza10@twu.edu](mailto:dmendoza10@twu.edu)
- ❖ Publicity Coordinator: Val Warwas [vwarwas@twu.edu](mailto:vwarwas@twu.edu)
- ❖ National Communications Coordinator: Maya Landgrebe  
[milandgrebe@twu.edu](mailto:milandgrebe@twu.edu)
- ❖ National Communications Coordinator In-Training: Alexa Hoekstra  
[ahoekstra@twu.edu](mailto:ahoekstra@twu.edu)

Residence Hall Association responsibilities 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 Council in the establishment of an autonomous governmental structure.
- ◆ To provide leadership development within the residence halls and apartment communities.
- ◆ To provide community interaction opportunities for all residential students.
- ◆ To represent residence hall and apartment community students in a variety of University committees and forums.

The RHA office is located in Guinn Commons. They can be reached at (940) 898-3618 or during posted office hours.

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

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

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

NRHH officer positions include:

- ❖ President: Katelyn Rood krood@twu.edu
- ❖ Vice President of Recognition
- ❖ Vice President of Selection and Induction: Preston Scharff  
pscharff@twu.edu
- ❖ Secretary
- ❖ Treasurer
- ❖ OTM Chair



## **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.

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.

LLC alumni serve as the Resident Assistants (RAs) and Academic Support Assistants (ASAs) for the communities providing valuable resources and assistance to the residents in the community.

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

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

### **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
- ◆ Communicate completed community service hours to the Academic Support Office
- ◆ Attend the End of the Year Awards and Recognition Ceremony

### **UNIV 1231**

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

UNIV 1231 is required for all first-year students and some special student groups (Honors, LLC, etc.) who are transferring less than thirteen credit hours. Please note

that for the purposes of this program, dual, IB, and AP credits do not count as exemptions for enrollment in UNIV 1231.

## **Types of Living Learning Communities**

### **College Connections LLC**

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.**

### **Arts 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.

### **Commuter LC**

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

### **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, pre-dental hygiene, health studies, kinesiology, pre-nursing, nutrition and food sciences, pre-occupational therapy, and pre-physical therapy.

### **Psychology Majors LLC**

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

### **Pioneer Connections LLC**

#### **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.

### **President Leadership Council**

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.

### **Legacy Leaders**

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 the first year and their time at TWU. Students must be admitted to the Legacy Leaders scholarship program prior to LLC membership.

### **SUCCESS LLC**

In conjunction with the Office of Diversity, Inclusion and Outreach, the SUCCESS LLC is designed to assist first-year, first-generation college students in making a successful and enjoyable transition to college. Students take a first-year experience course together in the Fall while also developing relationships and receiving guidance from SUCCESS mentors throughout the academic year.

### **Terry Scholars**

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

### **Transfer LLC**

Students participating in the Transfer LLC will enjoy activities aimed at their success assimilating to TWU both academically and socially. Transfer LLC is located in Stark Hall, and is for new-to-TWU sophomore students transferring from another institution. Transfer LLC is open to any major.



## **Family Housing**

Family housing is available in the Lowry Woods Community. The size of the apartment determines the number of occupants. Two-bedroom apartments will accommodate a maximum of four occupants (legally married couple and two children; single parent and two children). Three-bedroom apartments will accommodate a maximum of six occupants (legally married couple and four children; single parent and four children). The family housing apartments are unfurnished. At a minimum, the housing contract is in force as long as the student is officially enrolled during the Academic Year as outlined in "CONTRACT TERM," and as long as the student remains in good standing.



## **Residential Services**

### **Academic Support Office: Guinn 207**

The Academic Support Office 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 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. Academic support is at your fingertips, so reach out and let us help you to be the best Pioneer you can be!

The Academic Support Office provides opportunities to connect virtually or in person. We facilitate workshops that focus on time management, study skills, and so much more to help residents succeed academically.

### **Accessible Spaces**

Our residence halls and apartment communities have rooms with accommodations for students with mobility and hearing impairments. Contact the Housing Office for further information.

### **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 ID cards should be reported immediately to the Housing Office for deactivation. This will prevent anyone from using the lost card to gain access to the residence halls.

## **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 with priority given to TWU students living on-campus in family housing. Priority placement deadlines are July 15 for Fall and March 15 for Summer. Non-students affiliated with TWU will be considered on a space available basis. Activities include games that promote social and emotional development, community service projects, cooking, sports, arts/crafts, fitness activities, music, math and science enrichment activities, storytelling, reading, swimming, field trips, and other fun activities.

## **Computer Labs**

Guinn and Stark Halls share a computer lab with printers in the Commons area. Lowry Woods Community Center and Parliament Village - Mary's Hall have a computer lab with computers and printers connected to the University system and to the internet. Students access the lab using their personal ID card.

## **Custodial Services**

TWU custodians are responsible for cleaning the public areas of each residence hall daily. However, a large part of the hall upkeep is the responsibility of the residents. Custodians are not required to move furniture back to its original place or to clean up any mess that is the result of student negligence. Residents may be assessed the cost of any extra cleaning performed by custodial personnel as a result of unnecessary messes. Residents are responsible for cleaning their own rooms/apartments. The custodial staff maintains the cleanliness and upkeep of the lounges, lobbies, hallways, and community bathroom facilities. Sanitizing of public areas occurs daily, Monday - Friday.

## **Elevators**

There are elevators in Guinn and Stark Halls as well as Parliament Village. All elevators are equipped with timing devices that keep the doors open for a short period of time. This helps to maximize elevator use. Never attempt to manually close or hold open elevator doors. This is dangerous and can cause serious damage to equipment and only cause additional delays with the doors. The elevator emergency equipment is to be used for emergencies only.

If you drop an item down the elevator shaft, a repair representative will be called to try to retrieve the items at your expense. The average per hour service charge is \$75-\$300.

## **Fitness Center**

Parliament Village has a small fitness center specifically for its residents. The fitness center includes four treadmills, an exercise die, a jump rope, and an exercise bench.

## **Front Desk**

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

### **Contact number:**

Guinn Hall: (940) 898-3636

Stark Hall: (940) 898-3694

Lowry Woods: (940) 898-3785

Parliament Village: (940) 898-3655

### **Hours of operation:**

Guinn, Stark, and Parliament Village: 7 am – 2:30 am

Lowry Woods : 8 am – 12 pm

## **Guinn Commons**

Guinn Commons is a space that holds approximately 100 people in a multitude of setup styles. Guinn Commons has A/V capabilities and can be reserved for programming, trainings, or other events through the Event Management System (EMS). Groups may be charged a service fee.

## **Laundry**

Washing machines and dryers are available in each residential community. The laundry machines are free to use. Only residents should use the machines. If a resident is found using machines to wash items belonging to a non-residential student, they will face disciplinary action. Please remove your laundry after each wash or dry promptly. To prevent mold growth, always leave the washing machine door and dispenser unit slightly ajar after the laundry is done. If a machine is not working, report it to the front desk of your residential community. Make sure to note the ID number on the machine to expedite the work order process or you can use the QR code on the machine to report a non-working machine.

## **Mail and Packages**

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

Individuals living in the residential communities may receive packages delivered via UPS or FedEx at the residence halls/apartments. All packages are delivered to the front desk of each community and will be kept there till the student retrieves their package. The student is responsible for checking to see if a package has been delivered.

Any packages remaining at the desk for an extended period of time will be returned to sender. The front desk is not responsible for lost, stolen, or damaged items. When having a package sent, students may use the following addresses for delivery:

**Guinn:** 420 East University Dr.

**Lowry Woods:** 1600 Oakland Ave.

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

**Parliament Village:** 703 Administration Dr.

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

## **Makerspace**

Parliament Village provides a Makerspace with two 3D printers, a 3D scanner, a laser cutter, and a SynDaver simulated body and arm to inspire the imagination of Parliament Village residents. The space aims to provide resources for various course projects as well as offer a creative outlet for students to work individually and collaborate with classmates. Only residents of Parliament Village may use the Makerspace.

## **Multipurpose Room**

Parliament Village provides a Multipurpose Room that holds approximately 150-175 people in a multitude of setup styles. The Multipurpose Room has A/V capabilities and can be reserved for programming, trainings, or other events through the Event Management System (EMS). Groups may be charged a service fee.

## **Pest Control**

Extermination services are provided by Facilities Management and Construction. Residents can help this effort by adhering to sensible cleaning practices. Residents may be asked to clear closets, remove dresser drawers, cover food items, or assist in other ways the University deems necessary to facilitate an effective pest control program. Spraying generally occurs over vacation periods in student rooms and public areas. This is done to inconvenience as few residents as possible while maintaining pest control. If pest problems occur, please notify the front desk of your community.

Improperly stored food, dirty dishes, and trash attract insects, roaches, and mice. You and your neighbors in keeping the facilities clean and free of debris can do more to control the pest problem than by any quantity of pesticides we can put out to kill them.

### **Bed Bugs**

As soon as a resident suspects that they have bed bugs, they should contact the front desk of their residence hall or apartment community. A visit to the Student Health Services is recommended to have the bite(s) evaluated. Housing staff will inspect the room and notify Facilities Management so that a professional exterminator can perform a thorough inspection of the reported room. Do not apply pesticides on your own.

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

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

## **ResNet**

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

Installing a personal router on the TWU residential network causes problems on the network and is a violation of Housing policy. Do not bring a personal router to connect to the network. Texas Woman's University and Housing & Dining do not guarantee that your computing device will work on the ResNet 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 plans to attach 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 ResNet system. If these programs or other file sharing programs or high traffic use caused by viruses are detected on your ResNet data port, you will be disconnected from the ResNet system.

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

## **Study Lounges**

Study lounges are located in Guinn Hall and Parliament Village. These spaces are for individual as well as group study.

## **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 trainings, 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 located in the Admissions and Registration building for a refund. The front desk does not provide refunds.



## **Food Service**

### **Dining Services: Offices**

Dining Services offices are located in the TWU Dining Hall.

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

Dining Hall  
1610 Bell Avenue  
Denton, Texas 76204

Phone: (940) 898-3716  
Website: <https://twu.edu/dining>

## **Meal Plans**

Students living on the Denton campus are required to purchase a meal plan if they are living in a traditional residence hall: Guinn, Stark, and Parliament Village. Students living in Lowry Woods apartments are not required to purchase a meal plan. Lowry Woods residents will be provided \$50 Dining Dollars each semester that will be included in the semester's rent. The plans include a combination of meal swipes, for entrance into our dining hall, and Dining Dollars. TWU makes every effort to meet the needs of our residents by providing a variety of meal plan options to suit dietary

lifestyles, class schedules and budgets.

Residents may change to a higher dining plan at any time during the term, and may change to a lower dining plan through the 11th class day each academic term. More than two (2) meal plan changes at any time during the contract term will result in a \$50 administrative fee for each additional change.

The 2021-2022 residential meal plans are listed below.

**Pioneer Plus: 7-Day Unlimited Meal Plan with \$250 Dining Dollars**

- ◆ Allows unlimited access to the Dining Hall.
- ◆ You may go in and out of the Dining Hall as many times as you wish in every meal period, Sunday through Saturday.
- ◆ Dining Dollars in the amount of \$250 are included.

**10-Meal Plan: with \$250 Dining Dollars**

- ◆ Allows up to 10 meals per week in the Dining Hall for every week of the semester.
- ◆ Meals will reset on Sunday mornings.
- ◆ 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 \$250 are included.

**15-Meal Plan: with \$250 Dining Dollars**

- ◆ Allows up to 15 meals per week in the Dining Hall for every week of the semester.
- ◆ Meals will reset on Sunday mornings.
- ◆ 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 \$250 are included.

**Block 100 Meal Plan: with \$800 Dining Dollars**

- ◆ Allows 100 dining hall meals per semester.
- ◆ Meals do not rollover from semester to semester.
- ◆ Dining Dollars in the amount of \$800.

For meal plan price listings, please visit the TWU Dining website.

**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 exemptions 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.

## **Dining Dollars**

Dining Dollars are a stored value account used to make purchases at retail dining locations. Meal swipes expire at the end of the semester however dining dollars will roll over from fall semester to spring semester. Dining Dollars are not the same as Pioneer Dollars. For more information on Pioneer Dollars please visit the ID Services website.

Dining dollars expire at the end of the Spring semester. Dining Dollars may be used for catering to on campus events. For more information on how to use dining dollars for catering please contact Jamie Henderson at [Jamie.Henderson@compass-usa.com](mailto:Jamie.Henderson@compass-usa.com)

## **Dining Options**

Every campus dining location accepts TWU meal plans and most credit cards. All locations and hours of service can be found on the TWU Dining website. Hours are subject to change during scheduled holidays and when residence halls are closed.

Dining options include:

- ◆ Dining Hall
- ◆ Oakland Cafe
- ◆ Bunsen Tea Lab
- ◆ Peet's Coffee
- ◆ ACE Sushi & Rice Bowl
- ◆ Pioneer Grill
- ◆ Starbucks
- ◆ Chick-fil-A
- ◆ Qdoba Mexican Eats
- ◆ Which Wich
- ◆ The Market

## **Dining Hall**

The Dining Hall is an all-you-can-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, simply return the container to the Dining Hall for washing and exchange.

## **The Market**

The Market is a convenience store located between the Guinn and Stark Commons providing 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 NE doors of the Commons.

## **Dietary Restrictions**

If you have any special dietary restrictions, please speak with any of the managers on staff at our on-campus dining locations. They will walk you through the menu and identify the options that fit your needs. If needed, we can work with the chef to create a tailored menu so that you have the same opportunity to enjoy a balanced meal as your peers.

## **Food Advisory Committee**

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



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

## **Health and Safety Inspections**

To ensure the safety and comfort of all residents, the residence life staff members conduct health and safety inspections of all student rooms each semester. Residents can refer to the list of items that TWU has identified as potential fire, health, and safety risks in the section titled "Prohibited Items" on page 27.

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

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

## **Inspection Procedure and Compliance**

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

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

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

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

## Prohibited Items

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

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

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

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

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

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



# **Living On Campus**

## **Residency Requirement**

All TWU full-time single undergraduates who have not completed 60 TWU approved credit hours and will be under the age of 21 by the start of the semester are required to live in University residential communities unless one of the following exceptions apply:

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

If you fall under the Residency Requirement, you will be automatically blocked from registering for more than eleven (11) hours of coursework in the Fall and Spring semesters. To comply with the residency requirement and remove the block you must do one of the following:

1. Complete a University Housing Application at: <https://twu.edu/housing/>
2. Submit a [Certificate of Living with Parent or Legal Guardian Form](#) that can be found on the University Housing website.
3. If you feel your situation warrants a release from the residency requirement (you are a veteran of military service, married, have or are expecting a child, or are experiencing a documented medical, financial, or life hardship), you must complete a [Request for Release from the Residency Requirement form](#) found on the Housing & Dining website. Your request will be reviewed by University Housing Staff.

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

## **Eligibility**

To be eligible to live in University Housing, residents must be enrolled and registered as a full-time (12+ credit hours) TWU student. Housing & Dining applications are available when the student is accepted for admission to the University. In the event the resident is not enrolled in classes, the resident will be expected to vacate the room/apartment within 48 hours of notification. Priority is given to students within the residency requirement who are enrolled full time. Residents will not be allowed to move into the residence halls/University apartments without being enrolled in classes.

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

All students desiring on-campus housing are required to sign the Housing & Dining contract before they move into their assigned residence hall or apartment. This contract is a binding agreement between the University and the resident.

A meal plan is required with a housing contract for traditional residence halls (non-apartments).

### **Housing & Dining Application and Contract**

At a minimum, this contract is in force as long as the student is officially enrolled during the Academic Year as outlined in "CONTRACT TERM," and as long as the student remains in good standing. The student may request a cancellation of the contract by completing a Cancellation Form according to the following guidelines:

They may cancel the contract provided they will not be in violation of the University Residency Requirement. If the student is denied admission to the University, there shall be no cancellation fee and a full refund of any refundable payments will be made. Students evicted from Housing will be responsible for payment of the entire semester's room rent. The housing deposit will also be forfeited.

#### **CANCELLATION CHARGES FOR THE FALL SEMESTER**

- ◆ No deposit refund if cancelling contract (at any time)
- ◆ After June 1: \$350
- ◆ After August 1: \$500
- ◆ After Opening: \$500; 20% of semester's rent
- ◆ After Sept. 1: \$500; 50% of semester's rent
- ◆ Oct. 1: \$500; entire semester's rent

#### **CANCELLATION CHARGES FOR THE SPRING SEMESTER**

Fall assigned students if cancelling before the start of the Spring semester:

- ◆ \$500 and forfeit deposit

Fall assigned students if cancelling after the start of the Spring Semester:

- ◆ After Opening: \$500; 20% of semester's rent
- ◆ After Feb. 1: \$500; 50% of semester's rent
- ◆ March. 1: \$500; entire semester's rent

## **CANCELLATION CHARGES FOR THE SPRING SEMESTER (Spring Only Contract)**

- ◆ No deposit refund if cancelling contract (at any time)
- ◆ After December 1: \$350
- ◆ After January: \$500
- ◆ After Opening: \$500; 20% of semester's rent
- ◆ After Feb. 1: \$500; 50% of semester's rent
- ◆ March. 1: \$500; entire semester's rent

The University will waive cancellation fees if cancellation is the result of:

- ◆ full-time student-teaching or an academic internship;
- ◆ medical withdrawal from the University;
- ◆ academic disqualification;
- ◆ graduation;
- ◆ moving to another TWU campus;
- ◆ or such other circumstances with the prior approval of the Executive Director of Housing & Dining.

Students must also complete a cancellation form and provide documentation that supports their reason for cancelling. Residents who wish to return to Housing & Dining are not guaranteed a space and will be considered a new on campus student.

## **TERMINATION OF THIS CONTRACT BY THE UNIVERSITY**

If a student is suspended, expelled, or otherwise removed from the University or Housing for disciplinary reasons, the University will terminate the contract. In such cases, the student will be required to vacate the room/apartment within 48 hours after notification of such action by the University, or sooner if, in the opinion of the Executive Director of Housing & Dining or designee, there is a threat to the welfare of persons or property. When the Executive Director of Housing & Dining or designee believes that the continued presence of a student living in Housing poses a continued danger to persons or property, is a direct threat to persons or property, or is significantly disruptive to the normal operations of the residence halls/apartments, the student may be removed from Housing pending the outcome of a student conduct process and/or administrative contract review. Students who are removed from Housing for reasons stated in this paragraph will be held financially responsible for the entire semester's room rent and may not be eligible to apply for future on-campus housing.

## **Dining Services**

The student agrees that, if living in a residence hall, they will purchase a meal plan each semester for the entire period of the contract. If no meal plan is selected, the student will automatically be assigned and charged the minimum meal plan. Students living in Lowry Woods apartments are not required to purchase a meal

plan. Lowry Woods residents will be provided \$50 Dining Dollars each semester that will be included in each semester's rent.

Meal plans are effective during the defined contract period. Dining and retail locations may be closed or offer limited service during University breaks.

Block Meals from all plans can be used according to the number of meals in the plan during the meal periods allowed per day. Unused block meals do not carry over and reset each Saturday.

Residents may change to a higher dining plan at any time during the term, and may change to a lower dining plan through the 11th class day each academic term. More than two (2) meal plan changes at any time during the contract term will result in a \$50 administrative fee for each additional change.

### **Cancellation**

If a meal plan participant cancels a meal plan before Opening Day of each semester, they will be charged a \$100 cancellation fee. If a meal plan participant cancels a meal plan after Opening Day of each semester, they will be billed a prorated weekly meal plan rate and a contract termination fee equal to 50% of the remaining contract.

Refunds will not be given for missed meals due to academic scheduling problems or trips taken by the resident for academic or extracurricular purposes.

Students may spend the entire Dining Dollar balance in a semester or the balance remaining at the end of the Fall semester will transfer to the Spring semester ONLY for those students continuing to reside in on-campus housing. Any carry-over balance is added to the student's Spring meal selections. Balances will not carry over to the following semester at the end of the Spring semester.

### **Failure to Complete Contract**

A student may cancel the contract after occupancy (i.e., received room keys) if they will not be in violation of the University Residency Requirement. The effective date of any refund will be the actual date the student officially checks out of the residence hall.

### **Assignments**

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

University. Housing & Dining also reserves the right to consolidate students who have not paid for a private room and have no roommate. Private rooms, selected roommates, and particular room requests are accommodated whenever possible.

## **Housing and Meal Plan Payments**

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

Failure to make your payments may result in action by the University which may include eviction from University Housing. The residence halls and apartments operate on a limited, self-supporting budget with no outside funding; therefore, it is imperative that your accounts are paid on time. You should arrange your finances so that you do not become delinquent or this will necessitate that your registration, grades, and transcript be blocked. Delinquency may also result in eviction. Students with severe financial problems should contact the Office of Financial Aid for assistance prior to the beginning of the semester.

## **Opening and Closing**

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

For Thanksgiving break, the residence halls and apartments will close at 7 pm on November 24, 2021 and will reopen at 12 pm on November 28, 2021.

For semester break, the residence halls and apartments will close at 7 pm on December 10, 2021 and will reopen at 12 pm on January 16, 2022.

For Spring Break, the residence halls and apartments will close at 7 pm on March 11, 2022 and will reopen at 12 pm on March 20, 2022.

Students wishing to stay in their current residence hall or apartment between semesters must register for break housing online in advance. There is no charge to reside on campus during the break.

For the end of Spring Semester, the residence halls and apartments will close at 12 pm on Friday, May 13, 2022.

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.

## **Moving In**

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

TWU strongly encourages students to purchase renters insurance that covers a student's property in the case of accidental damage or theft. Students can purchase a renters insurance policy from NSSI ([www.nssi.com](http://www.nssi.com))

## **Cleaning Personal Space**

Students are responsible for cleaning their own rooms/apartments with private bathrooms and providing their own cleaning supplies. Parliament Village has community bathrooms and are cleaned by custodians; however, residents of Parliament Village are still expected to keep the bathrooms tidy between custodial cleanings. We encourage everyone to sanitize or disinfect your space, especially frequently-touched surfaces.

## **Damage Charges**

When you are ready to move out of your room or apartment, you should have all of your belongings out of your room and the space should be cleaned. Your RA will use the RCR from Roompack from move-in to check for any damages to the room during your occupancy. If any damages are found, you will be assessed a fee for the damages. Please see pages 49-50 for a summary list of damage charges.

## **Decorations**

Your residence hall room or apartment is your "home away from home" and we understand you may want to make it as cozy as you can and personalize it. You are encouraged to decorate your room as long as it does not create a safety hazard or any permanent damage to the room. Please refer to the decoration guidelines on pages 27-28 and damage charges on pages 49-50.

## **Furnishings**

Each residence hall room is furnished with a bed, locking cabinet, dresser, closet, desk, and chair for each occupant. In addition, each room has a 3.4 cubic foot MicroFridge (microwave-refrigerator combination) for the residents' use.

**Requests to remove furniture from the room are not accepted. All furniture remains in the room.** If furniture is not in the room or is damaged when you check out, you will be charged for the price of replacement. Waterbeds, homemade bunk beds, and homemade lofts are prohibited in student rooms. Lofts are provided to students upon request but are limited in quantity. Due to safety issues, concrete blocks and bricks are not permitted for use in the rooms. Furniture from lobbies or common areas is not to be placed in the individual student rooms for any reason.

Lowry Woods apartments have fully-furnished living rooms and bedrooms. Furnishings include a sofa, arm chair, end table, and two to three dining chairs. Bedroom furnishings consist of a full-size bed, dresser, locking cabinet, desk, and desk chair. In addition, each apartment has a microwave, a full-size fridge, and a stove.

Family Housing apartments are unfurnished. Each apartment has a microwave, a full-size fridge, and a stove.

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

## **Room Entry**

TWU respects your right to privacy; however, the University reserves the right to enter student rooms/apartments for the reasonable purposes of room inspections, health and safety inspections, maintenance improvements, possible policy violations, suspicion of an accident, or in the event of epidemic or emergency which jeopardizes the well-being of the occupant or other students in the hall. Student rooms/apartments may be searched for cause only by authorized civil authorities. In case of suspected criminal violations, a search warrant issued by a magistrate will be used to authorize the search.

## **Work orders**

Trained professionals employed by the Facilities Management and Construction Department make repairs to University property. Reports of necessary repairs should be made online at <https://twu-isd.webtma.net>. Refer to the website for specifics on how to submit work orders. If a repair has not been completed within a reasonable amount of time (24-48 hours excluding weekends), contact your Resident Assistant or the front desk in your building. COVID-19 may impact the timeline of repairs.

## **Vacancies**

During the semester, the Residence Director will keep a list of residents who need a roommate and will assist students in finding a new roommate as needed. To obtain a roommate, you should do the following:

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

You should inform your Residence Director so that the necessary paperwork can be completed to process the move. In the event that neither you nor your desired roommate wants to be the one to move, the Residence Director would make the decision based on the date your original housing application was received. The person having submitted their application the earliest will be allowed to remain in their assigned room and the other person will have to move.

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

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

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

If your roommate has moved out and you want a roommate but there are no other individuals on campus needing roommates, you will not be charged for the private room. However, the first person needing a roommate will be assigned to you.

Please be aware that you also have the opportunity, if space is available, to elect to officially stay in a private room. You would then be billed accordingly.

## **Addressing Concerns**

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

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

## **Room Change Guidelines**

We hope that you will be happy in your current room assignment, but if you find it necessary to request a room change, you will need to do the following:

1. Talk with your RA about your concerns. Sometimes you can work out conflicts or other problems without having to move. This is always the first step before requesting a room change.

2. If you still want to move, complete a 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. At the beginning of each semester, a number of room change requests are submitted and it could take two or three days to process your request. At the beginning of each semester, room changes cannot begin until the 12<sup>th</sup> class day. Students in temporary housing spaces will then be moved into permanent spaces before other room changes can be considered.
4. If we are able to approve your request, you will receive an approval notice indicating that you will have a 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.

## **Break Housing**

Students wishing to stay in their current residence hall or apartment during Thanksgiving break, between semesters, or during Spring break must register for break housing online in advance. Residential communities' front desks will be under limited operating hours during breaks.

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 semester Housing & Dining contract students. Information will be sent out from the Department of Housing & Dining at least two (2) weeks prior to a break period.

For Thanksgiving break, the residence halls and apartments will close at 7 pm on November 24, 2021 and will reopen at 12 pm on November 28, 2021.

For Winter break, the residence halls and apartments will close at 7 pm on December 10, 2021 and will reopen at 12 pm on January 16, 2022

For Spring break, the residence halls and apartments will close at 7 pm on March 11, 2022 and will reopen at 12 pm on March 20, 2022.

## Sustainability

As an institutional member in The Association for the Advancement of Sustainability in Higher Education ([AASHE](#)), Texas Woman's University is committed to assuring we build a sustainable, usable environment in which to learn, live, and work. Housing & Dining, in partnership with Facilities, has implemented several initiatives that will reduce our footprint and save money.

- ◆ Energy monitors installed in several rooms within Guinn Hall. Temperatures will be adjusted based on activity in the room
- ◆ Recycling bags in your room. TWU is a single-stream recycler: paper, plastic, and metal.
- ◆ Certified Green Room Program. This program allows students to self-assess what they are doing in order to be sustainable in their living area. Green Room Certification Application can be found at <https://twu.edu/housing/resources/green-room-certificate-application/>

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

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

Reducing utilities could help keep housing costs from rising every year.

## End-of-Year Cleaning Checklist

Most cleaning and damage charges come about because departing residents leave their room or apartment without returning it to the condition it was when they moved in, and/or they failed to clean regularly and thoroughly and the resulting buildup of grime is difficult to remove. If you share a room or an apartment with other students, you are responsible for cleaning your bedroom or your side of the room, and you and

your roommate(s) are collectively responsible for all shared areas, i.e., bathroom, kitchen, living room, etc.

Examples of the types of damage/cleaning assessed beyond normal wear and tear are:

- ◆ Labor costs that result from cleaning rooms or apartments that are not cleaned sufficiently when residents vacate, i.e. floors not swept, dusting surfaces, cleaning residue on furniture, hard water stains, dirty oven or refrigerator, etc.
- ◆ Nail holes, tape residue, or paint peels found on walls, doors (inside and outside), or cabinets.
- ◆ Burns or burn holes of any kind.
- ◆ Stained carpets that will not steam clean or stains on the tile that cannot be removed.
- ◆ In Lowry Woods, repair or replacement of garbage disposals/drains jammed or damaged by excessive amounts of material or inappropriate material.
- ◆ Toilets clogged with food, grease, toys, or other miscellaneous items.
- ◆ Pet odors, stains, or damage to carpet or wood trims.
- ◆ Smoke odor (includes vapor and marijuana). TWU is a smoke-free campus.

To avoid charges here are some helpful tips for each room:

#### *Living Room (apartment or suite)*

- ◆ Vacuum carpets. Go under and around all furniture - move the furniture around to ensure thorough cleaning.
- ◆ Dust and wipe down all furniture. Clean under furniture cushions and clean inside any drawers and cabinets.
- ◆ Wash the inside of the windows and windowsills.
- ◆ Check blinds and make sure rods and fixtures are attached.
- ◆ Remove any sticky residue on the door or walls.
- ◆ Wipe down door to remove scuffs and smudges.

#### *Bathroom Area (room or apartment)*

*\*Parliament Village community bathrooms are cleaned by custodians\**

- ◆ Sweep and mop the floor.
- ◆ Wash and scrub vanity and sink.
- ◆ Empty and wipe down cabinets, drawers, and under the sink.
- ◆ Wash mirrors.
- ◆ Empty all trash from bathroom area.
- ◆ Disinfect and scrub shower and/or tub, including fixtures, tile, grout and remove any mildew.
- ◆ Scrub all soap scum and mildew from shower ceiling.
- ◆ Disinfect and scrub inside and outside of toilet and around the base.
- ◆ Wipe down doors to remove scuffs and smudges.

- ◆ Dust off light globe.
- ◆ Empty and wipe down the linen closet (in Lowry Woods).

#### *Bedroom (room or apartment)*

- ◆ Vacuum carpet or sweep and mop floor.
- ◆ Dust and wipe down furniture.
- ◆ Empty and wipe down desk drawers, dresser drawers, nightstand/cabinet, and closet.
- ◆ Return bed and furniture to move-in condition and arrangement.
- ◆ Wash windows and windowsill.
- ◆ Check blinds and make sure rods and fixtures are attached.
- ◆ Recycle, donate, or throw away all unwanted items.
- ◆ Wipe down door.
- ◆ Wash inside and outside of refrigerator, freezer, and microwave.
- ◆ Defrost refrigerator and freezer, unplug MicroFridge after defrosting and cleaning, and leave it open.

#### *Kitchen (apartment)*

- ◆ Disinfect and scrub countertop.
- ◆ Defrost and wash inside and outside of refrigerator and freezer.
- ◆ Throw away all food in refrigerator and cabinets.
- ◆ Scrub oven, range top, drip pans, and broiler pan drawer.
- ◆ Clean microwave inside and outside.
- ◆ Wipe down cabinets and pantry shelves. Remove shelf paper and any residue. Check for items on top of the cabinets.
- ◆ Sweep and scrub floor. Do not sweep debris into the breezeway or hallway.
- ◆ Clean out garbage disposal and dishwasher.
- ◆ Make sure that all appliance parts are present, such as the broiler pan, oven racks, egg tray, etc.
- ◆ Leave fire extinguisher under the sink.

#### *General (all residence halls, and apartments)*

- ◆ Remove all trash and dispose of it in the dumpster near the building or the trash container in the floor trash closet. Trash left in the apartment, room, or out in the hallway or breezeway will result in cleaning charges.

#### *Breezeway Storage Closet (Lowry Woods only)*

- ◆ Clean out all belongings from the storage closet.
- ◆ Sweep out the closet and put trash and debris from the floor into a trash bag and dispose of it in the dumpster.
- ◆ Wipe down the door inside and out, removing scuffs, fingerprints, and dirt
- ◆ Make sure that the light is turned off.

#### *Breezeway (Lowry Woods)*

- ◆ Remove all belongings from the breezeway.
- ◆ Do not leave any trash in the breezeway.
- ◆ Clean any stains in the area around your apartment and storage closet.
- ◆ Do not leave anything on the stairs.

## **Checking Out of Your Space**

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

A student who finds it necessary to withdraw from classes must initiate a formal withdrawal through the Student Life Office on the Denton campus. Requests for withdrawal forms are available on the TWU website or in the Student Life Office. Once you have completed the withdrawal form,

1. Complete the University Housing & Dining cancellation form via the [Housing Portal](#).
2. Remove all of your personal belongings from your room. Make sure that your room is clean and orderly and that all the furniture is in its place.
3. Contact your RA to have your room properly checked. At this time, your room will be inspected for damages using the Room Condition Report.
4. Turn over the keys to the RA.
5. 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.
6. Residents that check out prior to the end of the term of the contract will forfeit their \$100 deposit and will be charged the applicable contract breakage fees
7. Failure to follow proper checkout procedures will result in a \$100 fine.

### **B. End of term**

1. If you are graduating or terminating your contract at the end of the Fall Semester, you will follow steps 3-5 from "Prior to the end of the term" stated previously.
2. At the end of the Spring Semester, you will follow steps 3-5 from "Prior to the end of the term" stated previously. If you checkout improperly, you will be assessed a \$100 fee

## Residence Hall/Apartment Express Checkout Form & Procedure

Before signing and submitting this form, please read carefully all of the information regarding the Express Checkout process, including the terms listed below.

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

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

NAME: \_\_\_\_\_

Student ID: \_\_\_\_\_

Building & Room/Apartment #: \_\_\_\_\_

Check any that apply:

- I am checking out due to online class offering
- I will return to housing \_\_\_\_\_ semester
- I will not be returning to TWU
- I will be graduating
- Withdrawing
- Transferring
- Study abroad

### **By signing this form, I understand and agree to the following terms of the Express Checkout process:**

- I am participating in the Express Checkout process.
- I will properly prepare my room/apartment for move out (as stated in the Requirements for Checkout document) and fully comply with the requirements of the Express Checkout 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 checkout 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 \$50-150 lock change charge assessed to my student account.

---

Student Signature

## **Express Checkout Checklist**

### **Floors**

- I swept and mopped the floor including the bathroom (and kitchen in apartment area).
- I vacuumed my carpeted areas including sofas and chairs (if applicable).

### **Furniture**

- I removed all my belongings from the dresser and closet.
- I wiped out all drawers in the dresser.
- I placed all college-owned furniture back to its original location..
- I have removed any personal furniture.

### **Bathroom**

- I cleaned out the tub and shower area, including wiping down all of the wall tiles or tub surround.
- I wiped down the mirror and sink areas.
- I cleaned around and in the toilet bowl.
- I wiped down the inside of the vanity cabinet, drawers, and linen closet (if applicable).

### **Kitchen (for apartment housing)**

- I removed all my belongings from the cabinets and appliances.
- I cleaned out the refrigerator and freezer.
- I wiped down the outside and inside of the cabinets, including the countertops.
- I cleaned the oven top, burners, and inside of oven.
- I cleaned the microwave and glass plate (if applicable) inside and out.
- I cleaned out the garbage disposal and dishwasher.

### **Traditional Rooms**

- I defrosted and cleaned my MicroFridge.

### **Walls and doors**

- I have removed all pictures and posters, including any nails, tape, and sticky putty used.

### **Windows**

- I removed any signs or stickers displayed in windows and wiped down the windowsill.
- I removed any remaining tape strips and tape residue.
- I closed and locked all my windows (if applicable).

### **Miscellaneous**

- I have thrown out all garbage.
- I removed all items from the area outside your room or apartment.
- I cleaned out my belongings from the storage closet (if applicable).
- I dusted the ceiling fan blades (if applicable).
- I reported any outstanding work orders.

## Express Checkout Waiver

You may complete an express checkout at any time. Choosing an express checkout means that your room will be checked, at a later date, and you will waive your right to appeal any damage charges that may be assessed after the final room inspection is completed. Remove all belongings from your room and clean your room. Turn this completed form along with your room/apartment key to the front desk

Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_ Alternate Email Address: \_\_\_\_\_

Building/Community Name \_\_\_\_\_ Room/Apt. Number: \_\_\_\_\_

Please have your roommate(s) sign that you have cleaned your share of the common areas. (Sink, kitchen, living room etc.)

Roommate A: \_\_\_\_\_ Roommate B: \_\_\_\_\_

Roommate C: \_\_\_\_\_

Please list any room damages or discrepancies below:

\_\_\_\_\_

By signing below, I agree to the terms as stated above and all provided information is accurate.

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Office Use Only:**

Date Received: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ Verify Key Returned: Yes No N/A

Comments:

Staff Signature: \_\_\_\_\_

## **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 contract, which includes checking out of the residence hall or apartment 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 is defined as *items of value that are left when residents check out of their rooms/apartments*. This property will be inventoried and stored for thirty (30) days upon removal of the residential room/apartment before disposal.

Residents will be charged an hourly rate for the time taken to inventory the abandoned property and a daily fee for storage. The resident will be notified in writing to collect the belongings. If the property is not claimed within 30 days of the date printed on the letter, the Department will dispose of the items.

### **Alcoholic Beverage Policy and Guidelines**

Residence hall and apartment occupants and their guests are required to comply with federal, state, and local statutes concerning possession, sale, and consumption of alcoholic beverages. It is expected that alcoholic beverages will be used in moderation to ensure residents' rights to privacy, sleep, and study within their rooms/apartments. Loud or disruptive behavior, interference with cleanliness of the residence halls, or drinking habits which are injurious to the health or education of an individual or those around them are reasons for appropriate disciplinary action by the University.

Residence hall occupants of lawful age may consume and possess alcoholic beverages in the privacy of their rooms/apartments. However, alcohol is not permitted in the residential spaces of a resident of lawful age if their roommate is underage. This is for the safety and legal concerns of both residents.

### **Accommodation of Vacancies**

Residents with a vacancy in their room/apartment must be prepared to have a new roommate at any time. Residents are expected to be welcoming to prospective new roommates and should not discourage others from occupying any vacant space within Housing & Dining. Students who discourage others from moving into vacant spaces may be relocated to a new room and/or referred for disciplinary action.

Residents are not allowed to homestead the room, spread their belongings throughout the room, or use furniture designated for a potential new roommate(s). Residents found to be homesteading will be billed for costs required to make the contracted space available to a new resident.

### **Bicycles**

All bicycles must be registered with the Department of Public Safety. Cyclists are to abide by all traffic regulations. Bicycle racks are placed in convenient locations throughout the campus. Bikes should be secured with a lock and chain. Bikes are not to be parked anywhere in the residence halls, except for designated bike storage areas. Approval for indoor bike storage must be received from the Residence Director

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

## **Chalking**

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

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

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

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

## **Commercial Demonstration and Solicitation**

1. Commercial solicitation is prohibited. Commercial solicitation is defined as the proposal to sell, seeking, or asking for an offer to buy, dissemination of information for the purpose of facilitating the sale of goods or services, and/or any activity which attempts to raise funds (whether through sale of goods and services or donations for any entity that is not a charitable organization).
2. Representatives of commercial organizations may enter student rooms/apartments only by the invitation of the residents.
3. Door-to-door solicitation is not permitted. This includes the passing out of flyers and notices under or on resident room/apartment doors.
4. Demonstrations only are permitted in the room/apartment of a student host who has made prior application to 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.
5. Students are not permitted to operate any kind of business out of their rooms/apartments.
6. Representatives who present their products and their hosts, are responsible for compliance with all applicable University and residence hall policies.

7. Organizations that violate these policies will not be permitted in the residence halls.

## **Cooking**

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

Cooking is permitted only in the specifically provided kitchen areas, such as apartment kitchens and common area kitchens properly equipped by the University. On the Denton campus, kitchens are located in the residence halls for residents to prepare snacks and quick meals (taking no longer than an hour to prepare).

## **Damages and Cleaning Charges**

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

The charges listed below are the minimum amount that could be assessed. Depending on the type of damage or cleaning needed, a given charge will be increased to the appropriate level to include standard labor. If an outside contractor is needed, a service charge will be assessed. Any items not listed below will have charges assessed on an individual basis.

## **General Charges**

Cleaning: \$50-\$250

Paint:

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

Large hallway mirrors: \$100

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

Window glass: \$75-\$250

Window screen: \$30-\$50

Glass door replacement: \$500

Fire extinguisher replacement: \$40-\$90

Plumbing retrieval: \$50

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

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

## **Lounge Furniture and Decorations:**

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

Piano repairs: \$75

Flat screen television: \$600-\$1500

Sofa: \$600, Loveseat: \$400

Arm chair: \$300

Coffee table: \$300

End table: \$250

Dining table: \$200

Dining chair: \$130

Art work: \$150-\$300

Silk plants: \$100

*\*Continued on following page\**

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

### **Darts and Dart Boards**

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

## Decorations

Follow these guidelines when decorating:

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

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

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

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

**Candles:** Candles, oil, wax or potpourri burners, incense, sage, or other plants/herbs intended to be burnt, and plug-ins or air freshener devices are considered fire hazards and are prohibited. The lighting and burning of flame-producing mixtures is prohibited. Any flame producing or open heating element items found and removed from residential spaces will lead to the owner of the item's being charged \$50 per prohibited item.

**Electric String Lights:** Electric string lights can cause fires; therefore, they should not be hung from the ceiling or strung around the ceiling tiles in individual rooms. Any electric string lights used should not emit heat. Strung lights should not be "daisy-chained," which is when more than one individual strand is plugged into another strand; this is a fire hazard.

**Fabric:** Draping fabric from floor to ceiling or across the ceiling is a fire hazard and is prohibited.

**Signs and Posters:** Posting signs/posters on emergency exit doors, exit signs, and fire extinguishers pose a safety hazard and is prohibited.

The student assumes full responsibility for paying for damages or charges.

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

1. Artificial trees are permitted any place in the residence halls. Electrical lighting is permitted on all artificial trees only if approved by a nationally recognized testing laboratory (i.e. U.L.) and if the lights do not emit heat. This means one direct plug in each socket, adapters, or surge protectors with multiple sockets are allowed.
2. Only fire retardant or flameproof decorations (proof required) may be used in student rooms, floor lounges, public lounges, the lobby areas, and on trees.
3. Students may decorate lounge windows, main lobby, and main hallway windows. We ask that only masking tape be used on windows. Artificial snow may be used only on windows. Permission should be obtained from the Residence Director before decorating main corridors or the main lobby. Your Resident Assistant must give approval before decorating a floor lounge. All decorations must be removed and areas thoroughly cleaned by the students prior to closing for the holidays.

4. Lights and fire retardant paper decorations may be placed on the cement wall surrounding your room window but not on the window frame. No decorations will be permitted on the student room/apartment windows or frames (including paper, lights, etc.)
5. All lights must be unplugged each night.
6. Live holiday trees and greenery are not permitted anywhere in the residence halls.
7. Holiday decorations should not obstruct doorways, corridors, stairways, access to fire and emergency equipment, or obscure exit signs

All decorations must be removed by the closing of the halls for holiday break. It is not the responsibility of the maintenance staff to clean up these decorations. In public areas, the people who put the decorations up are responsible for taking them down. If you have any questions, please feel free to contact one of the residence hall staff members.

## **Electrical Appliances**

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

TV sets are permitted in student rooms. If TVs are mounted, then any damages to the room will be charged to the resident.

Refrigerators 4.6 cu ft. or smaller are permitted; however, permission needs to be requested from Housing or the Residence Director so the electrical requirements do not exceed the capability of the system and the equipment is kept in safe operating order.

Use of other appliances such as radios, stereos, desk lamps, or electric blankets are permitted, provided the total electrical requirements do not exceed the capability of the system and the equipment is kept in safe operating order.

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

Extension cords are not permitted.

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

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

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

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

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

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

## **Gambling**

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

## **Hoverboards**

Use of hoverboards is prohibited on campus.

## **Illegal Substances and Drugs**

It is the policy of Texas Woman's University that the use of illegal drugs is prohibited on Texas Woman's University property. Such use of drugs by TWU students is subject to the penalties set out in the Student Handbook, which may include eviction from campus housing, disciplinary suspension from attendance, or expulsion at TWU.

## **Keys**

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

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

If the key is not found within twenty-four (24) hours, the lock to the room will be changed with new keys issued to the residents in that specific room or apartment. The resident losing the key will be charged a \$50 (Stark, Guinn, and Parliament Village), \$150 for 2-bedroom apartment, or \$200 for a 3-bedroom apartment (Lowry Woods) fee to cover the lock change and new keys.

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

If you lock yourself out of your room, you will be allowed to check a key out at the front desk to unlock your door and then immediately return it to the desk. Residents are permitted two free lockouts per ACADEMIC YEAR (not per semester). For the third lockout and thereafter, you will be charged \$25.

If you do not return your key at the time you check out of your room or apartment you will be charged \$50 (Stark, Guinn, and Parliament Village), \$150 for 2-bedroom apartment, or \$200 for a 3-bedroom apartment (Lowry Woods) for a lock change and new keys for the room.

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 that can be purchased online at the Department of Public Safety website. Motorcycles should be parked in University parking lots since they are motorized vehicles. Mopeds may be parked in University parking lots or chained to bicycle racks.

## **Murals**

Residents may design and paint murals on the public area walls of their hallway or suite subject to approval. The University will supply approved paint and equipment and only this paint and equipment can be used. Residents should work with the Resident Assistant to develop a mural design and color scheme. The residents living in or around the painted area must first approve all designs. Then, Housing & Dining must approve the design before the mural can be painted. Mural painting is not permitted in resident rooms.

## **Noise**

One of the primary rights of each resident is to be able to study and sleep without excessive interference in one's room/apartment. Sound carries easily through

residence hall rooms/apartments. Noise is any sound, human or otherwise, in your room that can be heard which is disturbing to other individuals of the same room or in other rooms/apartments on your floor and the floors above and/or below you. Common courtesy and compromise help to make community living a positive experience for everyone.

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

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

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

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

Quiet hours are found under the Quiet Hours section (page 57 and 58) and are used to facilitate study and/or sleep. Residents and visitors are expected to be respectful of other residents at all times.

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

## **Paint**

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

## Pets

Service animals and emotional support animals that have been approved through the Office of Disability Services for Students, and fish in aquariums (up to a maximum of a ten- (10-) gallon tank) or fish bowls are permitted in the residence halls. In these cases, the resident/owner of the animal will assume full responsibility for the care and upkeep, as well as any damages, cleaning fees, and extermination of the room/suite. Failure to comply with this policy will result in disciplinary actions through the student conduct process. Representing an untrained animal as a trained service animal is a misdemeanor punishable by a fine up to \$300 and 30 hours of community service.

## Posting Policy and Procedure

- ◆ All flyers being submitted for approval must be accompanied by a “Request to Post Flyer in Residential Communities” form at <http://www.twu.edu/housing/flyer-approvals.asp> (paper copies may be obtained in the Housing & Dining Office).
- ◆ Before submitting a flyer for Housing & Dining approval, flyers must be approved, stamped, and on file at the Center for Student Development.
- ◆ Ways to submit flyer for Housing & Dining approval and distribution:
  - a. **Physical Stamp:**  
Bring 2 flyers to the Housing & Dining Office to submit for approval. If approved: one will be retained for Housing records, the other stamped and available for requestor to pick up. Requestor may either make copies of the approved flyer or bring copies to the Housing & Dining Office and request to use approval stamp to stamp flyers for distribution. Once approved and stamped, copies of the flyer to be placed in the residential communities must be brought back to the Housing & Dining Office for distribution. Allow 24–48 business hours for Physical Stamp requests to be reviewed and processed.
  - b. **Physical Stamp with Digital Return:**  
Bring 1 flyer to the Housing & Dining Office to submit for approval (8 ½ x 11 only). If approved: the flyer will be stamped, scanned, and a PDF and/or JPG file of the flyer will be emailed to the address provided on the request form (please indicate file type preference). Flyers printed from the digitally stamped file that are to be placed in the residential communities must be brought back to the Housing & Dining Office for distribution. Allow at least 7 – 10 days for Physical Stamp with Digital Stamp processing.
  - c. **Digital Stamp:**  
Bring 1 flyer/poster/etc. to the Housing & Dining Office to submit for approval. Email the file that you want digitally stamped to [jmulkey1@twu.edu](mailto:jmulkey1@twu.edu) in PDF, JPG, PSD, AI, EPS, or PNG file format. If approved: digital stamp will be placed on file then the file will be returned in PDF and/or JPG format (please indicate file type

preference). Flyers printed from the digitally stamped file that are to be placed in the residential communities must be brought back to the Housing & Dining Office for distribution. Allow at least 7–10 days for Digital Stamp processing.

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

All flyers posted in residential communities must be approved by Housing & Dining. All flyers without an approval stamp will be removed and discarded.

## **Public Space Reservations**

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

Non-registered and non-residence hall groups must complete the housing facility registration process which requires a Residence Hall Facility Use application and agreement form to be submitted a minimum of 20 days prior to the event. The application must have the written approval of the Assistant Director for Housing Facilities or their designee. Note: Reservations for John Guinn Hall Commons, Parliament Village Courtyard, and Parliament Village multi-purpose room can be made online through the Event Management System (EMS).

Registered residence hall organizations shall contact the Residence Director responsible for the space in question along with following the registration process. Priority for space reservation will be given to residence hall activities and/or departmental programs. For further information, pick up a copy of the Residence Hall Space Reservation Policy and application at the Housing Office. There may be a fee for these rooms.

## **Quiet Hours**

Though consideration of other residents and reasonable freedom from excessive noise is expected at all times, specific hours are established within each hall as "Quiet Hours." During these periods, residents are expected to refrain from making loud noises. Sound equipment, such as stereos, radios, TVs, and sound amplifiers may be played only if they do not infringe upon the rights of others. The use of headphones is advisable.

The Quiet Hours that have been established by Housing & Dining for all halls are:

11:00 p.m. to 7:00 a.m. Sunday - Thursday nights

1:00 a.m. to 7:00 a.m., Friday and Saturday nights

These are minimum hours and any floor or building may expand these hours if desired. Residents should remember that courtesy and good judgment must be observed at all times.

Campus-wide 24-Hour Quiet Hours have been established to allow students a quiet place to study during final exams starting the first day of finals and extending through the last day. Signage declaring 24-Hour Quiet Hours will be posted in each residence hall.

## **Recycling and Collection Drives**

Individuals and recognized organizations wishing to conduct collection drives in the residence halls/apartments must request authorization from the Assistant Director for Housing Facilities for space. Collection boxes and containers for drives will be allowed in designated locations of the residence halls for a specific amount of time. The Assistant Director for Housing Facilities will determine the location of the collection sites. Collection containers must have five sides, be sturdy, and fully lined with trash bags to capture any spillage from cans and bottles.

The containers must be emptied on a daily basis. If it is determined by the residence hall staff that the container and/or its contents is causing a health/safety hazard because it has not been properly maintained, the staff will remove the container and its contents and may dispose of it as they see fit without notification to the responsible individual(s) or organization(s). When possible, the responsible individual(s) or organization(s) will be contacted to remove the containers, unless the condition is such that the container must be removed immediately. Door-to-door solicitation is not permitted under any circumstances.

## **Research**

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

## **Skateboards and Skates**

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

## **Stairwells and Hallways**

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

## **Tobacco**

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

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

Usage of vapor (vape) pens, e-cigarettes (e-cigs), and similar devices is prohibited in the residence halls and campus apartments.

## **Vehicles**

Anyone parking on campus must obtain a current parking permit from TWU Department of Public Safety. All TWU Parking Rules and Regulations will be enforced. All car washing and major automotive repairs are prohibited on campus. Guests may obtain a limited parking permit directly from TWU Department of Public Safety. See link at <https://twu.edu/parking/>

## **Visitation and Guest Policies**

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

### **Definitions:**

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

**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.

**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.

**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 contract 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 contract 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.

## **Responsibilities of the Host:**

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 (page 70) 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, sling shot, 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 contract 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 of a room are considered responsible for any object ejected from their windows or balcony. Residents are not permitted to walk on the roof of any building.



# **Emergency Procedures**

## **Fire**

If there is a fire or smoke:

- ◆ Take action upon hearing activation of the building's fire alarm system or if you observe smoke or fire. Do not assume it is a false alarm.
- ◆ Stop all normal activities immediately.
- ◆ If time permits, turn off fire/heat-producing equipment and secure other hazardous processes/equipment to prevent a secondary emergency.
- ◆ Feel doors before opening, and close doors and windows as you leave if safe to do so.
- ◆ Leave the building immediately via the nearest emergency exit.
- ◆ Warn others only along the way to your exit as you leave. If the fire alarm has not gone off and there is a fire, use the fire alarm pull station.
- ◆ Do not use elevators.
- ◆ If trapped, keep doors closed and place wet cloth under them to keep smoke out.
- ◆ Contact DPS at the following to let them know your whereabouts.
  - ♣ DPS Phone Number: (940) 898-2911
- ◆ Proceed down the emergency stairwell and once out of the building gather in the designated area.
- ◆ Once outside and safe, report the fire to DPS.
- ◆ Take account of those who were in the space to make sure everyone is accounted for.
- ◆ Notify first responders of anyone who is trapped or any other special circumstances.
- ◆ For those who cannot make it down the stairs: stay calmly in the stairwell landing with the fire door shut and inform people as they exit to let first responders know about your location.
- ◆ Do not go back in the building for any reason until an authorized University official deems it safe to re-enter.

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

There are designated assembly areas for each building, all at least 100 feet from the building. The exit route from the building will determine which area to use. If one site is not available due to equipment or other obstructions, one of the other sites should be used.

- ◆ **Stark Hall EAA:** South sidewalk by Redbud Lane and the gardens; west lawn area by the gardens and greenhouse. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.
  - ♣ 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. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.
  - ❖ 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).
- ◆ **Parliament Village EAA**
  - ❖ **North Hall EAA:** North lawn area on the low ropes course. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.
    - 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.
  - ❖ **South Hall EAA:** Pioneer Park lawn area. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.
    - 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.
- ❖ **Mary's Hall EAA:** 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.
  - Lawn area past parking lot, east of tennis courts. In all instances keep clear of all roadways, parking lots, and sidewalks to ensure a clear path for first responders.
  - 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.
- ◆ **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.

## Severe Weather and Tornadoes

In the event of severe weather or a tornado:

### For Tornado: When To Act

Be alert if you hear of a Tornado Watch for our area. This means that you need to be ready to act in case a warning is issued.

If a Tornado Warning is issued for campus or you hear the severe weather siren, take the following actions immediately:

- ◆ Stop all activities immediately.
- ◆ If time permits, turn off fire/heat producing equipment and other hazardous areas.

- ◆ Proceed to one of the designated severe weather areas in the building.
- ◆ Monitor your cell phone for updates on Pioneer Alert regarding the situation (Remember you can receive alerts and information via Twitter @TWUReady and @PioneerAlert).
- ◆ Wait for a notification from Pioneer Alert to resume normal operations before leaving the shelter-in-place location.

### **For Severe Thunderstorm: When To Act**

Be alert if you hear of a Severe Thunderstorm Watch for our area. This means you need to be prepared and ready if a warning is issued.

If a Severe Thunderstorm Warning is issued for campus, take the following actions immediately:

- ◆ Advise others to not go outside until the storm passes as large hail and flying debris could cause serious injury.
- ◆ If in an area that is surrounded by windows, have people move toward the interior of the room to avoid possible injury from shattered glass (large hail and other debris can come through windows).
- ◆ If instructed to do so, stop all activities in the room and move everyone to the severe weather area. This will be done in cases where the severe thunderstorm is producing very dangerous hail and/or wind speeds in excess of 80 mph.
- ◆ Monitor your cell phone for updates from Pioneer Alert, the @TWUReady or @PioneerAlert Twitter feeds, or the TWU Emergency Management website for updates.
- ◆ Do not go outdoors or near windows until the storm passes. Remember, severe thunderstorms can produce very large hail and can cause flying debris to come into the building. If there is a medical emergency, dial 911 immediately to report the emergency and follow the actions outlined in the Medical Emergency tab.

### **Bomb Threats**

In the event of a bomb threat:

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

- ◆ When will the bomb explode?
- ◆ What kind of bomb is it?
- ◆ What will cause it to explode?
- ◆ Where is it right now?
- ◆ What does it look like?
- ◆ Did you place the bomb?
- ◆ Who placed the bomb?

- ◆ Why did you place the bomb?
- ◆ How many bombs are there?
- ◆ What is your address?
- ◆ What is your name?

Upon completion of the call, notify DPS by calling the following immediately to give the information you have obtained at (940) 898-2911

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

## **Illness or Injury**

If you are ill or sustain an injury, you are encouraged to contact a member of the residence hall staff for assistance. These staff members will contact the proper officials to assist in taking care of your particular needs.

## **Missing Persons Policy and Protocol**

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.

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.

Housing staff will collaborate with TWU Department of Public Safety 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 at <https://twu.edu/civility/sexual-violence-education-title-ix/>

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 Office of Civility and Community Standards.

## **Reporting Incidents and Emergencies**

The front desk staff in each community are available to handle emergencies. The daily hours of operation for each desk are:

Guinn, Stark, and Parliament Village: 7 am – 2:30 am  
Lowry Woods: 8 am – 12 am

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

Incidents which occur on University property including crimes, health emergencies, fires, or other similar occurrences should be reported to the Residence Director and Department of Public Safety. Students may report sex offenses to local law enforcement authorities, including on-campus and local police. Campus authorities (which include residence hall staff) are available to assist in such reporting, upon the student's request. Incidents may be reported in person to the Department of Public Safety or residence hall office or by regular telephone.

All reported incidents will be investigated and, as appropriate, referred to the criminal courts for prosecution, and/or to the Office of Civility and Community Standards for University discipline. Victim counseling and mental health services are available through the Counseling and Psychological Services and other non-University agencies.

# **Student Conduct and Review Process**

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

Each resident possesses certain individual rights and responsibilities, which must be held in high regard. However, these rights carry with them a reciprocal responsibility on the part of the individual to ensure those same rights for other residents.

1. Primary rights of the hall resident include:
  - a. The right to read and study free of undue interference in one's room/apartment.
    - i. Unreasonable noise and other distractions inhibit the exercise of this right.
  - b. The right to sleep, the right to one's personal belongings, the right to free access to one's room/apartment and suite facilities, and the right to a clean environment in which to live.
  - c. The right to have grievances heard. A student has the right to initiate referrals to residence hall staff and/or to the disciplinary process regarding a person's behavior that infringes on their rights and the rights of others. The student further holds the right to be free from fear, intimidation, and physical and/or emotional harm.
  - d. Access to a variety of programs and services.
2. Additional rights of the resident that should be protected but should not infringe upon the reasonable exercise of primary rights defined above:
  - a. The right to personal privacy. All persons should have freedom from interference with their personal activities and should be able to maintain privacy.
  - b. The right to host guests. All students should have the opportunity to maintain personal contacts and friendships with other persons to fulfill their needs for socialization. Guests are expected to respect the above-stated rights of the roommate of the host 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. The violation may be referred to the University Student Conduct Board for further action.

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

Students and student organizations enjoy the following rights:

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

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

Students and student organizations enjoy the following responsibilities:

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

### **Cooperation with University Officials**

Housing staff members are University officials. Residents or guests must comply with directions from any University official. Verbal and physical abuse focused toward the staff members by residents or guests will not be tolerated. Alleged violators will be handled through the University conduct review process.

### **Student Conduct**

In a community of learning, willful disruption of the educational environment, destruction of property, and interference with the orderly process of the University or with the rights of other members of the University will not be tolerated.

### **Conduct Review Process**

In an effort to maintain an environment compatible with the University's function as an educational institution, a process for the review of inappropriate conduct and/or policy violations is in place. For specific information on this process, please refer to the Housing & Dining "Residence Hall Conduct Review Procedures and Student Rights" form which is available from your Residence Director or from the Housing & Dining main office.

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

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

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

### **Residence Life Appeals Process**

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

A Residence Director 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.

**To view the student code of conduct, visit**

<https://servicecenter.twu.edu/TDClient/1956/Portal/KB/ArticleDet?ID=24479>



# COVID - 19 Procedures

The Department of Housing & Dining is committed to making our residence halls and dining locations as safe and welcoming as possible for our residents and staff at Texas Woman's University. We encourage our community to respect the safety guidelines and procedures put in place by the CDC, the State of Texas, the University, and by the Department of Housing & Dining. If at any time you have questions or concerns about our Coronavirus procedures, do not hesitate to reach out to the Housing Office (see page 8 for contact information) or email [coronavirus@twu.edu](mailto:coronavirus@twu.edu).

Masks are no longer required indoors/outdoors in most locations on campus. Anyone who wants to continue wearing a mask may do so, and those who are not fully vaccinated should continue to wear masks in accordance with CDC guidelines.

All residents should conduct self-screening (see below) prior to exiting their rooms each day.

## How To Self-Screen

Prior to leaving your room each day, assess yourself for any of the following signs or symptoms of possible COVID-19.

- |   |  |
|---|--|
| <input type="checkbox"/> Feeling feverish or temperature greater than 100°F | <input type="checkbox"/> Unexplained sore throat                   |
| <input type="checkbox"/> Chills or repeated shaking with chills             | <input type="checkbox"/> New loss of taste or smell                |
| <input type="checkbox"/> Unexplained new or worsening cough                 | <input type="checkbox"/> Unexplained headache                      |
| <input type="checkbox"/> Shortness of breath or difficulty breathing        | <input type="checkbox"/> Diarrhea                                  |
| <input type="checkbox"/> Unexplained muscle aches                           | <input type="checkbox"/> Close contact with anyone having COVID-19 |

## Next Steps

All residents or visitors of residents who answered "yes" to any of the above questions: STOP! Residents: do not leave your room or apartment. Visitors of residents: if any of the above symptoms develop or worsen after they are already on campus, your visitor should return to their residence. Contact your medical provider. Any resident or visitor who is **currently diagnosed with COVID-19**, is **experiencing symptoms consistent with COVID-19**, or **has had direct contact with a person with a confirmed or suspected COVID-19 diagnosis** is not permitted to come onto campus and must complete the Environmental Health & Safety (EH&S) reporting form (see below). The only exception is students seeking medical care with Student Health Services (SHS) are permitted to come to campus. Please call (940) 898-3826 before going to SHS.

## Additional Instructions for Residential Students

If you live on campus and have any symptoms on the self-screen, follow the instructions under "Next Steps" and stay in (or return to) your residence hall room or apartment. Contact your Residence Director so that arrangements can be made for

food and other necessities while you await further guidance on required isolation, as applicable.

### **Reporting to EH&S**

Report the following to EH&S via the confidential form at

<https://bit.ly/twucovidreporting>

- A confirmed case of COVID-19
- Suspected/symptoms consistent with COVID-19
- Close contact with a confirmed or suspected case of COVID-19

### **Medical Emergency**

The following signs and symptoms are indicative of a medical emergency and warrant immediate medical attention. Go to an emergency room or call 9-1-1.

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

### **Returning To Campus**

Individuals with suspected or confirmed COVID-19 may NOT return to campus or leave their isolation in campus housing until the conditions below, respective to their scenario, are met:

- In the case of an individual who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met:
  - At least three (3) days or seventy-two (72) hours have passed since recovery (resolution of fever without the use of fever-reducing medications); and
  - The individual has improvement in symptoms (e.g., cough, shortness of breath, etc.); and
  - At least ten (10) days have passed since symptoms first appeared
- OR
- Determination of an alternative diagnosis by a health care provider
- OR
- Completion of minimum 14-day quarantine period with no symptoms .

The University will continue to monitor the local conditions and CDC guidance and make appropriate changes to relevant procedures. For the most up to date information regarding new policies and procedures, hours of operation, and resources, please visit Texas Woman's University's Coronavirus website at <https://twu.edu/coronavirus/>.

