



Residential Life

Department of Residential Life Operations

Guide to Residence Hall Living Policies & Procedures

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Residential Life

Dear Resident:

Welcome to the Guide to Residence Hall Living! The purpose of this guide is to serve as a resource and provide detailed information needed by you while you reside on-campus. The University of Louisiana Monroe (ULM) and the Residential Life staff are ready to make your college experience everything you have always wanted it to be and more. This guide will provide you with answers to many of your questions. However, if you find yourself in need of additional assistance, we expect and encourage you to contact the ULM Department of Residential Life.

The Office of Residential Life is located in University Suites, a four (4) story building across from the ULM Library & Bell Tower, the last set of double doors on the parking lot side. The “Office of Residential Life” is posted on the glass front door.

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The Department of Residential Life strives to create a quality living environment that will enhance citizenship, responsibility, and leadership. We provide numerous tools to help you become a part of the larger community and explore your distinctive identity. The staff is continuously developing new and innovative initiatives to assist you in reaching your academic goals and help prepare you to successfully join the ever-expanding global economy.

By being placed in a housing assignment and moving in, you are expected to live by the rules, regulations, and policies which the University has set. If you disagree with the institution's policies or regulations, we encourage you to motivate change through the appropriate supervisory channels. If you cannot change them and still cannot live with them, then on-campus living may not be for you.

While this guide is an important reference for living on-campus, it is also expected that you will be familiar with the following University publications:

- ULM Student Handbook is a published version of the University policies and procedures affecting students. Available online at <https://www.ulm.edu/studenthandbook/>.

The Guide to Residence Hall Living contains information on policies and procedures that will be reviewed every semester and revisions and changes may as deemed necessary by the Department of Residential Life Operations, the Office of Auxiliary Enterprises Administration, the Division of Student Affairs, the University of Louisiana Monroe, or the University of Louisiana System.

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Introduction

University of Louisiana Monroe - Mission Statement, Vision Statement, & Core Values

To review ULM's Institutional Progress, visit <https://www.ulm.edu/president/progress/vision.html>.

Department of Auxiliary Enterprises Administration - Mission Statement & Guiding Principles

To review Auxiliary Enterprises Principles, visit <https://www.ulm.edu/auxiliary/principles.html>.

Department of Residential Life Operations - Mission Statement & Core Values

The Department of Residential Life Operations strives to create a quality living environment that encourages students academically, socially, and personally; enhancing their growth of responsibility, and leadership. We provide numerous tools to help you become a part of the larger community and explore your distinctive identity.

The staff is continuously developing new and innovative initiatives to assist you in reaching your academic goals and help prepare you to successfully join the ever-expanding global economy and diverse society.

In order to successfully accomplish our mission, we have identified the following core values to guide the decisions we make, the priorities we establish, and the directions we take:

- **Student Success** – We strive to enhance students' academic achievements and to support their learning and personal development through healthy interaction, vibrant friendships, civility, compassion, and caring. We are committed to assisting students through the various transitions they will experience while living in university housing.
- **Integrity** – We pride ourselves on being honorable, trustworthy, and credible. We strive to provide quality service, to treat everyone with respect and dignity, to provide timely responses, and to be fair and equitable.
- **Responsible Decision Making** - To the desired end of being good stewards of our resources and responsible citizens of the university as well as local, regional, and global societies, we are dedicated to the efficient and effective use of resources and using reliable and diverse forms of information to support our decisions.

Non-Discrimination Policy

The University of Louisiana at Monroe recognizes that members of the University community represent different groups according to sex, color, creed, national origin, and physical or mental disability. The University further recognizes that, in a pluralistic society such as ours, these differences must be recognized and respected by all who intend to be a part of the University community.

It is not the intent of the University to dictate feelings or to mandate how individuals should personally interact with others. It is, however, the intent of the University that awareness of individual and group rights according to sex, race, color, creed, national origin, and physical or mental disability be regarded as important to the education of its students. Our ability to work in a pluralistic society demands no less.

It is with this in mind that the University does not permit any actions, including verbal or written statements, that discriminate against an individual or group on the basis of sex, race, color, creed, national origin, or physical or mental disability. Any action is a violation of the Student Code of Conduct. Complaints of discrimination should be made orally and in writing to the appropriate University Administrator.

On- & Off-Campus Process & Procedures

On-Campus Process & Procedures

Room and Meal Contract Terms

The following terms are set forth:

1. Residence Hall accommodations are operated on a room and meal plan basis, therefore all students living in the residence hall system must contract for both services on a semester basis. All fees must be paid prior to moving into a residence hall or campus apartment.
2. Unmarried, full-time undergraduate students are required to live in on-campus housing as long as space is available. Students violating this policy will be required to move into the residence hall system and pay full room and meal charges for the period in which the violation occurs.
3. Forms requesting permission to live off-campus are available at <https://www.ulm.edu/reslife/exemption.html>. Applications for exemption must be filed on or before April 1 for Fall or Summer semester exemptions and November 1 for Spring semester exemptions. The exemption must be approved before any off-campus housing arrangements are finalized. The housing exemption application and supplemental forms must be submitted through the online form through Auxiliary Enterprises, located in Strauss Hall, Room 260. **No one in Residential Life can accept an exemption form or supplemental paperwork and ultimately, cannot approve off-campus housing.**
4. Residents wishing to remain on-campus between semesters may request approval for interim break housing. If approved, residents will be required to pay the nonrefundable interim break housing fee. Students residing in the apartments may remain on-campus during the winter semester break. Dining facilities on-campus are closed during the break period.
5. The university reserves the right to: (1) Deny residence request of any prospective student, (2) change the residence hall or room assignment; (3) enter and inspect any student's room at any time when cause prevails; and (4) require immediate payment for damages to furnishings and/or physical structure.
6. Residents must be admitted before applying for housing. Acceptance of this contract by the Office of Residential Life does not constitute a commitment of admission to the university. A \$200 non-refundable room reservation fee and a \$100 prepayment are required for first time applicants to the housing system. Applications will not be processed without the paid fees and a complete application. Students currently assigned to the residence halls or apartments who renew their housing for the next academic year will owe a non-refundable room reservation fee of \$100 and a \$200 prepayment of their fall housing fee. A second \$200 prepayment fee is due for everyone by May 1.
7. Any student who moves on-campus and then moves off-campus during the semester but stays in school will not be entitled to any refund of room rent. Residents who resign from the university prior to the 14th class day may receive a prorated refund. After the 14th class day, no refunds are given. All refund requests must be made in writing. No refunds are given to students who are dismissed from the residence hall for academic or disciplinary reasons.
8. Students who reside in the Bayou Village Apartments have an Academic Year (August-May) or Academic Year plus Summer (August through the end of Summer II) contract. If the student's contract is Academic Year plus Summer and they (1) have the same assignment for the next academic year, the student does not check out, or (2) have a different assignment, they will transfer as soon as the new room is available.

The University of Louisiana Monroe is an equal educational opportunity institution. Faculty, staff, student employment, student recruitment, admissions, financial aid programs, instruction, and related educational activities are provided without regard to race, religion, creed, color, sex, national origin, or disability.

Academic Standards

A student must be enrolled full-time for their classification and have at least a 2.0 cumulative GPA, with preference given to 2.3 cumulative GPA, to be eligible for ULM housing. If a student, who is registered for summer classes, does not meet the GPA requirement, they may request to have a housing application

reconsidered after the end of summer session. If the student becomes eligible after the completion of summer classes, and an assignment is provided, the student must accept whatever space is available at that time.

Assignments

Students presently living on-campus have first choice to reclaim their same building provided they meet the requirements for that building and they meet their priority and payment deadlines. New applicants' preferences are assigned based upon their scholarship status and the date the application and accompanying fees are paid and received by the Office of Residential Life. Students who fail to meet the fee payment deadline forfeit their building assignment and roommate group preferences.

The goal of the Office of Residential Life is to meet the preferences of students when making assignments; however, this cannot be guaranteed. Requests for changes to housing assignments will be considered up to July 1st and then again after the first week of classes. Unauthorized moves may be subject to a \$200 unauthorized room change fee, and the student may be required to return to their original room assignment.

In observance of the equal educational and employment opportunity policy at ULM, assignments are made without regard to race, color, national origin, age, religion, sex, sexual orientation, citizenship, or disability.

RoomeeZ Room/Suitemate Search Feature

ULM Residential Life utilizes an eRezLife feature that allows residents to find and pick their roommate and/or suitemates! This is a fully opt-in feature, but it gives students the chance to find and communicate with someone to potentially be your roommate, rather than do it for you.

If you already know who you would like to room with, you can create a roommate group with that person after both have completed the application. You can have as many roommate groups as you would like, with a 4-person maximum in each group. We recommend that applicants utilize this feature to make one roommate group to state their intended roommate and another roommate group to state their roommate and suitemates.

If you need to find a roommate or have not already chosen your roommate, we would encourage you to utilize the search feature. You can have as many roommate groups as you would like, with a 4-person maximum in each group. We recommend that applicants utilize one roommate group to state their intended roommate and another roommate group to state their roommate and suitemates.

We have provided a helpful how-to and suggestion page at the following link:

<https://ulm.erezlife.com/resources/>. You will need to be logged into eRezLife to view it.

Allergies

Allergies are not generally considered a severe medical condition. The Housing Appeals Committee has previously ruled that students should first notify the Office of Residential Life of their condition within thirty (30) days of submitting an application. Residential Life staff will assist students by providing compatible roommate situations and special janitorial/maintenance assistance to assure a reasonable controlled environment. In addition, students may take the same special control measures in the residence hall as they would in an off-campus residence. Based on these precautions, the Housing Exemption Committee does not grant off-campus exemptions for allergies.

Reservations

Detailed reservation instructions are distributed to students each semester. Students are responsible for making their own reservations and may request a specific roommate. Each student must notify the Office of Residential Life if they are returning to a residence hall each semester. If a student is not returning, a Housing Cancellation Form must be submitted prior to the end of that semester. Unless the Office of Residential Life has been previously notified of late arrival, students are reminded that room reservations are held until 6:00 pm the night prior to the beginning of classes. Unclaimed rooms will: (1) be reassigned; (2) personal belongings left will be stored for up to 30 days; (3) storage fee will be charged; and (4) after 30 days, items will be discarded or donated to charity.

Private Rooms

Private rooms are assigned based on availability after move-in is complete and no-shows have been verified. Residents will be responsible for full payment prior to moving into a private room. The rate is prorated from the day the residence halls open until the date the private room request is approved. A student requesting a private room or room upgrade after the semester begins should follow these steps: (1) apply for a private room in the Office of Residential Life; (2) upon approval of application, pay fee at LA Capital; and (3) return to the Office of Residential Life with receipt to obtain assignment.

Room and/or Hall Changes - Procedure

Room and/or hall changes should be requested by Request for Housing Assignment Change form on <https://ulm.erezlife.com/>, and will be evaluated on a first come, first serve basis. If the resident has already moved in, they must receive permission before changing rooms and complete their move within forty-eight (48) hours. Any charges for room damages will be assessed and appropriate paperwork completed.

Changes - 4-Bedroom Bayou Village Apartment Contracts

If a student is residing in a four (4) bedroom unit in Bayou Village Apartment, they will be given the option to select a contract period. 4-Bedroom Apartment contracts are based on Academic Year contracts (10-Month, August move-in to May move-out) or Academic Year plus Summer contracts (12-Month, August move-in to August 1 by 12 noon) basis. The Apartment Contract Change Request should open in August and the last date to request a change is the Drop Day of the Fall semester.

Those who sign up in the Apartment Contract Change Request period will receive the Academic Year plus Summer rate for the Fall and Spring semesters. See Pricing Comparison, <https://ulm.edu/reslife/pricing.html>. Apartment Contract Change Requests received after this deadline will either: (1) be charged \$895 as a Summer Add-on (10 -> 12) or (2) will forego the refund of the Academic Year plus Summer charge on the Fall bill (12 -> 10).

Changes - Room Consolidation

If a student is residing without a roommate, they will be given the option to sign a Private Room Contract or will be randomly assigned a roommate. Students may be required to move or switch rooms/halls (of the same cost). Students, who do not sign a Private Room Contract, refuse to move to another location, or refuse to accept an assigned roommate will be assessed the private room fee.

Changes - Interim/Session Breaks

Students who choose to stay on-campus during interim/session breaks can make arrangements for housing at the Office of Residential Life. Residents may be required to move to a designated interim residence halls, as not all facilities will remain open. Students will be assessed a flat rate, nonrefundable rental fee. Residents of the apartments are not required to leave during the winter semester break. Students, who have not paid and remain in a residence hall during the break, will be charged the winter semester break fee and may be charged a \$200 fine for unauthorized room usage or other disciplinary actions. During any break or university closures, all open residential facilities will maintain normal hours and policies and procedures.

Changes - Vacant Rooms

Residents are not permitted to use vacant rooms, this includes the other side of the unit or individual rooms within a unit. A violation of this policy will include a \$200 fine for unauthorized room usage or other disciplinary actions.

Cancellation Policy

The following guidelines are set forth:

- Housing applicants may cancel their housing application for the upcoming fall semester up to May 1st to receive a refund of the prepayment amounts. The room reservation fee is non-refundable.
Applicants canceling any housing application (Fall, Spring, Summer, Interim Sessions, etc.) at any time, other than the fall application after the date listed detailed above, will forfeit their room reservation and prepayment fees.

- After an application is processed and an applicant receives a housing assignment, the applicant enters into the housing contract and becomes a resident. **Residents cannot cancel their contract at any time unless they are granted a housing exemption by the off-campus process & procedures, leaving the university, or graduating.**

Students who resign from the university must contact the Office of Residential Life to initiate a move-out. A move-out form must be coordinated with the respective RA or HD to arrange for a check-out time. The room must be vacated and keys submitted to a RA or HD within 48 hours after resigning from the university. Any extension of the move-out time must be approved by the Director or Assistant Director of Residential Life. Students, who move off-campus after the fourteenth class day, will forfeit the room cost and the chosen meal plan will continue through the remainder of the semester. A student resigning from the university may appeal the no refund to the Director of Residential Life and may be eligible for a refund on a pro rata basis for the room rent. If a resident cancels a reservation and leaves the residence hall system, a new \$200 room reservation fee will be required if they reapply for housing.

Married & Family Housing

ULM Residential Life does not provide married or family housing as they are not required to live on-campus. For additional information about off-campus approval, go to <https://www.ulm.edu/reslife/exemption.html>.

Move-In Early Requests

Early move-in requests will be considered for approval if the early move-in will allow a student to complete part of their scholarship or on-campus job requirements. Early move-in requests will only be granted if the room is clean and available. All group requests to move into the residence halls early must be made two weeks before the requested early move-in date and go through the Office of Residential Life. For groups, only the sponsor/coach/adviser/supervisor can contact the Office of Residential Life. Residential Life will compile an approved list. Any students not on the list may have the option to pay \$25 per day to move in early, but only if their assignment is clean and available.

Move-In

A resident's room assignment, roommates, and suitemates for the semester are available on your eRezLife account. Generally, the move-in dates are the Friday and Saturday before the semester begins. The specific information will be posted on <https://ulm.edu/reslife/move-in-mania.html>.

Before anyone arrives on-campus and is able to check-in, a student must:

1. Be registered for classes as a full time student for their classification;
2. Have a ULM ID Card and have selected a meal plan with Warhawk ID Services
 - a. For questions about your meal plan, contact WIDS (idcard@ulm.edu / 318-342-5002)
3. Have paid the semester bill OR know it is covered by aid OR a payment plan.
 - a. For questions about your:
 - i. financial aid & TOPS, contact Financial Aid (finaid@ulm.edu / 318-342-5320)
 - ii. scholarship, contact the Scholarship Office (scholarships@ulm.edu / 318-342-5321)
 - iii. fee bill balance, contact Student Account Services (sas@ulm.edu / 318-342-5124).
4. Have reviewed the What Can I Bring list for allowed and prohibited items. **See Appendix D.**

On-Campus Move-Out Procedures

All Residence Halls and Academic Year (August to May) Apartments

The following move out guidelines are set forth:

- Within the semester, students must checkout within 48 hours of withdrawing all classes or resigning from the university.
- At the end of the semester, students must checkout within 48 hours of their last exam, unless they have signed up at Residential Life for Winter/Summer Housing. Only students who have exams on Friday or Saturday morning are authorized to checkout on Saturday by 2:00 pm.
- Sign up for a checkout time with your Resident Assistant (RA) or Hall Director (HD). Please do so at least 24-hours in advance. Remember staff members are also students and they have a class

schedule, other student involvements, etc. If you fail to sign-up, you must wait for the next available staff member. If all times are taken for your floor's RA or HD, you need to go to another staff member for an available time. **The Office of Residential Life is not able to complete your check out. See Express Checkout below.**

- Checkout for all residents includes cleaning and cleansing their room and bathroom, removing all items from the room (except when returning to the same room from Fall to Spring semester), having their side of the room in order, and surrendering all keys to a RA or HD. Your room, common areas, and bathroom must be clean and free of all trash. All personal belongings must also be removed before you check out of your room.
- The RA or HD will not accept key(s) nor perform a checkout if you still have belongings in the room and the room is not clean. **Do not leave your keys in your room, slide your key(s) under a door, leave them with your roommate, suitemate, or a friend—doing so will result in an improper checkout charge.**
- Checkout for graduating students is Sunday, following graduation, by 12 noon. Please remember to schedule a time with a staff member. If you fail to sign-up, you must wait for the next available staff member. **Do not leave your keys in your room, slide your key(s) under a door, leave them with your roommate, suitemate, or a friend—doing so will result in an improper checkout charge.**
- Students who are approved to remain on-campus for the interim session between semesters will be relocated at the earliest possible time. Students will be contacted as soon as your interim session assignment is ready. Please note that all University policies and procedures are still in effect during interim session housing.
- Interim session housing is available however, you must apply using an application found on eRezlife. Space is limited.

For Academic Year plus Summer (August to July) Apartments

the following move out guidelines are set forth:

- If you currently live in Bayou Village Apartments and have a 12-month contract (ending July 31st), you are not permitted to sublease your apartment, provide temporary housing, or provide storage for a friend's belongings during the interim session between semesters.
- Students must checkout by August 1 by 12 noon, unless you are returning to the same apartment for the next academic year. If you are transferring to another unit on-campus, you must be packed and ready on this date, as you should be moving in the following days.
- Sign up for a checkout time with your Resident Assistant (RA) or Hall Director (HD). Please do so at least 24-hours in advance. Remember staff members are also students and they have a class schedule, other student involvements, etc. If you fail to sign-up, you must wait for the next available staff member. If all times are taken for your floor's RA or HD, you need to go to another staff member for an available time. **The Office of Residential Life is not able to complete your check out. See Express Checkout below.**
- Checkout for all residents includes cleaning and cleansing their room and bathroom, removing all items from the room (except when returning to the same room from Fall to Spring semester), having their side of the room in order, and surrendering all keys to a RA or HD. Your room, common areas, and bathroom must be clean and free of all trash. All personal belongings must also be removed before you check out of your room.
- The RA or HD will not accept key(s) nor perform a checkout if you still have belongings in the room and the room is not clean. **Do not leave your keys in your room, slide your key(s) under a door, leave them with your roommate, suitemate, or a friend—doing so will result in an improper checkout charge.**

Express Checkout

While the Office of Residential Life cannot complete your check out, residents are able to complete an Express Checkout Envelope and have their unit assessed at a later time. An express checkout is a process to expedite your leaving of the residence halls; however a resident waives their right to be present at the time of room inspection and waives the right to appeal any cleaning, key charges, or damage recorded at the time of checkout, if not recorded on the Unit Inventory and Condition Form at the time of check in.

The following conditions must be met to be considered properly checked out:

- Follow proper checkout procedures and checklist as according to the Express Checkout Agreements.
 - I understand that it is my responsibility to abide by all checkout procedures & checklist on <https://ulm.edu/reslife/checkout.html>
 - I have removed my personal belongings and trash from the room.
 - I have cleaned the room to the best of my ability and returned furniture to its original condition & position.
 - I understand failure to comply with the proper checkout procedures may result in a(n) improper checkout, lock change, or housing damage/violation charge.
 - I understand that by performing an Express Checkout, I waive my right to be present at the time of room inspection and waive my right to appeal any damage, cleaning, or key charges that are assessed to my student account.
 - I understand that my room and common areas will be inspected and reviewed for damages/cleanliness. I will be financially responsible for all damages recorded at the time of checkout, if not recorded on the Unit Inventory and Condition Form at the time of my check in.
- Fill out the Express Checkout Envelope in its entirety.
- Place keys (no keyrings, keychains, lanyards, etc.) in the Express Checkout Envelope, seal the envelope, and return to the Resident Assistant (RA), Hall Director (HD), or the main office.

Improper Checkout

Residents who are still in residence and do not check-out of their room at the end of the semester/contract will be charged a \$25 per day improper checkout fee until they vacate. Improper checkout includes, but not limited to: leaving keys in the room, leaving keys with roommate/suitemate, leaving keys with coach, teammate, sponsor, director, or advisor, or taking keys to main office to bypass the inventory and building condition check. Any resident who does this will have their room/unit evaluated and assessed for damage billing will be charged with improper checkout and lock change fees.

If Residential Life is required to pack and store the items from a resident who did not checkout, the resident will have their room/unit evaluated and assessed for damage billing and will be charged \$25 per day improper checkout fee from semester end to pack date, \$10 per day improper checkout storage until retrieved, and lock change fees.

Move-Out Late Requests

All requests to move out of the residence halls late must go through the Director or Assistant Director of Residential Life. The office will compile an approved list and provide it to the Residential Student Staff in the buildings. Any student not on the list must pay \$25 per day for each day past the official move-out dates.

Off-Campus Process & Procedures

State guidelines provide that students live on-campus unless they meet the criteria for an allowable exemption (see below). Students who believe they meet exemption criteria should review <https://www.ulm.edu/reslife/exemption.html> or contact the Office of Auxiliary Enterprises for correct information concerning appropriate procedure and documentation.

University of Louisiana System Housing Policy, Section XX Parietal Rules (condensed)

All unmarried, full time undergraduate students are required to live in on-campus residence halls as long as space is available, unless exempted by the institution for commutable distance or good and reasonable cause, as listed in the Housing Exemption Guidelines on <https://www.ulm.edu/reslife/exemption.html>.

Process

Applicants seeking exemption to the University of Louisiana System's mandatory on-campus housing requirement must meet one of the university's allowable exemptions and perform the prescribed procedure before being considered. Students must complete and submit an Off-campus Housing Request application form, which is available online at <https://www.ulm.edu/reslife/exemption.html>, on or before April 1 for Fall semester exemptions and November 1 for Spring semester exemptions. Individuals are strongly encouraged to

complete the form well before the deadline. The exemption must be approved before any off-campus housing arrangements are finalized.

No one in Residential Life can accept an exemption form or supplemental paperwork and ultimately, cannot approve off-campus housing.

Appeals

After a decision has been issued, students are able to appeal the decision. Applicants should read and explicitly follow all steps prior to submitting their written appeal to the Auxiliary Enterprises Office. Students are responsible for contacting the Auxiliary Enterprises Office in regard to the status of their application.

Additional Information

Please refer to the following Websites for additional information

ULM Student Handbook: www.ulm.edu/studenthandbook

ULM Office of Residential Life: <http://ulm.edu/reslife/exemption.html>

ULM Office of Auxiliary Enterprises: <http://www.ulm.edu/auxiliary>

Off-Campus Housing Policy for Residing in a Recognized Student Organization House

State guidelines provide that students live on-campus unless they meet the criteria for an allowable exemption (see previous section). Students who believe they meet exemption criteria should review <https://www.ulm.edu/reslife/exemption.html> or contact the Office of Auxiliary Enterprises for correct information concerning appropriate procedure and documentation.

Personnel

Descriptions of Departmental Staff

Director (DIR): The Director for Residential Life is a full-time professional staff member who oversees all aspects of the department, including but not limited to Residential Student Staff, application and assignment, financial, maintenance, policy and procedure, and customer service.

Assistant Director (AD): The Assistant Director for Residential Life is a full-time professional staff member who helps with all aspects of the department, primarily dealing with but not limited to Residential Student Staff, policy and procedure, student behavior and conduct, and customer service.

Housing Operations Manager (HOM): The Housing Operations Manager is a full-time professional staff member who is responsible for the housing application, contracts, assignments, room deposits, billing, and adjustments for housing, as well as break (winter & spring) and summer housing requests.

Area Coordinator (AC): The Area Coordinator is a full-time professional staff member who works with the AD to oversee the day-to-day operations of the RAs, SRAs, and HDs. ACs are responsible for assisting in the overall management, programming, and community development of an area of housing facilities.

Residential Life Coordinator (RLC): The Residential Life Coordinator is a full-time professional staff member who oversees the tour experience, summer camp/conference management, and guest suite management. The position also serves as the social media manager and liaison for campus departments and outside entities.

Office Manager (OM): The Office Manager is a full-time professional staff member who oversees the customer experience, maintains order in the office, and supervises the Desk Assistants.

Maintenance Team (MT): The team consists of a Maintenance Supervisor and several Maintenance Technicians who work to maintain the personal and community spaces within the building and complete special tasks by request of professional staff.

Cleaning Crew (CC): Each building is assigned a person from an outside vendor, with a supervisor managing on site, to maintain the community spaces through the day and during room turn.

Hall Director (HD): The Hall Director is a trained student staff member who is responsible for a residence hall or hall complex. HDs foster student growth and development through discipline meetings with students, programming efforts, community development, and administrative processes. The Hall Director assists with the day-to-day hall operations and procedures. The HD supervises the Resident Assistants.

Resident Assistant (RA): A trained student staff member who lives on a residence floor or wing. RAs have been selected on the basis of their experience, leadership, and human relations skills. They are prepared to assist residents with many concerns – personal, social, academic, and environmental – as well as to assist students in developing and accepting responsibility for their own actions.

Senior Resident Assistant (SRA): Senior Resident Assistants follow the same description as a Resident Assistant. SRAs are charged with increased levels of administrative and community effort responsibilities.

Desk Assistant (DA): A trained student staff member who works in the main office by providing a customer service experience. DAs provide information in all aspects of the department, including but not limited to answering phone calls and emails, giving tours, maintenance requests, and managing package distribution.

Summer Conference Assistant (SCA): Summer Conference Assistants work during the summer months to provide service to outside groups and conferences that utilize the residence halls. SCAs perform a variety of functions including an overlap of the DA and RA roles and responsibilities.

General Staff Information

Philosophy

The role of the Residential Life staff is to develop communities that promote the development of citizenship, community, student learning, and the honoring of human differences. It is our belief that living on-campus enhances the educational and developmental aspects of students' experience at the University of Louisiana Monroe. The Residential Life Staff has an obligation to the University, as well as to the students with whom they work, to understand and explain the educational goals with confidence and competence. The staff assists in the realization and support of these goals through day-to-day contact, duties, and community activities.

The Residential Life Staff is committed to the belief that students must accept responsibility in a community environment, not only for their behavior, but also for results of such behavior.

This philosophy is founded on the following core characteristics:

- Living on-campus has intrinsic educational worth realized through involvement in community activities, residence hall government, student employment opportunities, resident staff interactions, and resident accountability.
- The value of human diversity is celebrated. Bigotry and oppression are not tolerated in residential communities.
- A living/learning environment conducive to academic success supports the foundation of the educational program within the residential communities. Specific educational community activities are provided to meet the varying developmental needs of students.

Building Staff

The Residential Student staff; Hall Directors (HD), Senior Resident Assistants (SRA), and Resident Assistants (RA), have the responsibility of protecting each resident's rights and ensuring that the group living experience is a viable, effective social learning experience for residents. In addition, the staff will respond to emergencies and address policy violations.

Hall Directors supervise the operation of the individual residence halls. SRAs and RAs are students selected on the basis of leadership, scholarship, experience, and ability to work with people. Residential Student Staff serves as advisors, consultants, referral agents, and student helpers to assist with difficulties residents may encounter in adjusting to life on-campus. SRAs and RAs, generally, are there for situations arising in any hall or on any hall floor; these staff members are responsible not only for the environment of their own floors but also for the entire hall. The name and telephone number of the Staff Member on Duty is posted on the entrance doors of the residence hall, so residents and guests will know who to contact in case of an emergency, lost key, move-in/out, etc.

The Building Staff are students, as well. They have a class schedule, other student involvements, etc. that they participate in as part of the college experience. During the University business hours, contact the Office of Residential Life for assistance.

Meetings

The Residential Student Staff or the Office of Residential Life may call residence hall meetings to inform residents of upcoming events and discuss community concerns. While attendance is not mandatory, residents are held accountable for information shared at these meetings.

Residence Hall Policies and Expectations

Duty Procedures

Quick, Important Information

- During the University business hours, contact the Office of Residential Life for assistance.
- Afterhours, the Staff Member on Duty is the point person for the hall. Contact them to handle lock-outs, noise disturbances, roommate/suitemate conflicts, general housing questions, etc. The Staff Member on Duty for each night will have a sign posted by the main entrance or in the lobby of the building, containing their identity and contact information.
- The Chain of Command is as follows: Staff Member on Duty > Your RA > Other RAs > Your HD
- In case(s) of true emergency, notify the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350, then contact any member of your Residential Building Staff.
- Monday through Thursday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) from 7 p.m. to 7 a.m. and expected to complete rounds at 7 p.m., 9 p.m., and 12 a.m.
- Friday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) from 1 p.m. for the rest of the day, unless on approved meal break, and expected to complete rounds at 7 p.m., 9 p.m., 12 a.m., and 2 a.m.
- Saturday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) all day, unless on approved meal break, and expected to complete rounds at 7 p.m., 9 p.m., 12 a.m., and 2 a.m.
- Sunday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) all day, unless on approved meal break, and expected to complete rounds at 7 p.m., 9 p.m., and 12 a.m.
- Other Important Telephone Numbers:
 - o Office of Residential Life 318-342-5240
 - o Maintenance Request 318-342-5245
 - o Laundry Machine Refunds and Repairs 318-342-5245
 - o Vending Machine Refunds and Repairs 318-342-5242
 - o Office of Auxiliary Enterprises 318-342-5242
 - o Office of Student Advocacy and Accountability 318-342-5230
 - o Self-Development, Counseling, & Special Accommodations Center 318-342-5220
 - o ULM Health Services 318-342-1651
 - o ULM Information 318-342-1000
 - o ULM Post Office 318-342-5005
 - o ULM Title IX 318-342-5215

Duty Coverage Times

During university business hours (Monday – Thursday from 7:30 a.m. – 5 p.m. and Friday from 7:30 a.m. to 11:30 a.m.), the main office will address a resident's concern.

After university business hours, coverage by the Staff Member on Duty is provided in each residence hall according to the following breakdown:

Weekday Duty Hours:

- Monday 7 p.m. – Tuesday 7 a.m.
- Tuesday 7 p.m. – Wednesday 7 a.m.
- Wednesday 7 p.m. – Thursday 7 a.m.
- Thursday 7 p.m. – Friday 7 a.m.

Weekend Duty Hours:

- Friday 1 p.m. – Monday 7:00 a.m.
 - Exceptions are one (1) hour meal breaks for Friday dinner, Saturday Lunch, Saturday dinner, Sunday Lunch, and Sunday dinner.

Holiday Stays

Residents are allowed to stay on-campus for holidays within a semester. When the University is closed during the semester, such as Labor Day, Veteran's Day, Thanksgiving, Winter Break, Spring Break, etc., residence halls remain open. Holidays and closures are similar to "Weekend Duty"; unless the main office is open then "Weekday Duty" will be assumed. All policies and procedures are still in effect during university breaks and closures.

University Closing Due to Weather/Other Causes and Emergency Needs

There may be many unscheduled events. These can include natural disasters, when there is concern of disruptive behavior, and when the University closes due to inclement weather. During these times, residence halls will likely remain open. All policies and procedures are still in effect during university breaks and closures.

ULM ID Cards

Issue

All students are required to obtain a ULM Identification Card. This permits cardholders to participate in all activities to which they are entitled, INCLUDING the meal plan and access to your building. The ID card remains the property of ULM and cannot be transferred or given to anyone else.

Should an ID card be lost, the following steps should be taken:

- Immediately notify the Warhawk ID Services (WIDS), 318-342-5002, or the supervisor of any campus dining location after normal office hours;
- Pay the replacement charge at LA Capital on-campus and take the receipt to the WIDS Office.
- At that time, WIDS will issue a the new card;
- If you live in the residence halls or apartments, you will need to visit the Office of Residential Life to have your new card reprogrammed to access your building.

ID Card Care

Do NOT punch a hole or slot in the card, place on or near televisions or microwaves, use as a tool to tighten, loosen or scrape, manipulate with any writing tool (pens, markers, etc.), bite or chew, clean or immerse in alcohol, ethanol, methyl, etc., bend or twist card, wash and/or dry with clothes, expose to extreme heat (vehicle dashboard, clothes iron, microwave, open flame, etc.), or place directly against a cell phone.

Outside Door/Gate Access

Residents will use their ULM student identification card to access the entrance/exit doors or gates of their residence hall or apartment building. ULM student identification cards are activated for access in the Office of Residential Life. Access is only granted for your assigned building. **At no time should any person, other than the owner, be in possession of the ULM ID card.** If a resident allows another person to be in possession of or use of their ID card, the following censures are a minimum \$50 fine (per incident) or one hour of community service may be imposed.

Entrance/Exit Doors and Gates

All entrance/exit doors and gates allowing access to residence halls will remain locked 24 hours a day, with the exception of move-in days. **Propping of entrance/exit doors or gates is prohibited at all times, as you never know who you may be letting in and endangering the safety and security of another.** If students find a door that is propped, students must unprop the entrance/exit doors or gates and inform the Residential Life main office of the security issue. Students caught yanking/pulling any exterior doors or gate open will be fined \$500 for the first offense. If a resident is propping or fails to unprop any entrance/exit doors or gates, the following censures are a minimum \$100 fine for the first offense, \$200 fine for the second offense plus a minimum 3 page research paper on Jeanne Clery and the Clery Act, and finally a \$500 fine for the for the third offense and subject to dismissal from housing facilities.

At no time should any person entering or exiting through an entrance/exit doors and gates allow another to “tailgate” them. Ensure that the door/gate closes behind you. We understand that it may be polite to hold the door for someone else, you never know who you may be letting in and endangering the safety and security of another. If a resident allows another person to “tailgate”, the following censures are a minimum \$100 fine for the first offense, \$200 fine for the second offense plus a minimum 3 page research paper on Jeanne Clery and the Clery Act, and finally a \$500 fine for the for the third offense and subject to dismissal from housing facilities.

Keys Procedure

Access to Your Building and Unit

Each resident will be issued their building key(s) by the Department of Residential Life during check-in and a ULM student ID card through Warhawk ID Services. The building key is to allow each resident to have access to their unit, bedroom or suite, and mailbox (applicable buildings only). The ULM student ID card is specifically assigned to an individual and is granted building security access according to their assignment. Keys are not transferable to another person for any reason and are to be turned in upon departure from each semester. Room keys and ID access will not be issued to any guest, family member, coach, service, etc.

Lost, Stolen, or Missing Key

Residents are expected and must keep up with their keys and ID card for the duration of their assignment. The procedure for lost, missing and stolen keys is as follows:

- **IMMEDIATELY** notify your roommate(s)/suite(s). **DO NOT LOOK FOR YOUR KEY BEFORE NOTIFYING THEM** as it poses a security issue for them as well!
- Then, **LOOK FOR THE KEY.**
- Should you be unable to locate the key, notify any Residential Student Staff Member or the Office of Residential Life.

Should a student report that their keys are missing, lost, or stolen, the Residential Staff member will complete a Notice of Residence Hall Charge slip, unless the student has a police report for stolen property where keys/wallet/purse is listed, and a lock change request. The charges are as follows: \$50 for a Front Door key, \$50 for a Bedroom Door Key, and \$10 for a mailbox key.

A member of the Maintenance Crew will travel to the room to service the lock. New keys will be brought to the main office, unless the new keys are given to the resident(s) while they are in the room. Keys are available for pick up during regular university business hours. Should a student need to make arrangements outside business hours, the resident must email from their Warhawks account to arrange a plan.

Master Key Procedures

Residents are not allowed to possess or utilize any master key. The use of the master key is reserved for residential staff only and is not permitted for any reason except for the intended purposes of LOCKOUT, HEALTH AND SAFETY CHECKS, MAINTENANCE, NOISE DISTURBANCES, and WELFARE CONCERN only.

Staff will:

- Confirm a resident’s identity and their assignment before initiating the use of a master key.
- Document every instance of when the master key was removed and utilized.
- Perform applicable tasks only.
- Return and secure the master key.
- Document when the master key was returned.

After Hours Key/Lock Issues

Residents should follow the following steps if/when having difficulty opening their room door:

- Go to the Staff Member on Duty or their RA to have them attempt to work with the lock.
- Should a Student Staff Member not be able to remedy this issue, the staff member will attempt to use the master key for entry. If the master key works, staff will order a new permanent key.

- If the master key does not work, the RA will need to contact the HD to report the lock issue.
- The HD or HD on duty will travel to the room to verify lock issues and contact the AD for assistance.
- Should none of this, the AD will determine a course of action.

Policies, Expectations, & Rationales

Residence hall policies are established to protect the rights, needs, and interests of both the residents and the university. Some policies are based on federal and state law; others are derived from university system policy, general university guidelines, the residence hall contract, or represent regulations, which are necessary in a group living situation.

All Residential Life staff share the responsibility for establishing and enforcing residence hall policies. It is recognized, however, that Resident Assistants and Hall Directors play a key role in accomplishing the following specific responsibilities. Residential student staff members are expected to:

- Teach students the residence hall policies, which they are expected to observe. This includes communicating both policy and the rationale.
- Show by the example of their own behavior an understanding of and adherence to all policies.
- Contact and educate students who are in violation of residence hall policy and ensure that appropriate counseling assistance and/or disciplinary action is taken.

The following sections of this guide provide a statement of the major and/or most frequently encountered policies and the supporting rationale for these policies. The hope is to provide an organized format for residents to use in reviewing residence hall policies.

It is expected that students and their guests will be familiar with the full policies and procedures found in this guide and the Student Handbook, <https://www.ulm.edu/studenthandbook/>. Not adhering may result in discipline referral, fines, and/or dismissal from housing facilities. Disagreement and/or misunderstanding are not an excuse for policy violations. If students ever have a question, concern, or need clarification, it is expected that residents will contact the Department of Residential Life.

Alcohol

The first priority in the residence halls is to provide an environment in which students may study and sleep. Social activities are encouraged and supported, but take second priority to the rights of students to live in an atmosphere that supports their academic progress and personal well-being. Student use of alcohol can have a major influence on the environment that is created in a residence hall setting. For this reason the following guidelines have been established regarding the use of alcohol.

Louisiana State Law

Louisiana Law (Act No.639, House Bill No.716, approved by the Governor) states that it shall be unlawful for any person under twenty-one (21) years of age to purchase or have public possession of any alcoholic beverage.

University of Louisiana Monroe Alcohol Policy (condensed)

The University does not allow the possession or consumption of alcoholic beverages or possession of alcoholic beverage containers on-campus or in any residence hall or apartment on-campus regardless of age, except as designated in University policy. The University will abide by local and state of Louisiana laws. The University does not allow the possession of open containers of alcoholic beverages and/or consumption of alcoholic beverages on-campus or in any parking area on-campus except for designated events and in designated areas.

Department of Residential Life Alcohol Policy

The following guidelines are set forth:

- The department will promote an environment and norms, which respect, teach, model, and reward healthy life choices, free of addictive behaviors. We serve and work with students, faculty, staff and the local community to provide the healthy, safe environment necessary for learning.
- In addition to the University policy, alcoholic beverages, alcoholic beverage containers (e.g., bottles, cans, "beer bongs" and kegs), and other related paraphernalia (e.g., signage) are not permitted in

any building, regardless of the age of the resident or visitor. This policy applies to decorative containers and collections as well.

- Possession or consumption of alcoholic beverages and/or disorderly conduct due to inebriation, which may include the inability to adequately care for one's self, are violations that will result in disciplinary action.
- Any individual involved with the sale or consignment of alcoholic beverages to minors is engaged in illegal activity and appropriate disciplinary action will be taken.
- Alcohol or alcoholic beverage containers determined to be in violation of state law or university policy will be appropriately disposed of by students at staff request. Failure to comply may result in additional disciplinary actions and charges.

Rationale: The foundation for the alcohol policy concerning the legal age to drink and the guidelines for sale and purchase of alcohol are all defined by Louisiana State law. The University of Louisiana Monroe, as a state institution, must make every effort to ensure that we are in compliance with state laws. The residence halls on this campus are not a sanctuary from the law.

The guidelines that relate to the ULM alcohol policy are to provide residents with an atmosphere conducive to sleeping and studying. The majority of the students in these halls are not of legal age to drink. It is our belief that through providing programming and education awareness to these halls, students will choose alternative activities. It is expected that all students living on-campus, regardless of age, will follow the no alcohol policy.

Courtesy/Quiet Hours

Courtesy Hours

Courtesy hours are in effect ALL the time. Courtesy hours can be defined as conditions under which noise is not disruptive or disturbing to other residents. Every building has 24-hour courtesy hours. It is expected that at all times, the residence halls will be absent of any loud noise or distraction that attracts the attention of other residents. Noise should not be heard more than one (1) door away during courtesy hours.

Quiet Hours

Quiet hours exist within each building. During designated quiet hours, there is to be NO loud music or distractions on the floor or in the hall. Each student is expected to keep any noise at an extreme minimum so as to respect all residents who may be choosing to sleep, study, etc.

The designated times for quiet hours are

- Sunday through Thursday: 9 p.m. to 9 a.m.
- Friday and Saturday: 11 p.m. to 11 a.m.
- During final exam week, 24-hour quiet hours go into effect at 12 noon on the Monday preceding the exam week and remain in effect until the close of the semester.
- Quiet hours do not change for holidays or during break housing periods.
- At all other times, students are expected to exercise good judgment with respect to making excessive noise (see courtesy hours).

Rationale: The Department wants to ensure that students are able to study and sleep. The quiet/courtesy hour guidelines are set up to provide parameters to monitor noise levels and allow students to rely on an appropriate noise level to study and sleep when they want to.

Noise complaints are among the most common complaints in the residential environment. Everyone is responsible for courtesy/quiet hours. Residents should be aware of their role and responsibility when it comes to noise.

Confiscated & Prohibited Items

Policy: In accordance with state and federal laws, direction of the State Fire Marshal, and regulations of the university, the Department of Residential Life has developed a list of items that could potentially cause harm or damage to the residents, their guests/roommates/suitemates, or the building. See **Appendix D** for a list of allowed or prohibited items.

Rationale: The department is committed to safety and these items may present themselves as an issue under certain circumstances.

Staff Response

Upon discovering the item, a Residential Student Staff member will issue the resident a Health and Safety Check Condition Form, which contains further instructions of the discovery and warning or confiscation of said item.

After the 24-hours' notice is done, the Residential Student Staff member should return to the room to verify that the item has been removed. If the item is gone, the staff members should continue to hold the copy of the notice in case the item returns at the later date within the semester. If the item is not gone, the staff member should remove the item, with the utmost respect for the resident, the item, and the room; and issue a second Health and Safety Check Condition Form.

By noon the next business day, the confiscated item should be placed in a plastic bag, tied off, and brought to the Office of Residential Life. A student may retrieve the item(s) during the semester if taking the item(s) home, with the understanding that if found in the room again, it will be disposed of. The student should pick up their items at the end of the current semester. Confiscated items are kept up to one (1) month after the semester they were confiscated, after which the item is donated or disposed of.

Controlled Substance

The illegal possession, sale, or use of any drugs (including barbiturates, hallucinogens, marijuana, prescriptions, etc.) or contribution to such use by others is in strict violation of state and federal laws and of University rules and will not be permitted in the on-campus housing facilities. Residents who choose to break the controlled substance policy will not receive immunity from arrest or prosecution by law enforcement officials as a result of their living in the residence halls. A Drug Drop Box is located in the main lobby of the University Police Department where people may safely dispose of unwanted, leftover medicines.

Rationale: The Department of Residential Life strives to promote an environment and norms that respect, teach, model, and reward healthy lifestyle choices free of addictive behaviors. We serve and work with students, faculty, staff, and the local community to provide a healthy, safe environment necessary for learning. All possession and use of controlled substances, except when prescribed by a physician, is illegal.

Charges/Damage/Criminal Damage/Vandalism

Residents are held responsible for damages that occur to the room and its furnishings during their occupancy. Residents are also held responsible for damages in lobbies and common areas, if proven to have caused the damage. When a resident moves into a room, they must complete an Inventory and Condition Form indicating the condition of the items listed on the form. The condition of the room is checked against the form when a student moves from the room. The full cost to repair any damages (vandalism or restitution) will be charged to the responsible students. A partial schedule of charges to repair or replace articles is available in **Appendix C**, found later in this document.

Refusing to sign a charge form does not exonerate a student from charges. Any resident refusing to sign a charge slip must appeal the charge within three (3) business days of the incident to the Director of Residential Life or the charge remains as written.

Decorative Containers/Bottles

Decorative display and/or collection of empty alcoholic beverage containers are not permitted in any residence halls. A container is an object that actually held alcohol in it at one point or another in time; such as beer, wine, liquor bottles, or cans.

Rationale: Residents should not possess alcoholic beverage containers, including empty containers. Part of the reasoning behind this decision is that displays of alcoholic beverage containers may be considered a preponderance of evidence that alcohol use has taken place.

Fighting/Physical Altercation

Acts or verbal threats of physical violence will not be tolerated in on-campus housing facilities. This includes inflicting bodily harm and threatening or intimidating any person with bodily harm. Students involved in such behavior will face severe disciplinary action, which may result in removal from on-campus housing facilities. All acts or verbal threats of physical violence should be reported to the University Police Department.

Rationale: The Department of Residential Life believes that students should be held accountable for their actions and the effects their actions have on the community. Further, we want students to be aware of and acknowledge their emotions while developing appropriate ways to deal with their anger, irritation, and stress.

FIXX – Computer/Network Requests

FIXX is ULM's online service to report issues or problems related to student housing facilities, campus buildings/facilities, or to report computer or technology issues and can be accessed at <http://fixx.ulm.edu/>. FIXX tickets also track the progress of your work order; received, accepted, and completed.

It is encouraged that the resident fills out a FIXX ticket for Computer/Network Requests because the student can provide the most accurate description of the problem. You may also contact 318-342-3333 for Information Technology Helpdesk assistance during normal, university business hours.

Computer/Network Requests: The ULM Office of Information Technology is constantly working to keep our network system running at full capacity. Feel free to contact the Information Technology Helpdesk if you are having any issues connecting and/or something you are trying to do is not working like expect/need it to. Information Technology's goal is to have a quality network experience but that can only be fully realized when residents engage their services to report incidents that we can then troubleshoot.

Information Technology Helpdesk:

Phone: 318-342-3333

Online Help Ticket System: <https://webservices.ulm.edu/computersos/>

Hours: Monday-Thursday from 8:00 am – 5:00 pm & Friday from 8:00 am – 11:30 am

WIFI

The wireless network is a shared resource so the more people that are trying to use it, the smaller amount each person gets. The more devices you have on, the harder it is to obtain signals and communication slows down. If you are not using certain wireless devices, please turn them off or at least turn off the wireless function. This will help others that need to use wireless. Wireless modems, extenders, or routers are not allowed and will be confiscated by the Information Technology or Residential Staff if connected into the ULM network.

If any issue persists with WIFI after university business hours, contact the Staff Member on Duty.

Ethernet Internet Access

Each room has an Ethernet port. It is recommended that it is used whenever you are taking tests/quizzes/etc. It is a dedicated line that you do not have to worry about 'sharing' with anyone else like wireless is. This should prevent you from getting disconnected at a critical time like during a test.

FIXX – Maintenance Requests

FIXX is ULM's online service to report issues or problems related to student housing facilities, campus buildings/facilities, or to report computer or technology issues and can be accessed at <http://fixx.ulm.edu/>. FIXX tickets also track the progress of your work order; received, accepted, and completed.

When a resident has a repair concern, it is important to determine if it is an emergency or non-emergency need. Visit <https://ulm.edu/reslife/fixx.html> to review a breakdown that should help residents in determining urgency and the correct reporting method.

In-Room Repairs

For non-emergency, in-room repairs, fill out a FIXX request at <https://ulm.edu/reslife/fixx.html>. See **Appendix B** for procedure. This files a request to have the item in the room repaired or addressed. Students do not schedule a time for the repair, and do not need to be present for the repair. Staff have the ability to access the room and will knock before entering the room.

It is encouraged that the resident fills out a FIXX ticket because the student can provide the most accurate description of the problem; however, a Residential Staff member may submit the request if asked. Residents may also contact 318-342-5245 or email reslife@ulm.edu for maintenance assistance during normal business hours.

Public Area Repairs

Contact the Staff Member on Duty for public area repair requests, as they will need to investigate the situation. Residents may also contact 318-342-5245 or email reslife@ulm.edu for maintenance assistance during normal business hours.

Emergency & Immediate Repairs

Visit <https://ulm.edu/reslife/fixx.html> to review a breakdown that should help residents in determining urgency and the correct reporting method.

During university business hours, call the main office as soon as possible as they will determine the next steps and ultimately make the call to maintenance.

After hours, call the Staff Member on Duty as soon as possible as they will determine the next steps and ultimately make the call to maintenance for a callout.

Air Conditioning & Heating System

All residence halls and apartments have individually controlled heating and cooling systems. Please keep room doors closed so as not to affect the heating and air-conditioning in other residents' rooms. If you have any problems, during university business hours, call the main office or after hours, call the Staff Member on Duty.

Closures

When necessary, the Office of Residential Life may close kitchens, laundry rooms, lobby areas, or other recreational areas for the establishment of order, maintenance, or other emergency reasons. Residents with questions or concerns are encouraged to talk with an administrator in the Office of Residential Life.

Freezing Weather

Unless we instruct you otherwise during freezing weather, you must, for 24-hours a day, keep the unit heated to at least 60° F. and drip hot and cold water from faucets. Residents are liable for damage to your property and other's property if the damage is the result of broken water pipes due to negligence of these requirements.

Mildew

All mildew related issues are to be reported using FIXX to have the issue accessed by maintenance staff.

Pest Control

The Office of Residential Life has a contract with an off-campus vendor for pest control. If you have any pest control problems, please submit a FIXX ticket.

Room Modifications and Painting

Students are not allowed to paint and/or make modifications in their rooms. Tacks, picture nails, and command strips are the approved techniques to hang items on the walls. For more, see **Appendix D** for a listing of allowed and prohibited items.

Damage Billing

The full cost to repair any damages (vandalism or restitution) will be charged to the responsible students. A partial schedule of charges to repair or replace articles is available in **Appendix C**, found later in this document. All students should be charged using the Notice of Residence Hall Charge slip. Any resident

refusing to sign a hall charge form must appeal the charge within three (3) business days of the incident to the Director of Residential Life or the charge remains as written.

General Parking

All vehicles must be registered with a University of Louisiana Monroe permit/hang tag which authorizes persons to park in the zone designated by the parking permit/hang tag. The university does not guarantee a parking space will be available at any time. Vehicles parked in a manner creating a hazard; such as in fire zones, crosswalks, streets, or traffic lanes may be towed at owner's expense.

For general parking regulations, parking zones & map, overflow parking, and more details, visit <https://www.ulm.edu/police/parking.html>.

Residence Hall Parking

Residence Hall lots are reserved 24/7 for on-campus residents only. Residents are issued resident parking permits and must park only in lots assigned to their respective residence halls (7:30 a.m. to 4:30 p.m. Monday through Thursday or 7:30 a.m. to 11:30 am on Fridays.) At all other times, they are subject to the same regulations as commuter students.

Bicycle Parking

Bicycles are to be parked and secured using a U-Lock to the bicycle racks located throughout the campus. The locking of bicycles to trees, utility poles, etc., or the parking of bicycles along walkways, lawns, etc., or in any area that impedes the flow of pedestrian and/or vehicular traffic, or hinders the work of the grounds maintenance crew are considered parking violations. Any bicycle subjected to these infractions will be impounded by the University Police Department.

Harassment

The students of the residence halls at the University of Louisiana Monroe are a diverse community of individuals. We are of diverse racial, ethnic, class backgrounds and national origins. Our views encompass a broad spectrum of racial and ethnic backgrounds, religious and political beliefs, and sexual orientations. We are unique in that we strive to work and live together, and in the process, we can learn from one another in an atmosphere of positive contact and mutual respect.

Bigotry has no place within our community, nor does the right to minimize another human being on the basis of age, disability, identity as a veteran with a disability, or other protected veteran, national origin, sexual orientation, race, color, gender, or religious affiliation. We will not tolerate verbal or written threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we will not accept ignorance, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior. All of us who work and live in the residence hall community must be committed to these principles, which are an integral part of our purpose, values and daily activities.

Harassment on Basis of Personal Attributes

Members of the University community and visitors, under the First Amendment, have a right to hold, vigorously defend, and promote their opinions. We maintain that while the freedom of thought and expression is the lifeblood of our learning community, the maintenance of civility is important to a meaningful exchange of ideas. Therefore, the Department of Residential Life is committed to maintaining an educational, residential, and employment environment free from hostility, intimidation, or harassment based on, but not limited to such personal attributes as race, color, religion, national origin, age, disability, gender, and/or sexual orientation.

Sexual Harassment

Sexual Harassment is defined as unfavorable or unwelcome treatment, made without consent, and based on a person's gender or sex that is so severe, pervasive, and objectively offensive and that so undermines and detracts from the victims' educational experience, that the victim-students are effectively denied equal access to an institution's resources and opportunities. Sexual harassment includes, but is not limited to the following, when they are part of a pattern of conduct that meets the standard for harassment set forth above:

- Verbal and/or physical behavior including, but not limited to: sexually explicit jokes, insults, and

taunts; obscene gestures, pictorial, written, and electronic communications; and unwelcome touching.

- Sexual Misconduct. Any intentional sexual touching, however slight, with any body part or object, by either a man or a woman upon either a man or a woman, that is without consent. Intentionally passing a sexually transmitted infection or disease through sexual contact without consent.
- Sexual Exploitation. Taking non-consensual or abusive sexual advantage of another for one's own advantage or benefit, or to benefit or advantage anyone other than the one being exploited, if that behavior does not otherwise constitute another sexual misconduct offense.
- Submission to or rejection of any of the above conduct by an individual implicitly or explicitly used as the basis for employment, administrative, or academic decisions.

Visit <https://www.ulm.edu/titleix/> to learn more about Title IX, Sexual Misconduct, Power-Based Violence, their procedures, and how to file a report. If the incident or situation is criminal in nature, immediately contact the University Police Department.

Telephone Harassment

Telephone harassment is defined as repeated, unwanted verbal telephone communication. Harassment over the telephone is considered a misdemeanor under the [Louisiana Revised Code, Section 14:285](#) and will not be tolerated within the University community. If the victim requests the caller to stop all telephone communication and this does not occur, the victim is encouraged to keep a telephone log with all times, dates, and lengths of calls received. Information should be given to the University Telephone office and to the University Police Department and a police report filed.

Computer-Related Harassment (e.g. texting, instant messages, email, social media, screen shots)

Computer-related harassment is becoming more prevalent in our country. It is our expectation that all students will engage in responsible computer use. If a student chooses to engage in computer-related harassment (i.e. sending threatening messages, etc.), the student will be held accountable for their actions. Persons who are a victim of harassment need to save their communication and file an Incident Reporting Form for Online Security Threats, Internet Fraud, Cyber Stalking/Harassment with the Office of Student Advocacy & Accountability at ulm.edu/reportit.

Hazing

ULM students as individuals or members of registered student organizations are expressly prohibited from engaging in hazing. Under the [Louisiana Revised Code, Section 17:183, B.\(1\)](#), "hazing" is defined as "any knowing behavior, whether by commission or omission, of any student to encourage, direct, order, or participate in any activity which subjects another student to potential physical, mental, or psychological harm for the purpose of initiation or admission into, affiliation with, continued membership in, or acceptance by existing members of any organization or extracurricular activity... whether such behavior is planned or occurs on or off school property." Groups and organizations, as well as individuals, can be held responsible for any act of hazing. Incidents should be reported to the Office of Student Advocacy & Accountability at ulm.edu/reportit and if the incident or situation is criminal in nature, immediately contact the University Police Department.

Rationale: In accordance with the purpose and philosophy of the University of Louisiana System and the laws of the State of Louisiana, the Department of Residential Life and its employees are committed to behaving and expecting others to behave in ways that demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and awareness of the differences that exist in our community and avoid all actions that diminish others.

Health and Safety Checks

Policy: All residence hall rooms will be checked every other week by Residential Life staff and dirty rooms will be checked again on the off weeks. This method rewards those residents who are generally compliant and maintains contact with those who may need more surveillance. This check is mainly for safety, living conditions, and maintenance purposes. Residents who fail to keep their rooms orderly may be subject to the appropriate cleaning charge and/or eviction from the university housing system. The University reserves the

right to enter and inspect any student's room at any time when cause prevails. The following guidelines are set forth:

Room Layout and Furnishings

- Rooms should be kept in an orderly manner so that Residential Life staff can properly assess any maintenance needs. Residents are responsible for keeping their bath area clean and tidy.
- Residence hall and apartment furnishings are not to be removed from individual rooms.
- Residents agree not to block or cover any of the heating, ventilation, or air-conditioning ducts.
- The use of extension cords is strictly prohibited by the Fire Marshal; surge protectors or power strips that are grounded and protected are required. Surge protectors or power strips that are grounded and protected must not be plugged into another Surge protector or power strip.
- Residents may not install a TV mount to the wall. No additional electrical, cable, and telephone wiring may be installed. Residents may not install satellite dishes.
- No holes may be drilled within the premises. This includes outside walls, roof, windows, or balcony railings. Students cannot modify the unit's ceilings, floors, walls, shelves, or closets.
- The bunking of beds is strictly prohibited by the Fire Marshal; nothing may be within eighteen (18) inches of the ceiling. Bed risers less than nine (9) inches are recommended as an alternative.
- Residents must not tamper with, interfere with, or damage any alarm equipment or installations.
- Nothing may be hung from a sprinkler head. A simple depression of the sprinkler head will result in a total draining of water from the system. Neither the university, nor Residential Life, will be responsible for any damages incurred from such situations. Students in violation of this policy may be held liable for any and all damage done to other units and property.

Decorations

- Welcome mats can be placed in front of doors, but rugs or carpet remnants are not permitted.
- Students who wish to do so may place rugs in rooms not already carpeted. We recommended however, that students do not carpet the bathrooms because of problems associated with cleaning in this area. Bath mats that can be easily laundered are suggested. Double sided carpet tape is prohibited.
- Residents may use tacks, picture nails, and command strips to hang pictures and posters. Double sided tape, sticky dots, large nails, poster putty, glow in the dark stickers, or any other substance that might leave a residue, are prohibited.
- Residents may not display décor or signage in windows. Residents cannot use foil or other unsightly materials to cover the windows. There should be nothing between the blinds and the window. The appearance of the building from the outside is important to the overall campus beauty and respect.
- Colored light bulbs are not allowed in any interior or exterior light fixture.

Cleaning & Maintenance

- Residents agree to clean and dust the unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible.
- Residents agree to clean and dust the unit on a regular basis and to remove visible moisture accumulation on windows, walls, and other surfaces as soon as reasonably possible.
- Residents must dispose of their trash in the proper bins in various collection areas. Do not leave trash around the outside of your unit. The following shall apply to violations of this trash policy: A minimum \$25 fine (per bag of trash per incident) or three hours of community service will be imposed.
- Residents are responsible for regularly keeping their rooms clean and disposing of trash in designated receptacles in order to discourage pests, mold, bacterial growth, and other health & safety hazards. Residents should specifically avoid: (1) dirty dishes, etc., (2) leaving food out, (3) leaving open containers out, (4) overflowing garbage, and (5) leaving items scattered about the floor.
- Food items should be properly stored in sealed containers or promptly thrown away.
- Resident agrees to report to the main office or Staff Member on Duty the following:
 - any evidence of a water leak or excessive moisture in the unit, storage room, or common area
 - any evidence of mildew-like growth
 - any failure/malfunction in the heating, ventilation, air conditioning systems or laundry systems
 - any inoperable doors or windows
 - any musky, dank, or "off-odors" in the unit, even if mildew is not evident.

- To avoid mildew, it is important to prevent excessive moisture buildup in your dwelling. Failure to promptly report leaks and moisture that might accumulate on dwelling surfaces or that might get inside walls or ceilings can encourage mildew growth. Residents acknowledge that it is necessary for them to use appropriate climate control, keep the unit clean, and take other measures to retard and prevent mildew from accumulating in the unit.

Community Concerns

- No pets, other than fish in a 10 gallon tank or less, or the keep/watching of others' pet(s) will be allowed in the premises. Registered service animals or ULM-registered assistance animals are the exception and more information can be found with the Self-Development, Counseling, & Special Accommodations Center. If a pet is found in the unit, the following shall apply to the violation of our pet policy:
 - 1st Violation - A written warning will be issued to the student to remove the pet within 24 hours.
 - 2nd Violation - If you do not remove the pet or, after removal, have another pet, a \$200.00 fine and cleaning charge will be imposed and the department may declare the student in violation of the contract (this fine is in addition to cost of repairs for any damages to our property which may have been caused by the pet).
- Throwing objects out of the windows or off of balconies/alcoves is prohibited. Throwing anything from any building or window is dangerous. Any student found guilty of throwing, dropping, pouring, or hanging anything (intentional or accidental) over the balcony will be subject to any or all of the following: eviction from University housing, University suspension, and/or a \$100 fine.
- Sitting on balcony railings and in walkways/breezeways, either with or without chairs, is not permitted due to fire regulations and safety concerns. Congregating on balconies in groups larger than three is also not permitted.
- Garments, rugs, or any other items may not be hung from the windows, railing, balconies/alcoves, or any other exterior area of the community.
- Under the [Louisiana Revised Code, Section 40:1293.3](#), smoking or vaping is not allowed in any residential building or within twenty-five (25) feet of an entrance of a state owned building. Furthermore, ULM is a tobacco-free campus as of March 13, 2014 and [Louisiana Revised Code, Section 14:91.6](#) has the unlawful distribution of sample tobacco products, alternative nicotine products, or vapor products to persons under age twenty-one, in which the majority of the students in these halls are not of legal age to smoke or vape.
- The use of skateboards, roller blades, roller skates, scooters, and hoverboards are not permitted anywhere in the residence halls, apartments, or surrounding areas.
- Bicycles may not be parked in walkways, against residence hall walls, or chained to lampposts, hand railings, stairwells, etc. Bicycles parked in unauthorized areas will be impounded and the student will be required to move the bicycle to an off-campus location. Bicycles are not to be operated in a residence hall or on sidewalks at any time.
- Motorcycles and small engines are not to be kept in residence halls or apartment rooms because they pose a fire hazard. Residents cannot store or repair any gasoline or gas-fueled vehicle, motorcycle, moped, or other similar vehicle within the area of the building, community, or premises.
- As a safety measure, students are not allowed on the roof of a building for the retrieval of footballs, Frisbees, etc. The Hall Director should be notified to complete a FIXX request so that maintenance may retrieve the item. Completion of this request may take up to two weeks.

Rationale: To maintain proper health and safety standards set forth by the state, the university, and the department, residents are expected to keep their rooms and bathrooms reasonably neat and clean. We assume that all rooms are in good repair, complete with proper furnishings, and clean when students move into them at the beginning of the year. The desire is not to charge students for normal wear and tear of a room, but to hold them responsible for major damage, loss, or unsafe living conditions that have been created.

Because it is the student's room from the time the key is checked out to them, it is also the student's responsibility to account for damage and the condition resulting from failure to comply with the terms of this guide. The staff will serve as a resource to students for procedures relative to completing the room inventory list and will be involved in the evaluation of the condition of rooms and any damages whenever a student

moves out. Cooperatively, the Hall Director, Resident Assistants, Area Coordinators, and/or Maintenance Technicians will evaluate room conditions for final charges when a student checks out.

Laundry Appliances, Refunds, and Maintenance

Laundry Appliances: Washers and dryers accept Warhawk Express through the WashAlert on the SpeedQueen app and coins. They are available in the designated laundry rooms for use by residents of that building only. Out of respect to students who live in close proximity to the laundry room, it is suggested that the laundry rooms not be used during [quiet hours](#).

Residents in the apartment style units, where laundry is included, are not allowed to offer the use of their machines to non-residents of their units. Out of respect for the suitemates within the unit, use is strictly limited to the assigned residents of the unit.

Note that any student found responsible for damage to or damage caused by overloading or overuse of the laundry equipment will be required to pay for the repairs. All residents tampering with or vandalizing private property or laundry equipment will be subject to sanctions.

Refunds and Maintenance for the Laundry Appliances: The Office of Residential Life has responsibility for reporting customer service issues, including service and refunds for the laundry facilities. When reporting appliance problems or for refunds, students must note the building, floor, and appliance machine number. Refunds require a claim form be completed, including the building, floor, and appliance machine number, in the Office of Residential Life.

For service of laundry appliances in Bayou Village Apartments, complete a service request with [FIXX](#).

For service of laundry appliances elsewhere, complete a service request with our vendor, [Caldwell & Gregory](#).

Package Policy

Please use the following address format to ensure that your package will be received in a timely manner.

<<*Student's Legal First and Last Name*>>
700 University Avenue
ULMRL <<*Building Name & Room Number*>>
Monroe, La 71212

Building Name Abbreviations for Address

Madison Hall – MDSN	Bayou Suites – BYUS
Ouachita Hall – OUAC	Bayou Village Apartments – BAPT
University Commons – UCOM	Masur Hall - MASR
University Suites – UNIS	

Generally, **mail/packages sent by USPS** will go to the on-campus post office before being placed in the student's mailbox. If the mail is too large to fit, a notice will be placed in the mailbox directing the student to retrieve the mail from the on-campus post office.

Generally, **mail/packages sent by UPS, FedEx, DHL, etc.** will be delivered to the Office of Residential Life. When mail/packages arrive in the main office, residents are notified by Warhawks email that a package has arrived for them and they must provide a student ID to pick up the mail.

Mailboxes are considered Federal property and the Residential Life staff does not have access to them. The Post Office on-campus maintains these. For University Commons, University Suites, Bayou Suites, and Bayou Village Apartments, you will be granted a mailbox key at check-in and be told your box number for the building staff. For Madison, Ouachita, and Masur, mail is kept and can be picked up at the on-campus post office.

When you move out of the residence hall in which your mailbox is located, your mailbox is immediately closed

and your mail will no longer be delivered to that mailbox. You are responsible for seeing that your correspondents (friends, subscriptions, etc.) are notified of your new address. After the three month forwarding period, your mail will be returned to the sender.

Posting within Residential Halls and Windows

Policy

The Department of Residential Life is happy to promote university-sponsored events. All materials for posting or display must follow the guidelines outlined in the [Campus Posting Policy](#) and have the approval and stamp of Student Engagement and the Office of Residential Life. Such approval will be made according to content- and viewpoint-neutral guidelines. Unless targeting a specific audience, it is recommended that a group provide at least ten (10) flyers/signs/etc. to the Office of Residential Life, as this will provide one for each building.

Bulletin boards or designated wall space on residence hall floors have been dedicated to publicize authorized university-sponsored events. Students are not permitted to distribute, post, solicit, or hang any signs or notices in any area of the community. Only Residential Student Staff members are authorized to post materials.

Lobbies and individual residence hall rooms may not be used for advertising and hosting for private parties or off-campus organizational meetings, including but not limited to: cookie sales, hair services, cosmetics, home interiors, jewelry sales parties, magazines, etc.

Solicitation, of any kind and form, in the residence halls is prohibited

The following guidelines are set forth:

- Signs or leaflets endorsing the use of alcohol or illegal substances are prohibited.
- On- and Off-campus organizations are not permitted to post fliers or banners, solicit, canvas, door knock, etc. unless sanctioned by university administration and Residential Life professional staff.
- Materials used to post signs must not cause obstructions, such as on exterior doors, or deface property.
- Obscene pictures, signs, banners, or other unlawful materials are not to be placed in public view.
- University, city, state, or federal political candidate signs are not allowed in the residence hall. The Department of Residential Life is happy to promote the elections as a whole. However, allowing candidates to put flyers in/under/on the doors or up in the buildings is a form of solicitation which, per our policy, is prohibited in all the residential buildings.
- Residents may not display décor or signage in windows. There should be nothing between the blinds and the window. The appearance of the building from the outside is important to the overall campus beauty and respect.

Rationale

Notices, door hangers, and leaflets in doors contribute to additional waste and are unsightly. Canvassing and knocking on their doors in a secure building where only residents have access to is an unwarranted invasion of their residence hall and its academic purpose.

Practical Jokes and Pranks

Policy: Individual or group behavior, which leads or can lead to actual or potential harassment, accident, injury, or damage to one's self, others, University property, or personal possessions, is not permitted. Individual or group behavior, which leads to abnormal or unnecessary cleaning of residence halls or facilities, is not permitted.

Students who engage in practical jokes and pranks that constitute a violation of the above will be expected to assume appropriate responsibility for their behavior. This will include disciplinary action and the replacement or restoration of any University property or personal possessions damaged or soiled as a result of this activity. They will be charged with appropriate repair, replacement, or cleaning costs and other students who are affected by this behavior will be assisted in making appropriate claims to assure recovery of the cost of damage to personal possessions.

Rationale: Students are expected to control and moderate their behavior by evaluating the effect of their behavior on fellow students and physical facilities. Practical jokes and pranks have too often led to unintended, but nevertheless, serious and potentially tragic consequences. Damage to University property and the personal possessions of students, as well as serious injury, have all occurred as a result of pranks, such as water fights and seemingly harmless raids. Forms of trapping an individual in a room can lead to tragic consequences if there was a health or fire emergency. Past experience has shown that once activity of this nature begins, it continues until it is out of control and only stops when an unfortunate incident has occurred.

Residential Assistance Animals Policy

Assistance Animals in Residential Housing Policy (condensed): Although it is policy that individuals are prohibited from having animals, other than fish in a 10 gallon tank or less, or watching/keeping of other's animals of any type in University residential housing, ULM will consider a request by an individual for a reasonable accommodation from this prohibition to allow an Assistance Animal that is necessary. A pet is not considered an Assistance Animal and is not covered by this policy. Considering the sensitive nature of various issues and to review the full policy, please visit the [Self-Development, Counseling, and Special Accommodations Center's Special Accommodations website](#).

The following guidelines are set forth:

- No Assistance Animal may be kept in University housing at any time prior to the individual receiving approval from the Self-Development, Counseling, & Special Accommodations Center as a reasonable accommodation pursuant to this Policy and the appropriate paperwork is on file with the Office of Residential Life.
- An Assistance Animal is not permitted in other areas of the University (e.g. dining facilities, libraries, academic buildings, athletic buildings and facilities, classrooms, labs, individual centers, etc.).
- An Assistance Animal must be contained within the owner's privately assigned individual living accommodations (e.g., room, suite, apartment) except to the extent the individual is taking the animal out for natural relief. No animal may run loose or run at large at any time.
- A resident, who is requesting an Assistance Animal and is living or planning to live in on-campus housing (residence halls, suites or apartments), must register with and complete the forms and documentation required by the Self-Development, Counseling, & Special Accommodations Center and the Office of Residential Life.
 - Additional paperwork will be required when shot records are due or roommate changes.
- A requesting individual should provide the Special Accommodations Coordinator appropriate documentation by July 1 for the Fall semester and November 1 for the Spring semester.

Sexual Assault/Misconduct

Policy: The University's administrative policy states that sexual assault/misconduct is a form of sexual harassment and is defined as any intentional sexual touching, however slight, with any body part or object, by either a man or a woman upon either a man or a woman that is without consent. A student accused of sexual assault/misconduct faces possible criminal, civil and administrative action. A student convicted of sexual assault/misconduct may also be dismissed from the University.

Visit <https://www.ulm.edu/titleix/> to learn more about Title IX, Sexual Misconduct, Power-Based Violence, their procedures, and how to file a report. If the incident or situation is criminal in nature, immediately contact the University Police Department.

Smoke/Tobacco-Free Residence Halls

[Louisiana Revised Code, Section 14:91.6](#) has the unlawful distribution of sample tobacco products, alternative nicotine products, or vapor products to persons under age twenty-one, in which the majority of the students in these halls are not of legal age to smoke or vape. Under [Louisiana Revised Code, Section 40:1293.3](#), the requirements set forth in this Section shall apply to all buildings owned by the state. As a state institution, smoking or vaping is not allowed in any residential building or within twenty-five (25) feet of an entrance of a state owned building. Furthermore, ULM is a tobacco-free campus as of March 13, 2014 and this includes, but

not limited to: residence halls, campus apartments, academic buildings, administrative buildings, dining facilities, and recreation facilities.

Noncompliance of the smoke free policy will be addressed in the same manner as other policy violations. Visitors to the campus may be unaware of this smoking policy. Students, faculty, and staff are asked to inform visitors of applicable provisions of this policy in a respectful manner.

Television Service

All residence hall rooms are wired for cable television. This service is available at no additional charge to the resident and includes 89 channels. Our service provider is Apogee. Your television must be QAM compatible.

Traditional Cable Service:

Whenever you hook up a new TV to the wall by a coaxial cable, you will need to run a scan to receive all your channels. To do this, start by hitting the Menu or Setup button on your TV remote control. Scroll over until you find an option that says channel scan or auto program. If given the option, make sure you select Cable rather than Air or Antenna for your search. All TV's are different and may have different names for these features. If you do a channel scan and you are not able to get channels, your TV may not be QAM compatible. You can find a QAM tuner or a DTV converter at Amazon, Best Buy, or RadioShack.

Streaming Cable Service:

The channels you get in the room are also available through the Stream2 app from anywhere on-campus, through the school internet/Wi-Fi connections. Stream2 is an exclusive service for students living on-campus and allows you to watch live television and past programs, view the television guide, favorite certain channels, and record your shows up to 24 hours of programming. The login process is Single Sign-On, meaning the same login you use to access myULM, will work for the app as well.

To get started watching, visit <https://webplayer.mystream2.com/> or visit your device's app store and search for the Stream2 app and install.

- Search the School Name, "University of Louisiana Monroe (SSO)" and click Next
- Use your ULM username and password to complete the Single Sign On login.
- Read and accept the Apogee End-User Video Agreement.

Support:

If you need individual support, please contact Apogee.

Call: 833-548-7259 | Email: support@mycampusvideo.com | Live Chat: <http://mycampusvideo.com/support>

Theft

Policy: Residents who claim to be the victim of a theft should refer to the University Police Department.

University Property and Use of Residence Hall Lobby or Common Area

Policy: The Assistant Director or Area Coordinators of Residential Life must approve activities scheduled for hall lobbies. Residence hall lobbies are used for activities sponsored by a resident who is a member of the recognized student organization. Groups may occupy the lobby or common area only for the designated time of the event, as the space is shared by all the residents of the building. Groups must follow all the guidelines within the [RSO Handbook](#), Guide to Resident Hall Living, and the [Student Handbook](#).

Lobbies and individual residence hall rooms may not be used for advertising and hosting for private parties or off-campus organizational meetings, including but not limited to: cookie sales, hair services, cosmetics, home interiors, jewelry sales parties, magazines, etc. Solicitation in the residence halls is prohibited.

Theft, tampering, or misuse of personal and University property is prohibited. It is a violation of University and residence hall policy to remove furniture from lounges or public areas.

Vending Machines, Refunds and Maintenance

Vending Machines: Vending machines accept cash and coins and are available in a common area for use.

Note that any student found responsible for damage caused to the vending machine equipment will be required to pay for the repairs. All residents tampering with or vandalizing the private property or vending equipment will be subject to sanctions.

Vending Machines and Refund Requests: The Office of Auxiliary Enterprises has responsibility for reporting customer service issues including vending service and vending refunds. When reporting vending problems or for refunds, students must note the building, floor, and vending machine outlet/asset number. Refunds require a claim form be completed, including the building, floor, and vending machine outlet/asset number, in the [Office of Auxiliary Enterprises](#).

Visitation and Guest Registration Policy

The University of Louisiana Monroe is proud of the strides we continue to make in our on-campus housing options. In an effort to create and maintain a living environment that is orderly, and ensures the general welfare of the community, the following Guest Registration policy will be in effect for the foreseeable future.

Residents may invite friends and relatives of the same sex, at least 18 or older, as overnight guests, provided space is available and roommates agree beforehand. Students who have a private or single room cannot use the open space to house an unauthorized or unregistered guest. Unauthorized Visitor/Cohabitation has a fine of \$100 per day. Residents must register their overnight guest with the Office of Residential Life by 3:30 p.m. the day in which they wish to spend the night. If a guest arrives unexpectedly after the Office of Residential Life closes, residents may allow the guest to spend the night; however, the resident must notify the Staff Member on Duty immediately upon arrival of the overnight guest and begin the registration. Registration of a guest must include CWID for ULM students or First Name, Last Name, Cell Phone Number, Driver's License Number and State, Date of Birth, and Gender. Sign-in and sign-out dates are required at the time of registration.

Whether your guests are staying overnight or just visiting during approved visitation hours, the following policies apply:

- Guests must be 18 years of age or older and must be accompanied by the resident at all times;
- Guests are not to remain in a resident's room when the resident is not present. Guests are expected to depart the premises with the resident;
- There can be no more than three (3) people in a student's room at any time;
- The resident assumes responsibility for any guest(s) and those guest(s) are subject to university, residential regulations. Roommates/Suitemates do not assume responsibility for persons who are not their invited guests;
- Guests are not to be in possession of a resident's key or building access card;
- Guests, especially guests of the opposite gender, in the residence halls should be aware of using restroom facilities in a room/suite as roommates/suitemates may access the space at any given time. **RESIDENTS HAVE PRIORITY.** Public restrooms are available in Madison, Masur, and Ouachita;
- Watching, Sitting, or entertaining children/pets, regardless of custody or guardianship, is not permitted;
- Overnight guests may stay a maximum of three (3) days per visit per month.

Visitation Hours (for all visitors not registered as overnight)

Sunday through Thursday: 12 noon to 12 midnight
Friday and Saturday: 12 noon to 2 a.m.

Residents of **Ouachita Hall** are permitted to entertain male guests in the lobby areas only. Male guests of Ouachita residents are not permitted on the residential floors or in a resident's room at any time.

Censures for Visitation Violations

The following terms are set forth:

- 1st Violation - \$100 fine for unauthorized visitor/cohabitation violation, possible suspension of visitation privileges for a period of time to be determined by the appropriate University administrator or other specified University unit; and other disciplinary censures as deemed appropriate.

- 2nd Violation - \$100 fine for unauthorized visitor/cohabitation violation; indefinite suspension of visitation privileges by the appropriate University administrator or other specified University unit; and other disciplinary censures as deemed appropriate.
- 3rd Violation - \$100 fine for unauthorized visitor/cohabitation violation; dismissal from housing and/or other disciplinary censures as deemed appropriate.

Weapons

Policy: Possession, storage, or use of any weapons, explosive devices, or firearms is expressly prohibited in the residence halls. A weapon is defined as any gun, rifle, hunting knife, bow and arrow, or any item that if used can cause injury or death to another person

The following items, because of their inherent risk to cause injury and/or undue alarm among students and staff, are not permitted in the residence halls: BB guns, rifles, handguns, paint pellet guns, ammunition, laser lights, sling shots, martial arts weapons, stun guns, Tasers, airsoft guns, gel ball blaster guns, swords, metal tipped darts and knives (i.e. hunting knives, butterfly knives, switchblades, etc.) and any other object that Residential Life personnel deem to be a weapon.

The use of toy weapons (guns, knives, etc.) in an inappropriate or alarming manner will be considered to be behavior deemed detrimental to the University and may result in disciplinary action.

Rationale: In accordance with our mission, the Department of Residential Life wants to ensure a safe living environment for the students living in our halls. Even if a student makes every possible attempt to be responsible for their weapon, there is no safeguard against another student misusing the weapon.

Unauthorized Occupancy

To protect the rights and privacy for legitimate residents, the following policy is established for ULM students living in university residence halls without authorization:

- Any occupant will be immediately removed from the residence hall with the assistance of the University Police Department.
- ULM students involved in this incident will be mandated a disciplinary meeting with the appropriate administrator.
- ULM students may be subject to the following disciplinary censures:
 - Minimum fine of \$100 per day payable immediately to the University;
 - Possible removal of the legal resident from the residence hall;
 - Probation or forfeiture of rights and privileges or both;
 - Permanent ban from all residence halls.

Residence Hall Discipline

Student conduct at the University of Louisiana Monroe is based on adherence to the policies set forth in the Guide to Residence Hall Living, the latest ULM Student Handbook, and state and federal laws. The policies are meant to support healthy and supportive communities in the residence halls. Hall staff enforces the policies to ensure that community expectations are maintained.

The Purpose of Discipline

Discipline procedures have one major purpose – to facilitate appropriate behavior change so student conduct meets University and Residence Hall expectations. Actions and referrals provide residence hall staff with a way of responding to students as adults, asking them to accept the responsibility of their actions, the consequences of their behavior and the responsibility of making appropriate changes in their behavior. It is our job to educate the students about our expectations and to respond to their behavior when those expectations are not met. It is not our job to accomplish behavior change for the student. The responsibility to modify behavior belongs to the student.

The Residential Student Staff Role

Residential Student staff members hold the primary responsibility for providing and clarifying information to residents regarding residence hall policies and community standards. Through the clear definition of

expectations, staff can establish a proactive approach to discipline by encouraging individuals to be responsible for their own behavior and to share in the responsibility for maintaining a positive community environment.

Even though the proactive measures will make the role easier, staff members are constantly in the position to observe and respond to student behavior. When aware of inappropriate behavior or policy violations, it is the obligation of staff members to respond to the situation and the individual(s) involved.

Documentation

Residential Student Staff members will often be in the position of initiating the incident report that leads to formal disciplinary action. The report is merely a method for documenting student behavior and is not a type of punishment. When staff members give students too many chances without documenting the inappropriate behavior, or without applying appropriate consequences, the students learn to avoid responsibility for their actions.

Discipline Process

Once the incident report is written and delivered to professional staff, the professional staff member will process the incident report. Part of the process may include a discussion with the staff member who issued the incident report in order to obtain additional information or background information regarding the incident. Residential Student Staff members and Area Coordinators help follow up on incidents in the building to help meet with students as fast as possible.

The professional staff member will review background information in the student's discipline file to determine if this incident is an isolated one or a pattern of behavior. Then an email or phone call will be made to the student(s) involved and a meeting will be set to discuss the warning. If the incident was serious enough or involves a person with repeated violations, the incident may be referred to the Office of Student Advocacy and Accountability for a student conduct hearing. Residential Student staff will not be involved in this decision; however documentation and background information from the staff will be imperative.

The discipline process requires trust that the professional staff member will make the appropriate determination for the student(s) involved. There are many factors that come into play when making a discipline decision about a student.

University Hearings

The students who have been charged through the filing of a Student Conduct Incident Report will have their case heard by a University hearing officer or board. The hearing officer is a University faculty or staff member.

It is the responsibility of the officer or board to determine the facts of the particular incident, and then, if appropriate, place a sanction on the student. Therefore, it is important for the student to spend some time reviewing the incident prior to the hearing. The burden of demonstrating what the student did or did not do in the incident is upon the student. The boards and officers do not assume that a person is responsible just because an issue was documented.

To assist a student in preparing a case, ask yourself the following questions about the incident:

- What time was the incident? What day of the week?
- Who did I see at the scene of the incident? Will they serve as a witness?
- Where was I? How might I describe the physical layout of the building, hall, etc.?
- What are the specifics of the situation that caused a policy to be violated?
- How was I informed that I was in violation of a University policy?
- What were the actions that led to the handling of the situation? Am I familiar with the hearing procedures?

Safety, Security & Emergency Response

There will be times when residents and students will come across or be asked to respond to an emergency situation. We ask that you remain calm and follow the procedures for the specific situation you encounter. **Your safety and the safety of those around you are of the utmost importance!**

Role of Students

Introduction: Every student should familiarize themselves with the emergency procedures and evacuation routes in buildings in which they live or use frequently. Everyone should also be able to execute Shelter-in-Place/Emergency Lockdown procedures. Students should be prepared to assess situations quickly, but thoroughly, and use commonsense in determining a course of action. Students should evacuate to designated areas in an orderly manner when directed to do so by emergency personnel or when an alarm sounds.

When calling the University Police Department and/or residential staff, speak calmly and clearly, giving the dispatcher a thorough description of the situation (include your name, position, and exact location of the incident). This information is important so that the dispatcher can alert the appropriate emergency response personnel, and provide the most efficient response.

Entering a Student Room

Policy: The University reserves the right to enter student rooms for the purpose of inspecting the premises for adherence to fire, health, and life safety guidelines or when there is a reasonable belief that:

- An occupant of the room may be physically harmed or endangered
- Significant damage is being done to University property
- University policies as stated in the ULM Student Handbook, the Guide to Residence Hall Living, the housing contract, or subsequent written notices are being violated
- Housekeeping, maintenance, and/or repair are necessary.
- Unattended noise related problems (i.e. alarm clock or computer or radio playing too loudly)
- Assist with student lockouts
- Conduct fire safety inspections

Rationale: Residential staff must have the ability to respond to situations, including emergencies, which threaten the well-being of a student(s), others, or University property. This policy enables the hall's professional, custodial, and maintenance staff to complete their responsibilities as well. Students are not permitted to enter residents' rooms without the resident of that unit present.

Staff Response: The following guidelines are set forth:

- Before entering – staff must knock several times on the door, loudly announce their position, and allow sufficient time for someone to respond.
- Upon entry to the room, staff must announce themselves again and then attend to the issue.
- If running water is heard, the staff member must leave the unit and return no earlier than 15 minutes.
- If there are any clear, visible policy violations, staff members must document. Staff is NOT to search or go through items in the room under any circumstances. Students' privacy must be maintained.

Bomb Threat

If you ever receive or know of a bomb threat, we ask that you do your best to remain calm and contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350. Campus police officials and University officials will make the determination as to whether or not an evacuation is needed.

Cancellation of Classes

When classes are delayed or canceled for a variety of reasons (hurricanes, winter/ice storms, floods, etc.), all Residential Student Staff members are expected to report to work at their normally scheduled times. Residents'

safety is our number one concern. Information about class cancellation or university closing would also be communicated via a text/phone call/email, via ULM Safe, to registered users. Closing details are also broadcast on local radio and TV stations and on the ULM website: www.ulm.edu. Unless a student hears of cancellation from one of these sources, residents should prepare for classes to be in session. In the residence halls, rumors of classes being canceled tend to surface. It is expected that you do not participate in the rumor mill and seek out the correct information.

Cameras

The University of Louisiana Monroe has video cameras installed to monitor common area amenities and outside entrances. The installation or use of cameras does not prevent the university, at any time, from permanently removing the camera, and there is no obligation to continue or maintain the cameras. The removal of the camera shall not be a breach of any expressed or implied warranty, covenant, or obligation. The camera is not a monitored video surveillance system but an attempt to periodically record activities in the community. Residents are solely responsible for the control of visitor access to their unit. The camera is not a guarantee of personal safety or security, the safety or security of guests, nor is it a guarantee against criminal activity. Residents agree not to act in any way that may impair the use or function of the camera.

Residents agree that on behalf of yourself, your family, guests, or other occupants, they will never make demand upon or file suit against Owner, or any of Owner's agents, contractors, employees, or representatives for any damages, costs, loss of personal property, damages or injury as a result of, or arising out of or incidental to the installation, operation, repair or replacement or use of the camera. Residents hereby release Owner and its agents, contractors, employees, and representatives of and from any and all liability connected with the camera.

Community Health Concerns

Living in close communities, you may hear of or learn about issues that may have implications for the health of the community (e.g. head lice, scabies, bed bugs, hepatitis, staph infections, meningitis, coronavirus). When we hear of these things, we want to be respectful of a student's privacy and be cautious not to contribute to rumors. It is a resident's responsibility to inform Residential Life staff members of the information IMMEDIATELY so that they can assist in verifying whether or not the situation is a valid concern or simply a rumor. Professional staff will seek information from University personnel including Health Services and will provide information to the community, if appropriate. There are times when action may not be necessary, professional staff will indicate the reasons, if this determination is made. Please be assured that if a serious community health concern is present, the Center for Disease Control and/or the Health Center would notify the department and appropriate action will be taken immediately.

Elevator Emergency

Elevators are equipped with many safety features that are designed to engage should any malfunction or emergency condition occur.

General Elevator Safety: The following guidelines are set forth:

- Do not "horseplay" in the elevator as it may cause the elevator to stall and/or malfunction.
- Leaning on the elevator door is prohibited as it causes the door to go off track and malfunction.
- Holding the elevator door open is prohibited as it tricks the door into thinking something is in the way and shut down completely.
- Never use an elevator in the event of a fire or storm. People might be overcome by smoke and/or become trapped in the event of a power failure.

Elevator Breakdown: The protocol for these situations is as follows:

If the elevator stalls and no one is trapped inside, the following guidelines have been set forth:

- During regular business hours, contact the Office of Residential Life.
- After regular business hours, submit a FIXX request to have it accessed the next business day.

If the elevator stalls and someone is trapped inside, the following guidelines have been set forth:

- NEVER attempt to exit the elevator without assistance from building maintenance staff or outside emergency assistance (police, fire dept.).

- Remain calm.
- During regular business hours, contact the Office of Residential Life.
- After regular business hours, contact the Staff Member on Duty or any staff member. One will contact the maintenance, if they are unable to correct the issue.
- Wait for and abide by instructions from the rescuer.
- NEVER attempt to pry open the elevator doors.

Evacuation Procedures

Evacuation locations: Exit the building and report to your designated meeting place for accountability and further instructions:

- Madison – Lasalle Street and circle drive, north of Student Health Services building
- Ouachita – Residential Parking Pad, south of Coenen Hall
- University Commons – Residential Parking Pad, south of Coenen Hall
- University Suites – Residential Parking Pad, south of Coenen Hall
- Bayou Suites – Bayou Pointe Parking Lot, south of the building and north of the Alumni Center
- Bayou Village Apartments – Fant-Ewing Coliseum parking lot
- Masur North – Northeast Corner of Peyton Drive (Sand Court) and Warhawk Way (Tennis Stadium)
- Masur South – Fant-Ewing Coliseum parking lot

Evacuation/Fire Drill: Periodic evacuation drills will be conducted. In respect to the safety guidelines set forth by the Fire Marshall and the ULM Student Handbook, when a fire alarm sounds at the residence hall, all residents and their guests must evacuate their room and building immediately. If you cannot leave the room, contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350.

Residents should familiarize themselves with the nearest evacuation staircase in individual residence halls and apartments. BE PREPARED. KNOW THE EVACUATION ROUTE BEFORE YOU NEED IT. LOCATE THE PLACEMENT OF FIRE EXTINGUISHERS IN THE RESIDENCE HALL. The building must be evacuated anytime the fire alarm is sounded or the Residence Hall staff request the building to be evacuated, e.g., a bomb threat, gas leak, fire, etc. All residents and their guests upon hearing the fire alarm must immediately exit the building. Once outside, all persons should group together following the directions of the staff. Residents and their guests are to remain outside until the staff has determined that it is safe to return to the residence hall.

Any resident that fails to exit upon the sound of the fire alarm will be fined accordingly:

- 1st Violation - \$50 fine
- 2nd Violation - \$100 fine
- 3rd Violation - \$150 fine and disciplinary actions
- 4th Violation - \$200 fine and/or mandatory eviction from the residence halls

If there is a warning period in advance of the threat, such as a hurricane, tornado, etc., students may be permitted to gather the following items:

- Bedding supplies
- Entertainment / Games
- Personal hygiene supplies & Medicines
- Change of clothing
- Towel/washcloth
- Flashlight and extra batteries

Students with Disabilities Evacuation Plan: The following residence hall procedures have been developed to facilitate the evacuation of residents and visitors with disabilities and/or injuries that may hinder them during an evacuation. The procedures listed below should only be followed when the staff and others can do so while not placing themselves in danger. The primary responsibility of hall staff during an emergency is to assist in evacuating the building and while exiting the building themselves. Assist means that, during an evacuation, residence hall staff may open doors, push wheel chairs, clear the hallway, etc., so that students can exit the

building, and check rooms (if possible) to see who is still in the building, as long as the above mentioned actions do not place the staff member in danger. Staff members are not to enter any wing/floor/building where smoke is present, even for evacuation purposes.

The following guidelines are set forth:

- Students with disabilities may choose to have their room door and window marked by a decal. The decal should be placed in the upper right-hand corner of the door and of the window.
- Students with disabilities may choose to have their name, room number, and any special needs kept on file with the Residential Student Staff member in their particular building, the University Police Department, and the Environmental Health and Safety department for use during an emergency.
- Evacuation of building occupants who need assistance:
 - Building occupants who are located on an upper floor and are unable to navigate the stairways should remain in their room or the room they are visiting until assistance from the police or fire department becomes available.
 - Depending on the location of the room's occupants in relation to the fire, the Fire Department may decide to leave the occupants in their rooms, as long as they are not in any immediate danger.
 - Occupants who live on the same floor as the location of the fire should evacuate (if possible) to the closest stairwell. The fire department will evacuate the occupant to a lower floor or outside the building.
- If the residence hall staff is aware of a person in the building who needs assistance evacuating, the Fire Department or other emergency services personnel should be notified immediately. Since residence hall staff may or may not be aware of a person still in the building who is in need of assistance, the person in need should contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350. and inform the dispatcher that they are still in the building and need assistance evacuating. This information will then be relayed to the emergency services personnel on scene.
- During a building evacuation, the residence hall staff on duty will be responsible for responding to floors/rooms where students with disabilities reside and assisting with an orderly evacuation. The staff responding should try to inform students as to the reason for the evacuation (if known) and encourage the students to remain calm.
- If an evacuation occurs when staff are not on duty, any staff members who are in the building when the alarm sounds will respond to the floor/room where a student(s) with a disability resides and assist with an orderly evacuation.
- If there is a fire and there are individuals who are not able to evacuate, the staff responding should exit the building and inform the fire department about any person they believe to still be in the building.

Special Evacuation: Vertical Evacuation is a procedure where individuals in lower floors relocate themselves to higher floors. This type of evacuation is conducted when there is a danger on the lower floors and there is either a danger in passing through the lower floors if the outside environment is also dangerous. The most likely use of vertical evacuation is flooding or a chemical spill either outdoors or within the lower floors. Vertical evacuations are also used as an evacuation of last resort in a flooding or hurricane event.

Fire/Fire Alarm

Types of Fire Alarm Systems: When a room smoke detector is activated, the sounder in that smoke detector will sound. Only when a second smoke detector, a hallway smoke detector, or pull station is activated will the entire building fire system sound and the building will then be evacuated. These buildings are high rises, so as a precaution, any activation will result in an evacuation of the building. The fire system will send a fire alarm signal to the University Police Department and the fire department will respond.

Fire Safety: The following guidelines are set forth:

If you discover a fire:

- Pull the nearest fire alarm; call out as loudly as possible "FIRE! FIRE!"

- Contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350.
- Notify the residential staff.

When the alarm sounds:

- Feel the door. If it is hot, do not open it. Stay in your room. If it is cool, open it a crack--but be ready to slam it shut if you find smoke or flames.
- Leave your room if it seems safe. Close your door and evacuate the building according to the fire evacuation plan.
- Stay away from the building until instructions are given to return.

If you are trapped in your room:

- Keep your door closed.
- Seal cracks around the door with wet towels, clothes, sheets etc.
- Open windows slightly if there is no smoke outside. Open at top (to vent smoke) or at bottom (to let in fresh air).
- Tie wet cloth over nose and mouth to aid breathing.
- Stay low where air is smoke free.
- Signal rescuers by waving a sheet or clothing from the window or phone for help.

In case of fire, DO NOT USE THE ELEVATOR. EXIT THE BUILDING VIA THE NEAREST STAIRS.

If clothing catches on fire-- STOP, DROP, AND ROLL! Do not run. Drop to the floor and roll out fire or use a rug, coat, or blanket to smother flames. Cool the burn with cold water. Get prompt medical attention. Fire extinguishers are in strategic points in the hall. If the fire extinguishers are discharged for non-fire related issues, they may not be available when needed.

PERSONS TAMPERING WITH ALARMS OR MISUSING FIRE EQUIPMENT WILL BE SUBJECT TO DISCIPLINARY ACTION, POSSIBLE CRIMINAL ACTION AND UP TO \$150 FINE. Falsely activating a fire alarm is a State offense and could subject an individual to any or all of the following:

- Arrest for criminal mischief;
- Eviction from housing;
- University suspension;
- Fines.

Fires on Campus Property: Campfires, bonfires or open fires of any type are strictly prohibited

Arson on Campus Property: The [Louisiana State Statute on Offenses against Property](#) defines aggravated arson as the intentional damaging by any explosive substance or setting fire to any structure, watercraft, or moveable whereby it is foreseeable that human life might be endangered. Whoever commits the crime of aggravated arson will be prosecuted to the fullest extent of the law.

The University of Louisiana Monroe and the Office of Residential Life further reserves the right to pursue a university hearing as well as legal action, against any person (student or nonstudent) found guilty of aggravated arson through the University's due process system.

Hazardous Chemical Release

Residents should follow the guidelines set forth:

- Students in hallways or open areas are to seek shelter in the nearest room.
- Close windows and window treatments (blinds).
- Everyone is to remain quiet and not enter hallways or open areas.
- Crouch down in areas that are away from windows
- Air ventilation systems will be shut down
- Remain calm and quiet so you can hear and respond to instructions from the emergency personnel.

Liability and Insurance

The University of Louisiana Monroe and Residential Life ARE NOT RESPONSIBLE FOR LOSS IN THE RESIDENTIAL BUILDINGS DUE TO THEFT, FIRE, WATER, HEAT, OR OTHER CAUSES. THE UNIVERSITY

IS NOT RESPONSIBLE FOR PERSONAL PROPERTY LOST; STOLEN OR DAMAGED IN OR ON RESIDENCE HALL AND APARTMENTS PROPERTIES. The University recommends that the student determine if they are covered by their parents' insurance and if not, they may want to consider purchasing renters' insurance.

In some cases, the parents' homeowner policy may extend coverage to your room and property in the residence hall, but we advise that you check with your insurance agent. A voluntary plan of insurance for personal property is available to students in the residence halls. Information on this program is available in the Office of Residential Life or online at <https://www.nssi.com/get-started>.

Loss of Major Services

Occasionally, services provided by third-party vendors (electricity, gas, water, internet satellite/cable) may be halted with or without notification. Should a resident experience any loss of these services, please contact the Office of Residential Life during university business hours or the Staff Member on Duty immediately.

If a third-party vendor (electricity, gas, water, internet, cable) makes the Department of Residential Life aware of halted services, residents will be notified of the affected buildings by email communication through eRezLife.

In the event of an unexpected loss of major services, the Residential Life Staff will notify the University Police Department and the Maintenance Supervisor of the outage. We ask residents to be patient as repairs will begin as soon as it is safe for the service provider to do so.

Personal Security

The Residential Life Staff want you to be aware of some important guidelines for the safety of yourself, your guests, and your property. We recommend that you follow these guidelines in addition to other common sense safety practices.

While Inside Your Unit: The following guidelines are set forth:

- Lock your doors and windows – even while you're inside.
- Use your dead bolt locks on the doors – even while you're inside.
- Check your door locks, window latches, and other security devices regularly to be sure they are working properly.
- Doors and windows to student rooms are to be kept closed in all residence halls and apartments. This will aid in keeping noise levels to a minimum and in avoiding theft. Doors must be kept closed even when residents have manually turned off heating and air-conditioning systems.
- When answering the door, see who is at the door by looking through a window or peephole. If you do not know the person, first talk with them without opening the door. Do not open the door if you have any doubts.
- Do not give out keys or ID card to anyone.
- Do not put your name, address, or phone number on your key ring.
- If you have lost your key or because someone you distrust has a key, ask the Office of Residential Life to change the locks. We will be happy to accommodate you as long as you pay for the lock change. If your keys are stolen and there is a police report, we will change the locks free of charge.
- Report any problems with your smoke detector.
- If an emergency arises, contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350, and then call the Office of Residential Life or contact the Staff Member on Duty.
- Immediately report the following to the Office of Residential Life:
 - Any needed repairs of locks, latches, doors, windows, smoke detectors, and alarm systems.
 - Any malfunction of other safety devices outside your unit, such as broken gate locks, burned-out lights in stairwells and parking lots, blocked passages, broken railings, etc.
- Close curtains, blinds, and window shades at night.
- Mark or engrave identification on valuable personal property.
- Consider storing valuables and prescribed medications in a lock box.

While Outside Your Unit: The following guidelines are set forth:

- Lock your doors while you're gone. Use the dead bolt lock.
- Close and latch your windows while you're gone.
- Tell your roommate(s) where you're going and when you'll be back.
- Do not walk alone at night.
- Do not hide a key under the doormat or nearby. These are the first places someone will look.
- Do not give keys or access ID cards to anyone.
- Carry your door key in your hand, whether it is daylight or dark, when walking to your entry door. You are more vulnerable when looking for your keys at the door.

While Using Your Car: The following guidelines are set forth:

- Lock your car doors while driving.
- Lock your car doors and roll up the windows when leaving your car parked.
- Whenever possible, do not leave items in your car, such as phones, laptops/tablets, packages, presents, backpacks, keys, or purses/wallets in view.
- Do not leave your keys in the car.
- Carry your key ring in your hand while walking to your car – whether it is daylight or dark and whether you are at home, school, or work.
- Try to park your car in off-street parking. If you park on the street, park near a streetlight.
- Check the backseat before getting into your car.
- Do not stop at gas stations or automatic-teller machines at night – or anytime when you suspect danger.

Awareness: No security system is fail-proof. Even the best system cannot prevent crime. Always proceed as if security systems do not exist because they are subject to malfunction, tampering, and error. We disclaim any express or implied warranties of security to the fullest extent permitted by applicable law. The best safety measures are those you perform as a matter of common sense and habit.

On-Campus Security Escort Service: Students, faculty, staff, and visitors on ULM's campus can utilize the University Police Department's FREE security escort service if they do not wish to walk alone. Anyone who does not wish to walk alone can contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350 to request a security escort. An employee or volunteer security escort will arrive within 10-15 minutes at any ULM campus location and escort them to a campus destination.

911 Service: The Monroe City 911 emergency response computer system does not currently have the capability of identifying your specific unit number based solely on a telephone call to the system, therefore, if you are in need of emergency assistance, PLEASE contact the University Police Department through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350, state the emergency, what building you are in, and the room location.

Tornado & Severe Weather Procedures

The Department of Residential Life, along with the entire University community has developed notification and emergency procedures in the event of severe weather or tornadoes. Notification will be provided through siren (not fire/evacuation alarms), intercom, other voice communication, or ULM Safe app (<https://www.ulm.edu/ens/>).

Tornado/Severe Weather Watch: When a watch has been issued, conditions are right for a tornado/severe weather to develop. Be prepared to take shelter and keep informed of the latest storm conditions.

Tornado/Severe Weather Warning: Tornado/Severe Weather warning means a tornado/severe weather has been sighted and confirmed in the area. Notification will be provided through use of emergency warning sirens and ULM Safe app (<https://www.ulm.edu/ens/>). Tests of the siren last three minutes. If the siren lasts longer than three minutes, at which time it should be considered that it is not a test and a life threatening situation exists. Take cover immediately in the bathroom of the unit. Be familiar with the list of safe places to take shelter in the event of a tornado/severe weather. Residents should take shoes and blankets with them to shelter

areas.

Taking Cover: Students should evacuate all temporary structures and proceed immediately to a structurally secure building. Students should always use the stairways rather than elevators since in the event of power failure, elevators could stop between floors. Also, if there is strong enough wind, which could break glass in stairwells, students should return to their unit's bathroom (inside walls, away from glass) and protect themselves from flying debris. Fire alarm evacuations are mandatory; seeking shelter during severe weather is optional.

All Clear Signal: When the emergency warning signal has been activated, everyone should seek shelter and remain in the shelter until at least twenty (20) minutes after the last siren has ceased. The siren does not give an "all clear" signal. After twenty minutes have expired since the last siren, it is reasonable to believe that normal activities can resume. You are requested not to contact the Police Department for verification of the emergency indicated by the siren. However, if available, tune a radio to KNOE (101.9 on your FM dial) or KNOE (AM 540). These stations will provide you with the following information: (1) the type of emergency, (2) location of emergency, (3) what you should do, (4) where you should go, and (5) when the emergency is over.

Transportation to Hospital

If a resident needs transportation to the hospital, call the University Police Department immediately through the ULM Safe App (<https://www.ulm.edu/ens/>) or by phone at 318-342-5350 and express the need for EMS. Residential Student Staff members cannot transport residents to the hospital. If a resident is transported to the hospital, the University Police Department will contact the resident's parents, if deemed necessary, and inform them of the transport and refer them to the hospital's phone number. Residential Student Staff members should provide the University Police Department with the emergency contact information for the student.

Violent/Hostile Intruder, Active Shooter, and Riot Procedures

The Department of Residential Life, along with the entire University community has developed notification and emergency procedures in the event of an intruder or shooter. Notification will be provided through siren, intercom, other voice communication, or the ULM Safe app (<https://www.ulm.edu/ens/>).

Staff Response for Intruder/Shooter/Riot Watch: When notified, residents should enter their rooms and secure their windows and doors using all security measures available. Upon assessment of the situation and when a staff member determines that the situation is unsafe, they will also follow the aforementioned process.

Student and Staff Response for Intruder/Shooter/Riot Warning: When notified by the ULM Safe app (<https://www.ulm.edu/ens/>), residents and Residential Student Staff members should secure their windows and doors using all security measures available. Turn off any lights or electronics that might indicate that the room is occupied. Take cover immediately, stay out of sight from doors and windows, remain quiet, and do not enter the hallway or open areas. Seeking shelter during intruder or shooter confirmed notification is mandatory.

Appendix A: Residential Student Staff List

West Campus

	Title	Location	Room #
MADISON	Hall Director	Madison 246	318-342-6912
	East 2nd Floor RA	Madison 215	318-342-6480
	East 3rd Floor RA	Madison 315	318-342-6462
	West 2nd Floor RA	Madison 238	318-342-6387
	West 3rd Floor RA	Madison 338	318-342-6442
OUACHITA	Hall Director	Ouachita Apt	318-342-7335
	1st Floor RA	Ouachita 107	318-342-7343
	2nd Floor RA	Ouachita 211	318-342-7367
	3rd Floor RA	Ouachita 310	318-342-7394
	COMMONS	Hall Director	UCOM 1318
1st Floor RA		UCOM 1118	318-342-5817
2nd Floor RA		UCOM 1218	318-342-5858
3rd Floor RA		UCOM 1328	318-342-5981
UNIV. SUITES	Hall Director	UNIS2211A	318-342-6582
	1st Floor RA	UNIS2106A	318-342-6293
	2nd Floor RA	UNIS2222A	318-342-5927
	3rd Floor RA	UNIS2322A	318-342-5890
	4th Floor RA	UNIS2422A	318-342-6227

East Campus

	Title	Location	Room #
BYU. SUITES	Hall Director	BYUS 4122A	318-342-7688
	1st Floor RA	BYUS 4109A	318-342-7661
	2nd Floor RA	BYUS 4209A	318-342-7709
	3rd Floor RA	BYUS 4309A	318-342-7765
APARTMENTS	Hall Director	APTS6110A	318-342-6118
	BLDG 5 1st Floor RA	APTS5102D	318-342-7615
	BLDG 5 3rd Floor RA	APTS5305D	318-342-7605
	BLDG 6 2nd Floor RA	APTS6207D	318-342-6155
	BLDG 6 3rd Floor RA	APTS6305D	318-342-6193
	BLDG 7 1st Floor RA	APTS7103D	318-342-7428
	BLDG 7 3rd Floor RA	APTS7308A	318-342-7554
MASUR	Hall Director	Masur Apt	318-342-3603
	North 1st Floor RA	Masur 106	318-342-6507
	North 2nd Floor RA	Masur 220	318-342-6593
	North 3rd Floor RA	Masur 305	318-342-6650
	South 1st Floor RA	Masur 150	318-342-6551
	South 2nd Floor RA	Masur 256	318-342-6629
	South 3rd Floor RA	Masur 361	318-342-6706

Appendix B: FIXX Procedures

What is an EMERGENCY Request?

Examples include but not limited to:

- Water/Flood
- Safety Issue
- Elevator Emergency
- Sewer Problems
- Heating/AC
- Smoke Smell (not cooking)
- Breaker Issues

During university business hours, call the main office ASAP. After hours, call the [Staff Member on Duty](#) ASAP.

Residential staff will then determine next steps and ultimately make the call to maintenance staff.

What is a NON-EMERGENCY Request?

Requests include but not limited to:

- Beeping Smoke Detector
- Slowly Draining Sink, Tub, or Shower
- Lock Change
- Room or Outside Lighting
- Pest Issues
- Broken Elevators
- All Other Requests

Fill out a FIXX Ticket at <http://fixx.ulm.edu/> to have the issue assessed, repaired, or addressed.

Residents should include an accurate and detailed description. Students do not schedule a time and do not need to be present for the repair.

For service issues with:

Cable/Stream2 TV service; please contact [Apogee Customer Support](#) through live chat, email, or phone.

WiFi/Ethernet Internet service; please review [IT's ResLife FAQ](#) and/or submit a [support ticket](#).

Coin-Operated Laundry machines; please contact [Caldwell & Gregory](#) through online request.

Filling Out a FIXX Housing Ticket

Visit <http://fixx.ulm.edu/>, then click "Submit a FIXX Housing Ticket"

1. Click on **Requestor Name** and input your First and Last Name
2. Click on **Phone #** and input your phone number, including area code
3. Click on **Requestor E-mail** and input your Warhawks email address
4. Click on **Building Name** and select your building
5. -----Leave **Floor Code** blank-----
6. Click on **Area #** and select your unit number and, if applicable, area within
7. -----Leave **Department** blank-----
8. Click on **Repair Center** and select Residential
9. Click on **Action Requested** and input the most accurate description of the problem.
10. Click on **Submit** and a pop-up with a Work Order Request Number will appear.

The screenshot shows a web form titled "Service Request". The form contains several input fields and dropdown menus. The fields are: Requestor Name (dropdown), Phone # (text), Requestor E-mail (text), Facility Name (text, pre-filled with "ULM Residential"), Building Name (dropdown), Floor Code (dropdown), Area # (dropdown), Department (dropdown), Request Type Desc (dropdown, pre-filled with "Web request"), and Repair Center (dropdown). Below these fields is a large text area labeled "Action Requested". At the bottom of the form, there is a "Notify Me" checkbox (checked), and three buttons: "Submit", "Clear", and "Create Bookmark".

Appendix C: Charge List

ULM Residential Life Charge Sheet

Entry Items		Cost	Kitchen		Cost
Entrance Door		\$200	Cabinets		\$100
Hardware (Lock/Levers/Hinges/)		\$25 to \$150	Counter Top		\$100 to \$200
Lock Change for Bedroom Door		\$50	Dining Chairs		\$100/chair
Lock Change for Front Door		\$50	Dish Washer Replacement		\$500
Lock Change for Mailbox		\$10	Ice Maker Replacement		\$100
Peephole		\$20	Microwave Replacement		\$300
			Oven		\$20 to \$500
Common Items		Cost	Over-the-range Fan Hood		\$50
Baseboards		\$5/ft.	Pantry/Shelves		\$50
Blinds		\$50	Refrigerator Replacement		\$450
Cable Outlet		\$50	Sink or Faucet		\$150
Ceiling Fan		\$100	Stove drip pans (set of 4)		\$20
Chair		\$150	Table		\$150
Coffee Table		\$125	Washer/Dryer Replacement		\$1,500
Couch		\$250			
Electrical Outlets/Plates		\$10	Paint & Repair		Cost
Light Fixtures		\$50	Damage Carpet		\$25/sq. ft
Light Switches		\$10	Damage Ceiling/Ceiling Tile		\$25/sq. ft
Screens		\$75	Damage Floor		\$25/tile
Thermostat		\$50 to \$150	Paint Door		\$25/door
Windows (top or bottom/both)		\$150 to \$300	Repair/Paint Walls		\$25/wall
Wireless Access Point / WiFi Box		\$400	Tape/Adhesive on Wall		\$25 to \$75
Bedroom		Cost	Cleaning & Safety		Cost
Bed Frame		\$150	Burn Damage - furniture/counters		\$25/burn
Chair		\$100	Clean Bathroom/Vanity/Entry		\$50
Closet Door (wooden or mirrored)		\$250	Clean Bedroom/Kitchen/Living		\$100
Closet Storage (shelves or drawers)		\$100 to \$250	Exit Sign Replacement		\$125
Desk		\$500	Fire Extinguisher		\$100
Door		\$100	Sign Replacement (any type)		\$10
Door Hardware (Lock/Levers/Hinges)		\$25 to \$100	Smoke Detector Tampered/removed		\$150
Dresser/Dresser Drawer		\$50 to \$500	Smoke Detector, battery missing		\$50
Light Cover		\$35	Top Scrub Floor		\$50
Mattress		\$100	Trash Removal		\$25 to \$100
Window Sill Crackes/Broken		\$50	Water/Fire Damage		Full Cost
Bathroom		Cost	Student Conduct		Cost
Door		\$100	Entrance/Exit Door or Gate - Pull/Prop		\$100 to \$500
Door Hardware (Lock/Levers/Hinges)		\$25 to \$100	Entrance/Exit Door or Gate - Tailgating		\$100 to \$500
Drain Clogged		\$50	Excessive Lockouts (4th and up)		\$25/lockout
Medicine Cabinet		\$75	Failure to Evacuate		\$50 to \$200
Mirror		\$100	Improper Checkout Storage		\$10/day
Replace Faucet		\$125	Late/Improper Checkout		\$25/day
Shelves		\$50	Pet Sanction		\$200
Shower Accessories		\$50	Pouring/Throwing Items from Building		\$100
Shower Curtain Rod		\$50	Restitution		Full Cost
Sink		\$100	Unauthorized Room Change/Usage		\$200
Toilet		\$100	Unauthorized Visitor/Cohabitation		\$100/day
Towel Bars		\$20	Vandalism		Full Cost

rev. 8/23

Appendix D: Allowed/Prohibited Items

This list is meant to be a resource and is not all inclusive. If you have questions, please review the Guide to Residential Life (<http://www.ulm.edu/reslife/guide.html>) and the current ULM Student Handbook (<https://www.ulm.edu/studenthandbook>). You may also contact our office at 318-342-5240 or email us at reslife@ulm.edu.

Bedding: Sheets for all Residence Hall beds (XL twin - 38" X 79½" by 8"), Sheets for all Bayou Village Apartment beds (Full - 53" X 79½" by 8"), pillows, mattress cover, comforter, blanket, foam mattress pad (optional).

Bathroom: Towels, wash cloths, robe, shower shoes, shower tote/caddy, soap holder, toothbrush, and toothbrush holder, toiletries, bath rug, toilet paper (Available upon request for Madison, Ouachita, and Masur), shower curtain, shower liner, and shower hooks (Liner and hooks provided for Madison, Ouachita, and Masur).

Room: Desk lamp, light bulbs for your lamps, telephone, fan, broom or sweeper/vacuum, picture hangers (no large nail, no double sided tape, no stick on glue, tacky putty), surge protectors (regular extension cords are prohibited), clothes hangers, dirty laundry bag/laundry basket, iron that has an automatic shutoff, ironing board, flashlight, batteries, wastebasket, small rugs (floors in all the halls are tile), alarm clock/clock radio, under the bed storage containers.

Approved appliances: computers, printers, computer game equipment, radios, stereos, televisions, DVD players, MP3/music players (headphones are recommended), dorm style refrigerators up to 3.3 cubic feet, electric clocks, crock pots, electric razors, electric blankets, hair dryers, fans, coffee makers, rice cookers, curling irons, microwave ovens and toasters. It is preferable that coffee makers, curling irons, and flat irons be equipped with an automatic shutoff.

Cleaning Items: Broom, mop, laundry detergent, fabric softener, stain treatment, bathroom cleaner, toilet bowl brush, toilet plunger, glass cleaner, antibacterial wipes, furniture spray, sponges, scrub brush, dish detergent. Once you move in, you and your roommate/suitemates are responsible for cleaning the bathroom in your room or suite.

In accordance with the state and federal laws, direction of the State Fire Marshal, and regulations of the university, the Department of Residential Life has developed a list of items that could potentially cause harm or damage to the residents, their guests/roommates/suitemates, or the building under certain circumstances.

For your safety and the safety of other students the following items are not permitted in the residence halls and the apartments: animals/pets, halogen lamps, any open-coiled cooking appliances, toaster ovens, extension cords, electric fry pans, Christmas/strand lights, candles or incense, Scentsy or other wax warmers, fireworks, BB guns, rifles, handguns, paint pellet guns, ammunition, laser lights, sling shots, martial arts weapons, stun guns, Tasers, airsoft guns, swords, metal tipped darts, knives (i.e. hunting knives, butterfly knives, switchblades, etc.), explosives, archery equipment, personal wireless routers, television wall mounts, decorative bottles that once held alcohol, sun lamps, electric heaters, kerosene heaters, air conditioners, bed risers, water beds, connections to outside aerials or antennas, excessive body building equipment, treadmills, amplifiers, sandwich makers and all grills.