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Welcome to Texas A&M University-Commerce and Residential Living and Learning! We are excited to be part of your journey.

Residential Living and Learning strives to provide affordable, engaging, and well-maintained living residence halls and apartments. We partner with Academics, student support services, dining, maintenance and custodial, and athletics to create a welcoming campus environment. The idea of wrap-around services is important to us, and helps reduce stress for students balancing college-level coursework, new experiences, working one or more jobs, and being away from home.

All of our residential buildings provide a host of amenities, and - importantly - professional and student staff/leaders to help you along your journey. We are very proud of our commitment to your care and success. Opportunities for growth and leadership are prevalent, so please take advantage of them. Consider becoming a Desk Attendant, Resident Assistant, Marketing Assistant, EcoLion, Hall Council member, or any of our other positions.

Whether you stay with us for one or more years, your success is important to us. Any of our staff are available by phone and email, or by stopping by their office. We welcome the opportunity to engage and participate with you on your journey. Please let us know how we can help.

It’s a great day to be a Lion!

Michael Stark
Director
Residential Living and Learning
Hey Lions,

Texas A&M University-Commerce has many ways to get involved even without leaving your residence hall!

Residence Hall Association (RHA) is the “student government” of the residence halls on campus. We are affiliated with NACURH (National Association of College and University Residence Halls) and are in the SWACURH (Southwest Affiliate of College & University Residence Halls).

As Residence Hall Association, we host one event every month during the semester and we are also welcome to student’s opinions. We have General Assembly meetings that are open to the general public throughout each semester. For Fall 2019, General Assembly meetings are on Thursdays from 5 P.M.-6 P.M. in the Whitley ResEd Suite. Also, the executive board members, Meghan Carlee (President), Tylar Brown (Vice-President), Nadya Medina (Secretary), Shana Gerlofs (Treasurer), and Achante’ Davis (National Communications Coordinator) all have office hours during the week. The board would love to meet and chat with anyone.

All of the halls have Hall Council—New Pride/Family/ West Hals, Phase 2, Phase 3, Prairie Crossing/F-Halls, Pride Rock, Smith Hall, Whitley Hall. These are made up of student leaders on campus and take place right in where you live! Talk with your Resident Assistant, Community Director, or a member of RHA if you are interested in getting involved.

We do this for the students of Texas A&M University-Commerce. We strive for the students to have the best on-campus living experience. We care about any issues, comments, concerns, and questions. Let us know if we may do anything for you!

Your Residence Hall Association President,
Meghan Carlee
Class of 2022

Connect With RHA
Instagram @tamuc.rha.lions
Twitter @tamucRHA
Email tamucrha@gmail.com

Updated October 17, 2019
Mission
Residential Living and Learning (RLL) is a dedicated staff that cultivates an environment conducive to the active pursuit of academic, personal and professional success. We are determined to expand the understanding of oneself and global citizenship through innovative initiatives built on unique opportunities that engage and empower students to value diversity, enlightened inclusion, and lifelong learning.

Responsibilities and Rights
Statement of Responsibility
Information provided in this handbook is for the benefit of the community and residents of Texas A&M University (TAMUC) Residential Living and Learning. Residents are encouraged to make TAMUC their home away from home, and to live in community with other students. In order to facilitate the development of community and cooperation, all community member share responsibility and accountability for knowledge and adherence to policies and procedures.

Being well versed in this information will help make the living experience an educational and enriching one as well as provide the resources to be a good community member. Residents are responsible for what happens in their living unit. Students in the presence of any policy violation may be subject to disciplinary action. Any type of damage, incidental or malicious, will result in restitution of damaged property by the responsible residents.

FERPA
FERPA is the Family Educational Rights and Privacy Act of 1974. The essence of FERPA is to give a student the right to inspect his or her education records and to protect the privacy of these records. The statute applies to any educational agency or institution that receives funding under any program administered by the Secretary of Education. For more information, visit: www.tamuc.edu/admissions/registrar/FERPA.
As a resident within the Department of Residential Living and Learning, the staff works hard to ensure that the following rights are afforded to everyone:

- **Sleep:** We believe that each resident has the right to sleep within their assigned space.
- **Ability to Study:** We believe in creating an environment that will provide residents the ability to study within their assigned halls and/or room.
- **Personal Belongings:** We believe that you should have the ability to have your personal belongings within your assigned space.
- **Access:** We believe that you should be able to access your assigned space without any hindrances.
- **Clean Environment:** We will work hard to ensure that all common spaces are kept up and clean, and through Health and Safety Inspections that individual rooms are kept to the same standard.
- **Express Concerns:** As a staff we are here to listen to any and all of your concerns, will work hard to ensure that we are addressing your concerns to the best of our ability.
- **Personal Privacy:** As a resident, you have the freedom to privacy within your assigned space.
- **Open and Inclusive Environment:** As a staff we will work hard to ensure that we are creating an environment that is welcoming. Abuse (written or verbal), threats, intimidation and violation will not be tolerated.
- **As a resident, it is expected that you abide by all Residential Living and Learning Community Standards, University Code of Conduct and abide by all directives provided by University employees.**
Residential Living and Learning Processes and Procedures

(in alphabetical order)

This section outlines processes and procedures within Residential Living and Learning. Please note that this section does not include the University’s Code of Conduct. For more information on the University’s Code of Conduct visit: Student’s Rights and Responsibilities Office.

Move in-out Process/Checklist

Break Housing
Break housing is available on a limited basis to residents during Winter and Spring Break. Residential Living and Learning reserves the right to consolidate residents during break periods as the need arises. Residents are not required to move all of their possessions out while away on breaks, however, the University does not accept responsibility for the loss or damage to personal property that is left within rooms during these time periods. Break housing applications and any associated fees will be made available through the Housing portal within the student’s MyLeo account. Residents that are staying over the break will need to complete this application within the specified time to be guaranteed break housing.

Check-In
Residence Halls open the Wednesday prior to the first day of classes. All residents are provided with a move-in date and time via email. Please follow that schedule to assist in traffic flow. Any early arrivals will need special permission in advance from the Coordinator of Assignments and Student Contracts. Approved early arrivals will be charged an addition fee.

Prior to arrival upon campus, each room is inspected by the Residential Living and Learning (RLL) staff. During this inspection, the Resident Assistants (RAs) documents damages and or issues within the room and will place on the Room Condition Report (RCR) module in the Housing Portal within the students MyLeo account. Upon arrival to their assigned room, students will inspect the room against the RCR and accept the report or note discrepancies within the system. Students have 72 hours after check-in to accept or reject their RCR. After 72 hours, the report will automatically be accepted and the student will be responsible for any damages to the room not reflected on the RCR.

Check-Out
At the end of the academic year, all residents are required to check out of their assigned space no more than 24 hours after their last exam. The residence halls close at 5pm on the last day of Exam week. At that time, all residents are required to be out of the building. All extenuating circumstances must be cleared through the individual Community Director.

Consolidation
The Department of Residential Living and Learning reserves the right to consolidate single occupants of rooms that are not assigned as private rooms. Consolidation permits staff to make room for students housed in temporary assignments, facilitate cleaning and maintenance to rooms, and to support the private room policy. If a resident does not have a roommate, they are required to keep the other half of
the room available to move a student into that space at any time. If a resident is found to have violated this policy, the resident will be charged the private room rate or consolidated into another room.

**Housing Requirement**
To be eligible to be housed on campus, students must be enrolled full-time and be in good academic and judicial standing with the university. Full-time attendance for undergraduate students is defined as being enrolled in a minimum of 12 credit hours in the fall and spring semester; and six credit hours in the fall and spring for graduate students. To be eligible for summer housing, both undergraduate and graduate students must be enrolled in a minimum of three credit hours each term. Any exceptions to these requirements must be approved by emailing: ResidenceLife@tamuc.edu.

**Mini-term Housing**
Housing is available on a limited basis to residents during the May and August-Mini Terms. Residential Living and Learning reserves the right to consolidate residents during these periods as the need arises. Residents may be required to move multiple times during the mini-terms.. Mini-term housing applications and any associated fees will be made available through the housing portal within the student’s MyLeo account. Residents that are staying over the mini-term will need to complete this application within the specified time to be guaranteed break housing.

**Reassignment**
The Department of Residential Living and Learning reserves the right to reassign students to other apartments, rooms or halls, when determined to be in the best interest of individuals and/or groups of students, availability of spaces, or to address student conduct concerns. Residents are able to confirm their housing assignment and roommate information by reviewing their Housing portal under MyLeo.

**Reapplication Process**
The reapplication process affords residents the opportunity to reapply for a hall assignment for the upcoming academic year. Reapplication information is made available on the Residential Living and Learning website, as well as publicized within the halls and through the students MyLeo account. The University Two Year Live-On Policy stipulates that all single beginning undergraduate students must live on campus for a period of two academic years. If a second year required student does not complete the reapplication process on their own, the student will be assigned a room and their account will be charged.

**Removal from Housing**
If a student receives notification of a removal from housing, they will have 48 hours to vacate their assigned space. Failure to do so may result in being criminally trespassed from campus.

**Room Changes/ Waitlist**
During the application process, there are times when desired halls or spaces are filled prior to your assigned application time. If this is the case, you are able to sign-up on the waitlist for that desired hall or space. Residential Living and Learning staff will do their best to work through the waitlist and to honor all requests. For more information pertaining to the waitlist please visit the Residential Living and Learning website.

A student may submit a room change request through the Room Change/Waitlist request in the MyLeo housing portal. Please note that room changes will not be approved until hall staff has been able to ensure that all residents have arrived and residents located in temporary housing have been placed in their permanent assignments. Residents are encouraged to speak to their Resident Assistant or Community Director if they have concerns with their room assignment.

Room Charges
Room charges are assessed to the students MyLeo account prior to the beginning of each semester. These charges are payable to the University according to published deadlines. Failure to pay room fees or tuition may result in a loss of your housing contract. To avoid this, please contact the University to set up payment or enroll in a payment plan.

Summer School Housing
Limited housing is available for students taking classes over the summer. Residents must be registered for a minimum of three credit hours for the semester in which they are seeking housing. Information regarding summer housing will be sent out to the student’s MyLeo account.

What to bring:
- Single Serve coffee makers without an external heating element.
- Powerstrips are used instead of extension cords. The power strip must be UL approved and have a built-in circuit breaker.

What NOT to bring:
- Air Conditioning Units
- Appliances that are not allowed include bread makers, broilers, camp stoves, coffee makers with an external heating element, coffee/drink warmer, convection ovens, crock pots, deep fryers, electric woks, electric skillets, griddles, grills (including George Foreman type, charcoal, wood-fired, or propane), hamburger cooker, hot plates or any appliance with open heating coils, hot cutter, hot oil popcorn popper, hot pots, induction cooking appliances, pressure cookers, rice cookers, sandwich makers/presses, toasters, toaster ovens, waffle makers, plug-in air fresheners, wax warmers, potpourri warmers, Scentsy or other heated fragrance devices, soldering irons, sun lamps, or space heaters.
- Candles or incense: Open flames are prohibited in the residence halls. Even candles that have never been used are not
- Decorative lighting: Black light bulbs, Halogen lamps, holiday lights, incandescent bulbs, lanterns with bulbs, neon lights, paper lamp shades, rope/string lights (including LED), glow lights, or torchiere lamps.
• Electrical appliances, equipment, or other devices that are not UL approved and/or labeled. Extension cords, multiple plug adapters, power strips WITHOUT circuit breakers. Fireworks, explosives, & hazardous items.
• Rechargeable hover boards and other similar devices.

Withdrawal
Students withdrawing from the university must first notify the university Registrar’s office to receive withdrawal forms and provide to RLL to be released from the contract.
Residential Living Learning Conduct Process

The Residential Living and Learning (RLL) conduct process is designed to encourage students to take responsibility for their actions and ensure that the rights of all members of the residence community are respected. The RLL conduct process includes administrative action and typically involves the following:

- Residents suspected of policy violations are documented by Resident Assistant staff and an incident report is submitted to the professional hall staff (Community Director and/or Assistant Community Director).
- Cases of repeat policy violations or incidents involving a potential safety risk to the resident or community may be referred directly to the Assistant Director or Associate Director of Residence Education.
- Notification is sent to the resident(s) potentially involved in the violation of the Community Standards (policies).
- During a conduct meeting, the resident(s) will meet with the Assistant Community Director, Community Director, Assistant Director, and/or the Associate Director of Residence Education. The resident's involvement in the policy violation is typically decided during the conduct meeting (e.g. the resident is either found "responsible" or "not responsible" for the policy violation in question). Once a decision has been determined, the resident is given an outcome letter outlining the result of the conduct meeting.
- If the resident is found responsible for the policy violation in question, sanctions consistent with the policy violation are assigned. Sanctions are typically educational assignments or tasks used to increase self-awareness and encourage appropriate behavior consistent with community living.
- Following receipt of the decision letter, the resident may submit a written appeal within (5) business days from the date of the decision. (Refer to Appeal Process for more information)

Failure to participate in the Residential Living and Learning conduct process will result in further administrative action up to cancellation of housing contract. The Residential Living and Learning conduct process is separate from the Office of Student Rights & Responsibilities.

Students are responsible for what occurs in their room. As a result, they may be held responsible for violations occurring in their assigned room or suite, even if they are not present when the violation occurred. For conduct purposes, the decision on whether a violation occurred is based upon a preponderance of information and not "beyond a reasonable doubt." Preponderance is based on the more convincing evidence/information and its probable truth or accuracy, and not on the amount of evidence/information.

Accepting Responsibility for Your Actions

During the conduct meeting, the Residential Living & Learning professional staff member meeting with the resident will explain the process for determining responsibility. Our conduct process does not seek to punish, but instead uses the incident as an educational opportunity. Residents may be found responsible or not responsible for violations, and these decisions are communicated via email to residents’ TAMUC email in a decision letter. A finding of not responsible requires no further action from the resident. A finding of responsible generally requires a change in action or behavior, sometimes called a sanction. Whether a resident accepts responsibility for a policy violation or is found responsible for violation(s) by Residential Living and Learning staff, sanctions assigned are intended to provide the resident with an educational opportunity. Sanctions are designed to provide opportunities for self-reflection, increased
self-awareness, and a deeper understanding of the impact of their behaviors on themselves and others in their community.

Residence Hall Removal
Residential Living and Learning reserves the right to remove any resident from the residence halls in serious cases due to safety considerations, contract cancellation, or situations where current medical knowledge and/or the best available objective information demonstrates that the resident poses an actual risk to the health or safety of themselves or others.

Any decision to summarily remove a resident from the residence halls may be appealed via the Appeals Process described below.

Residential Living and Learning is not responsible for making alternative housing arrangements or for payment or reimbursement of any costs any resident may incur as a result of being removed from the residence halls.

Appeal Process
Following receipt of the decision letter, the Resident may submit a written appeal within five (5) business days from the date of the decision. In most cases, the assigned sanctions will not be initiated until completion of the appeal process.

The appeal process exists to review the appropriateness of initial decisions. Beyond not liking the original decision or sanctions assigned, those appealing should have a defined rationale, and articulate that clearly. Appeals can be submitted by completing the appeal form found at the link located in the decision letter and uploading an appeal document. The uploaded appeal document should include the following information:

- First and Last Name
- Phone Number Where you Can be Reached
- TAMUC Email Address
- TAMUC ID Number (Student ID)
- Conduct Case Number
- Grounds for Appeal

The appeal must specify one or more of the following grounds:

- That the Residential Living and Learning Conduct Procedures were not followed. Deviations from designated procedures will not be a basis for sustaining a challenge unless the procedural error substantially impacted the finding or sanction
- There is new information or other relevant facts not available at the time of the decision that is potentially sufficient to alter the findings
- That the sanction(s) assigned is/are substantially disproportionate to the severity of the violation

The appeal and all relevant information pertaining to the case will be forwarded to the appropriate administrator. Following a review, the administrator may uphold the initial decision, modify the sanction(s), remand for a full or partial review, or dismiss the case.

Should a Resident intending to appeal believe they have been given inadequate time to prepare an appeal, a written request for an extension of time may be submitted to the Associate Director of Residence
Education at julia.rose@tamuc.edu. This request must be submitted in writing within the five (5) business day appeal period and must include a proposed submittal date and a rationale for requesting an extension. The Associate Director for Residence Education will email notice of the administrator’s appeal decision within ten (10) business days upon receipt of the written appeal. The decision of the administrator is final.

Special Administrative Actions
The following are special administrative actions which may be taken in addition to and apart from the conduct process.

The Director of Residential Living and Learning or designee may initiate action against a resident pending the initiation of the conduct process whenever there is information that a resident poses a threat to the safety or well-being of Housing Community members, and/or University property, or poses a continuing threat of disruption or interference to typical community life or functioning of the Housing Community.

A resident subject to special administrative actions will be given prompt written notice of the allegations and the opportunity for a prompt conduct meeting. These actions include, but are not limited to:

RELOCATION
The Director of Residential Living and Learning or designee may require residents to move to another room or suite or move to another residence hall/suite. Reasonable notice under the circumstances shall be given.

INTERIM EXCLUSION AND AREA RESTRICTION
The Director of Residential Living and Learning or designee may exclude any resident from University owned, operated, or leased housing before final determination of an alleged violation. The Resident may be restricted only to the minimum extent necessary when there is reasonable cause to believe that the Resident’s residence or presence in a specified area of University Housing will lead to physical abuse, threats of violence, conduct that threatens the health or safety of any person, or cause disruptive activity incompatible with the orderly operation of University Housing.

CONTRACT SUSPENSION
The Director of Residential Living and Learning or designee may prevent re-contract of a resident pending the final determination of an alleged violation(s).
Residence Hall’s Policies and Procedures (in alphabetical order)

In addition to the Student Code of Conduct, residents are required to abide by the Department of Residential Living and Learning Community Standards. Any and all violations of these policies may result in the student being referred to the student conduct process, and have consequences which range from warnings to loss of housing contract.

Abandoned Property
TAMUC and the Department of Residential Living and Learning staff are not responsible for any student property left in any on-campus residential space. In the event property is left in a room or apartment after the housing contract period is over, the property will be removed and stored at the owner’s expense. If possible, the student will be notified to arrange a pick-up date.

The Department of Residential Living and Learning will maintain abandoned property for 90 days, after which the property will be turned over to the University Lost and Found or to a charitable organization in the community. Residents will be charged $45/month for the 90-day period during which abandoned property is maintained.

Alcohol
In accordance with System Police 34.03, Alcoholic Beverages- alcohol is permitted in “University Apartments and Residence Hall room (individuals 21 years or older).” Alcohol is strictly prohibited in the assigned spaces of residents under 21 years of age. Residents who are at least 21 years of age are permitted to have alcohol in their assigned bedroom (this does not include common areas) in accordance with Texas law. Texas law requires individuals must be at least 21 years of age to purchase, possess, or consume alcoholic beverages. In addition to this, all residents are held to the following standards:

1.) Residents are prohibited from being in possession of empty alcohol containers, including decoration
2.) Residents are prohibited from being in possession items that can be used for rapid consumption, examples include but are not limited to: shot glasses (if under 21), funnels, ice-luges, and kegs.
3.) Residents less than 21 years of age, many not knowingly be in the presence of alcohol or under the influence of alcohol
4.) Residents will not possess, share, sell or use kegs, beer bongs, beer balls or other common-source containers of alcohol, nor will they possess a large quantity of alcohol or alcohol containers intended for or used by a group rather than an individual
5.) Residents may not be visibly intoxicated
6.) Residents will not manufacture or sell alcohol either directly or indirectly
7.) Residents may not display advertisement of alcohol that are visible outside of their assigned residence hall/apartment
8.) Residents will not provide or serve alcohol to anyone less than 21 years of age, nor will they host or promote an event where alcohol is present and any guest who is less than 21 years of age is in attendance
9.) Residents will not possess or consume alcohol in public places including, but not limited to, lounges, study rooms, hallways, entryways, elevators, stairwells, balconies, terraces and decks. If the door of the residence hall room/apartment is open, the space is considered a public place
10.) Residents guest’s, regardless of age, are not permitted to consume alcohol
Appliance and Household Items
To assist in providing a safe environment for all residents, all items that are brought into the residence hall must be approved for use. Any and all items which have an open heating source or provide a threat to fire safety are not permitted within any residence hall. This includes, but is not limited to: Halogen lamps/bulbs, hot plates, deep fryers, broilers, space heaters, potpourri pots, sun lamps/tanning beds, toaster ovens, gasoline cans, candles, incense, oil lamps, hookahs and extension cords.

Arson
Starting a fire, no matter the size, within a residence hall or within the immediate surroundings outside a residence hall is strictly prohibited. Violations of this rule, which may also be considered a violation of state law, include setting fire to items on a door, bulletin board or any other flammable material within the residence hall. Grilling is only permitted within designated grill areas.

Bicycles
We encourage all bicycles to be registered with the University Police Department. Bicycle racks are placed in convenient locations throughout the campus, including all residence halls, and bikes should be secured. Bicycles may not be secured in any way to permanent fixtures such as trees and railings. Bicycles may only be secured to bike racks. Bicycles secured to permanent fixtures will be removed at owner’s expense. Bicycles should be walked through crosswalks.

Cooking
In accordance with the residence hall appliance procedures, cooking in the residence halls is allowed with approved cooking appliances only. Residents are responsible for ensuring that proper sanitation, ventilation, and fire safety precautions are taken. Cooking is not permitted within residence hall rooms, unless utilizing a microwave. Community Kitchens must be kept clean at all times (dishes clean, food stored properly, etc.). Any damages resulting from improper food disposal will be billed to the individual(s) responsible.

Door Propping/Pulling
Propping or forceful pulling open of any residence hall door and/or tampering with locks is considered a serious security violation. Anyone caught propping, pulling, or tampering with any door may be subject to disciplinary action.

Drugs and Drug Paraphernalia
In accordance with the Student Code of Conduct (http://www.tamuc.edu/student_guidebook/Student_Guidebook.pdf), possession, consumption, sales, and/or manufacturing of illegal drugs are prohibited by Texas State Law. Additionally, items that could be considered drug paraphernalia, including but not limited to: vaporizers, tobacco wrapping paper, and “bongs” are prohibited.

Emotional Support and Service Animals
If you have a documented need for a service animal or assistance animal, you must obtain approval through Student Disability Resources and Services and the Department of Residential Living and Learning, prior to bringing the animal into the residence hall.

**Empty Room/Bed Spaces**
If at any time a resident is living in a room, suite or apartment without a roommate/suitemate, they are responsible for keeping belongings out of the empty space and may not utilize that vacant space in any way. New residents may move in without prior notice and therefore no belongings may be stored in or under additional furniture or closets and the bed may not be used for storage or for hosting guests.

**Family Housing Guidelines**
Children under the age of 13 must be watched by their parent or caregiver at all times. Children must not be left alone, inside or outside, at any point.

**Fire Safety**
All residence halls are equipped with fire safety equipment. This includes but is not limited to, smoke detectors, fire extinguishers, pull stations, fire and evacuation signs, and fire exit doors. Residents and their guests are required to abide by the following polices and guidelines:

1. Residents are not permitted to tamper with or destroy fire safety equipment. Please see the Code of Conduct.
2. Residents are required to exit the building during all fire alarms.
3. Residents are not permitted to be in the possession of any prohibited items.
4. Residents are permitted one power strip per wall outlet, and are prohibited from plugging one power strip into another. All major appliances (refrigerators and microwaves) must be plugged directly into the wall outlet. Extension cords, including light strings are prohibited.
5. Residents are prohibited from pulling on or propping any Fire Exit or Exterior Building Door. Also, propping laundry room doors is prohibited.
6. Emergency exits are to be used for emergency evacuations. The misuse of emergency exits will be documented and handled judicially, which could result in a minimum fine of $250 and disciplinary action.
7. Paths to the exit door, windows, hallways, and safety equipment should be kept clear at all times.
8. Fireworks, Smoke Bombs, and Explosives of any kind are not permitted within entire campus community.
9. Only 20% of each side of room doors may be decorated.
10. Tampering with electrical/wiring system, painting, and installation of any additional property is prohibited.

**Furniture**
Each student room is provided with the proper RLL furniture. Residents are to abide by the following:

1. Residents are prohibited from placing furniture as to block access to windows, air vents, air...
conditioning and heating units.

2. Residents are required to return furniture to the location that they found their room upon check-in.

3. Residents are prohibited from removing University furniture from their room.

4. Residents are prohibited from utilizing a waterbed within their room.

5. Residents are prohibited from utilizing additional University furniture within their room without approval from their Community Director.

Gambling
The State of Texas prohibits gambling, whether it be for money or not, from occurring on the University premises. Residents are prohibited from participating in gambling activities. If found to be in violation of this policy, the situation will be documented and be referred to either or both the University Police Department and/or the student conduct process.

Guests and Visitation
Guests are defined as any person who does not live within the same assigned space. This includes other students/residents, or non-students. Residents are permitted to host guests within their assigned space, and should follow the guides listed below:

1. Hosts are responsible for the behavior of their guest(s) at all times and are obligated to inform their guest(s) of all University and the Residential Living and Learning Community Standards. Violation of any policy/procedure by a guest may result in disciplinary action being taken against both the guest and host.

2. Guests must be escorted by their host at all times. This includes but is not limited to: entering and exiting the building; the usage of bathrooms (buildings with common area restrooms); as well as leaving guests along within residence hall. Guests found without their host will be escorted out of the building.

3. Overnight guests must secure the permission of the roommate within 72 hours prior to the guests’ arrival, and are only permitted to stay two consecutive or nonconsecutive days within a 15 day period.

4. Cohabitation of two or more guests is prohibited. This includes but is not limited to: keeping clothing and other personal effects within the room, sleeping overnight in the assigned space on a regular basis and usage of the restroom facilities as if they resided within the room.

Extension or suspension of visitation privileges for an individual, a floor or an entire residence hall may be issued by RLL with just cause.

Guns/ Firearms
The University enforces state law regulating firearms on campus. In accordance with Texas A&M University system policy, possession of guns/ firearms without a license is prohibited. The open carrying of handguns is prohibited on campus with or without a license. Any resident of campus housing who is a handgun license holder and wants to store a handgun in his/her assigned room must provide their own safe, intended and manufactured for handgun storage. The resident may not provide access to their safe to any other individual.
Additional information regarding this process can be found in the Student guidebook, and the University webpage.

Failure to comply with this rule may result in removal from campus housing and participation in the University conduct process.

**Hall Games**
Residents are prohibited from engaging in any sports or “sport related” activities within the residence hall rooms, lounges, hallways, or stairwells.

**Health and Safety Inspections (HSIs)**
RLL staff will conduct Health and Safety Inspections four to six times a year. These checks will be announced and are made to ensure that: University property is being used properly; Reasonable standards of room cleanliness, safety, and sanitation are being observed; Maintenance needs are reported; RLL procedures are being observed; and all directives of the State Fire Marshal and Fire Safety procedures are being observed.

**Identification/Keys**
Residents are provided a University identification card, which in some cases serves as the residents’ room key. Residents are required to abide by the following requirements regarding Identification and Keys:

1. The Lion Card is property of TAMUC and is non-transferable. Possession of this card by anyone other than the owner is a violation of University regulations. Use of this card by anyone other than the owner is subject to criminal prosecution. If lost, the resident must pay for a replacement card with the MANE Card Office.
2. If residents are locked out of their room, they are encouraged to visit their hall office for assistance. Spare keys are available for the purpose of retrieving the residents’ original key and must be returned. Residents are permitted three lock-outs per semester; additional lockouts will result in a $10 fee being assessed to the students account.
3. Residents are required to report lost keys to their hall staff. Should a lock change be required as the result of a lost key, a charge of $55 for the re-core of the lock will be assessed to the students account.

**Interpersonal Conflicts**
If residents are having a conflict, first discuss the problem with each other. Do not use passive aggressive behavior in an attempt to resolve the conflict. Face to face, calm discussions are always the preferred route. If a resolution cannot be found for the problem, then residents are encouraged to see their Resident Assistant (RA). If the RA feels that the problem is not resolved, a referral will be made to the Community Director (CD). If the problem cannot be resolved, Residential Living and Learning has the right to initiate a move for one or more parties, or document through the RLL judicial system.

**Noise/Courtesy Hours**
Quiet hours are in effect everyday 10:00pm-10:00am. Residents and their guests are expected to be considerate of roommates and neighbors 24 hours a day. This includes, noise heard from surrounding apartments or rooms, residential facilities (lobbies, kitchens, etc.) and residential parking lots/garage.

*Updated October 17, 2019*
Twenty-four hour quiet hours will begin the week prior to exam week of each semester and be in effect until the conclusion of the exam period.

**Pets**
Fish are the only pets permitted in the residence halls, and may only utilize one aquarium no more than 10 gallons. Any pet or proof of pet, including stray animals, found in or around a resident’s room will need to be removed immediately and will result in a fine of **$75.00**, may be assessed additional charge for additional cleaning/disinfecting, as well as a $10 per day charge until the pet and all pet items are removed. If you are aware of any stray animals in the area, please contact UPD at (903) 886-5868 to request removal.

**Posting and Fliers**
If you or your organization wishes to post fliers within all of the Residence Halls, please visit the Department of Residential Living and Learning, located on the first floor of the Halladay Student Services building, to have your advertisement approved and receipt of the adequate number of copies for all halls.

Failure to abide by this policy will result in the posting or flier being immediately removed, and may result in your organization not being permitted to post fliers within the residence halls for the remainder of the semester.

For best results when posting fliers, please get them to the staff at a minimum of one week in advance! This will allow time for approval and adequate time for dissemination of information!
In instances where organizations elect to chalk their advertisements, chalking must be pre-approved by the Residential Living and Learning hall staff and must be within areas that are susceptible to rainfall. Staff reserves the right to remove any chalking that is inappropriate, offensive or not approved.

**Prohibited Items**
Due to safety and security concerns, the following items are strictly prohibited within the residence halls. Electrical balance/hover boards, motorized electrical scooters, shopping carts, string lights, Scented plug ins, Rice cooker, Crock pot, coffee pots, multiple socket box, electric blankets, and heaters. This list is not all inclusive; any item that poses health and safety risks to the community, poses a risk of damaging University property, and/ or negatively impacts building function and operations is prohibited.
Restricted Areas
All residents and their guests must abide by the following policies regarding restricted areas:

1. No student shall make unauthorized entry into any University building, office, attic, roof, or other restricted University facility.
2. Students who have been trespassed from a residence hall floor, building or area are required to abide by the stipulations of that agreement

Room Modifications/Decoration
Residence Hall rooms are equipped with items that have been deemed to be fire preventative and safe for residents. Residents are required to abide by the following policies regarding room modifications/decoration:

1. Residents are required to leave their room in the same condition as found on their room condition report
2. Residents are prohibited from painting their rooms
3. Residents are prohibited from placing any kind of hole within the walls. This includes the usage of nails and/or anchors. Failure to abide by this policy will result in a fee being assessed to the students account.
4. Students who place items in windows that the University determines to be offensive and/or obscene will be asked to remove the items immediately
5. No additional lock mechanisms may be installed in room doors
6. Residents will assume responsibility for any damage beyond normal wear and tear
7. Residents are permitted the usage of tension rods to hang curtains within their rooms, as well as to utilize other non-damaging mechanisms to affix decorations to walls, **do not use double-sided tape on any surface as it will cause excessive damage.**

If you have any additional questions, please contact your **Community Director.**

Roommate/Community Agreements
To assist in the conversations that are needed to build strong relationships with those within your floor communities, and your room, residents are strongly encouraged to work with their Resident Assistants (RAs) and Community Directors (CDs) to complete their Roommate and Community Agreements. Community Agreements will be discussed during the first floor meeting of the semester; and Roommate Agreements will be available during the beginning of the semester and revisited during situations where roommates are in conflict. Residents are required to abide by the stipulations of the agreements.

Solicitation
Residential Living and Learning does not allow solicitation by students, outside groups, student organizations, or companies in the residence halls without prior approval from the Director of RLL or designee.
Smoking/Tobacco
Smoking of any substance, including e-cigarettes, is prohibited in all campus facilities; this includes porches, balconies, stairwells, sidewalks, and enclosed inner courtyards. The smell of smoke, ashes, tobacco, and/or illegal substances is prohibited.

Syringe Disposal
Residents should not place exposed hypodermic needles directly in trash containers. Please dispose used needles in a puncture proof container. If no container is available, please take used needles to the Student Health Center.

Traffic Signs
The State of Texas prohibits the possession of any traffic sign, including but not limited to: state, city, directional, and informational signs.

Trash
Residents must take personal bagged trash to the dumpster adjacent to each hall/apartment complex. Staff reserves the right to open trash in order to find identifying items.

Vandalism
Residents are prohibited from causing damage to or littering on University property. Damage/vandalism will be billed to individuals and/or groups as necessary.

Weapons
Due to safety and security concerns, the following items are strictly prohibited within the residence halls: Weapons that may cause damage to the building or to other students including, but not limited to paintball guns, airsoft guns, nerf-type guns, ammunition, pellet or BB guns, slingshots, arrows, axes, machetes, brass knuckles, nun chucks, throwing stars, Tasers, knives, and guns/ firearms (without a license to carry). See Guns/ Firearms policy for guidance around legal possession of firearms on/ around campus.

Windows and Window Screens
Windows, including the screens may not be removed or altered in any way. In instances where windows have been permanently locked due to safety concerns, residents may not alter, unscrew or unlock them. No articles may be thrown or hung from windows. The threshold of all windows and balconies may not be crossed at any time for any reason.

Wireless Routers
Items that interfere with the University infrastructure, such as wireless routers within buildings that are providing wireless technology. TAMUC Information Technology Support Services provides wireless for our residence halls and other campus facilities at no additional cost. Residents are not allowed to have routers and must abide by the rules and regulations. The exception to this policy is in Prairie Crossing Apartments, where students are required to use University provided routers.
WiFi
Using WiFi is convenient, but unlike other types of data connections, there are many factors to consider when WiFi isn’t working well. Unlike a wired connection, WiFi is a shared resource. Everyone using it plays a role in making everyone else’s experience better or worse. All residence hall common areas and dorm rooms at A&M University-Commerce are covered by the Housing wireless service.

Login
Student\Your CWID Number
Password: Your MyLeo Password

Wireless Routers
TAMUC Information Technology Support Services provides wireless for our residence halls and other campus facilities at no additional cost. Residents are not allowed to have routers and must abide by the rules and regulations.

Network Device Policy
Network devices (router, switch, hub, etc.) are NOT permitted on the University’s network at any time unless it is owned by the University and has been put in place by Information Technology, or specifically has been approved by Information Technology. These devices can serve as gateways to our university’s internal systems and can result in data theft, as well as other malicious activity. Additionally, they can cause conflict with our network protocols and potentially bring down the entire network. Devices (PC, Mac, etc.) that are not owned and managed by the University CANNOT be connected to our wired network in the administrative offices at any time. However, these devices can be connected to University’s public wireless network.

Troubleshooting
If your computer sees the Housing network but the signal strength is not strong enough to provide a consistent signal, here are troubleshooting steps to follow:

- Restart your computer
  - If you experience problems connecting to WiFi right after disconnecting from a wired (Ethernet) connection or when returning to your room after being connected to Warrior WiFi at other locations, try restarting your computer. This will renew your IP address and reconnect your computer to the nearest WiFi access point.
- Look for sources of potential interference
  - Older microwave ovens, Smart TVs, cordless phones, Bluetooth devices, wireless speaker systems, wireless security cameras, wireless gaming controllers, Google Chromecast, Amazon Fire Stick, and Roku devices are just some of the commonly used devices that can interfere with your ability to establish and maintain a consistent WiFi connection. Older microwaves are particularly prone to cause interference, reducing WiFi performance and sometimes knocking everyone off nearby WiFi access points while they are running.
• Disable wireless devices when not in use
  o Printers
    Many personal printers have the ability to connect to WiFi to do wireless printing, and this feature is sometimes enabled by default. Since WSU has many printers available in the residence halls, and since wireless printers can almost always be plugged in to your computer via USB, we suggest turning off the WiFi on any personal printers while they are in the residence halls. Consult your owner's manual for instructions on how to do this.
• Other devices
  o If you go to class and leave your laptop or tablet on in your room, you aren’t just wasting electricity, you are occupying a wireless channel needlessly. Just put your devices to sleep (close the lid) and wake them up again (open the lid) when you get back. Closing the lid should also lock your computer screen to help keep your data secure.
• Disable personal wireless access points
  o TAMUC prohibits the installation and use of personal WiFi access points in campus residence halls. This includes cell phone hot spots. The use of such services interferes significantly with campus WiFi performance.
• Are there wireless weak spots in your room?
  o Is there one area of your room where the campus WiFi signal seems stronger than in other areas? If so, is this consistent across various times of day? When you notice the signal strength dropping, is there some activity that always seems to be happening (e.g., your roommate has six friends over and they're all using the wireless network, etc.)? It is that this is caused by temporary interference, but it could also be due to the position of the nearest wireless access point. This is good information to pass along to the Technical Support Center if you need help. Call us at 903-468-6000.

**Wireless Routers**
TAMUC Information Technology Support Services provides wireless for our residence halls and other campus facilities at no additional cost. Residents are **not allowed** to have routers and must abide by the rules and regulations.

**Television Services**
Dish is provided to all residents at no extra charge. Channel Listings can be found by going to the following page ([Residential Living and Learning Helpful Links](#)). Residents may have to purchase a Digital Converter box depending on their television’s brand and model.
Safety and Security

Pride Alert Warning System (PAWS)
The Pride Alert Warning System (PAWS) is a mass notification system used to inform students, faculty and staff of school closings and emergency situations. If you wish to participate, sign up on MyLeo under apps. In the event of severe weather, school closing, or any other emergency, you will be contacted via phone call, text messages and email.

Lion Safe App
The University Police Department along with Campus Operations and Safety has created the Lion Safe App. This app contains valuable safety instructions along with a mobile blue light phone, a friend walk app, up to date weather app and much more. This app can be found in the google play store and the apple store and is provided at no charge.

Blue Emergency Phones
There are many emergency phones located throughout campus. These phones can be identified by a blue light on top of the phone. Some phones are mounted to buildings and others are on a pedestal. All phones say “Emergency” on the side, and are a direct link to UPD’s emergency dispatchers.

Carrying Concealed Handguns and Storage
Any resident of campus housing who is a handgun license holder may have their handgun on or about their person. The resident may only store their handgun in his/her assigned room, and must provide their own safe, intended and manufactured for handgun storage. The resident may not provide access to their safe to any other individual. Failure to comply with this rule may result in removal from campus housing and participation in the University conduct process. If a resident observes a handgun within a residential community, they should immediately contact the University Police Department at 903-886-5868.

Keys/Card Access (also under policy/procedure)
For the safety of our community, keys are only issued to a resident for access to the assigned room/apartment. Residents are not permitted to lend or give their room/suite/apartment key(s) to anyone nor are they permitted to use the room/suite/apartment key(s) of another student. To control inventory of the keys, duplication of University keys is prohibited. University students are assigned an identification (ID) card. When living in Residential living and learning, student ID cards are encoded with the ability to grant access to doors designated with card readers. The student ID card will only function for the assigned community of residence. For the safety of our community, lending and giving ID cards to another person is prohibited. If an ID card is lost, contact the Mane Card located in Sam Rayburn Student Center for another card. Contact RLL to reactivate your new card.

Door Access System
Residential Living and Learning has placed security access doors on many of their hall doors. Residents are prohibited from propping these doors as it may cause permanent damage to the system and to the individual door, as well as permit entry to non-University affiliated individuals within the halls. If you see a door propped or broken, please inform your hall staff immediately so that this may be addressed.

Updated October 17, 2019
Fire Safety

Fire Drills
For the protection and safety of our community, unannounced fire drills will be held during the academic year. To become familiar with evacuation routes, cooperation is mandatory. Anytime the alarm sounds residents must exit the building. Participation in fire drills is required by state law. If you are confirmed to have an emotional/support animal you are responsible for the animal during the fire drill. (See Policy and Procedures for evacuation plans.)

Fire Alarm System
Each building is equipped with a fire alarm system. Residents are required to evacuate the building during the sounding of all alarms unless told otherwise by a member of the building staff and/or University Police Department. Residents are prohibited from tampering with these systems, included but not limited to: pulling fire alarms when no fire or threat of fire is present, playing with fire extinguishers, covering smoke detectors, and hanging items on or playing with sprinkler system within the building. Failure to adhere to this policy could result in a fine up to $500. (See Policy and Procedures for evacuation plans.)

When an alarm sounds residents should do the following:
1. Immediately close windows;
2. Grab keys and University ID card;
3. Wake roommate and inform them of the alarm;
4. Put on shoes and grab a jacket (if during night and/or colder months)
5. Check the door or doorknob. If it is cool, open and proceed towards the closest emergency exit to assigned meeting location. If it is hot, do not open, place a towel under the door if smoke is either seen or smelled, call 911 and inform them of your location.
6. Leave door closed and walk to exit. If smoke is encountered, stay low for air.
7. Do not use an elevator.
8. Do not re-enter the building under any circumstance until cleared by UPD or RLL staff member.

Sprinkler System
In addition to the fire alarm system, sprinklers have been installed in many of the residential communities. These are for the safety and protection of the residents, their belongings, and the property of the University. According to the NFPA 2018, nothing can be stacked, stored or constructed within 18 inches of a sprinkler head (Non sprinkler Halls is 24” from the ceiling). Hanging objects from sprinkler heads is strictly prohibited. Report any damages to the sprinkler system to the Hall desk immediately.

Smoke Detectors
Each residence hall room is equipped with a smoke detector. Smoke detectors in rooms are inspected annually by the Department of Campus Operations and Safety. If at any time the smoke detector starts beeping periodically, it may mean the batter needs replaced. Submit a work order for the battery to be
replaced. Do not remove the smoke detector; this is a direct violation of RLL Policy notifying UPD to respond to your residence.

**Warning Sirens**

*Outdoor Warning System (OWS)*

The Outdoor Warning Systems are known by many as “tornado sirens” or just “sirens”. However, it is important to understand that the Outdoor Warning System is designed for all hazards. As the name implies, the system is designed for people that are outdoors. Those that are indoors may not be able to hear the OWS for various reason (radio or television is on, vacuum cleaner going, etc.). The OWS should only be used as a **supplemental** warning tool for individuals. OWS can be used to alert citizens of tornadoes, hail, hazardous material incidents, civil emergencies, and any other impending hazard that could adversely affect the lives and property in the general vicinity.

**Severe Winds:**

- The best protection in severe winds is a permanent building on the campus. As a result, steps will be taken to ensure the safety of students/employees within the buildings rather than to evacuate. Time permitting, students and employees in temporary structures will be moved to permanent buildings/structures.
- At the time of warning of impending severe winds, property and equipment not properly anchored should be moved inside a building or tied down.
- Immediately after the cessation of severe winds, university personnel will inspect all areas for damage.

**Tornado Warning:**

Drop and Tuck Position:

- With your head toward an interior wall,
- Drop to your knees, Bend forward and tuck your body to your legs,
- Clasp your hands across the back of your neck

**Prior to a tornado strike (Supervisors, Directors, and Managers):**

- Make all persons in the area aware of shelter areas,
- Assist with drop and tuck directions,
- Assist emergency personnel in directing individuals to shelter area.
Syringe and Other Sharps Disposal
Residents required to use needles for medical reasons are prohibited from disposing of them within a regular trash bag/can and are required to utilize a puncture proof container. These containers are available through the Student Health Services. Please visit them in Henderson Hall or contact them at 903-886-5853 for more information. If you find a syringe or other sharps that is not secured, do not touch it and secure the area. Contact RLL Staff immediately.

Sexual Harassment/Violence
Sexual Harassment is defined by the Texas A&M System as “unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal, or physical conduct of a sexual nature when this conduct is so severe, persistent or pervasive that it: Explicitly or implicitly affect an individual’s employment, unreasonably interferes with an individual’s work or educational performance or creates an intimidating, hostile or offensive work or educational environment.”

Sexual Violence is defined by the Texas A&M System as “a form of sexual harassment. [Sexual Violence] refers to sexual acts perpetrated against the victims will or where the victim is incapable of giving consent due to the use of drugs, alcohol or due to an intellectual or other disability. Examples include: rape, sexual assault, sexual battery, and sexual coercion. “

If you believe that you have been a victim of sexual harassment and or sexual violence, please seek the assistance of your student staff member to inform and seek the immediate assistance of professional housing staff member, University Police Department, Assistant Dean of Students or visit the Title IX website to locate the Title IX Coordinator for TAMUC.

University Police Department
The TAMUC, University Police Department (UPD) is here to assist in the overall safety and security of the University and all residence halls. Our UPD officers are very visible within the residential community on their bikes, golf-carts and even conduct rounds of the individual buildings. They also manage the many security cameras located around campus to ensure the safety of our community. They are here to assist you with any of your safety concerns. They also provide a list of services such as: assisting with jump-starting a car, or assisting with lock-outs. For a complete list of all of the services provided please visit the following page (University Police Department) or visit UPD in Henderson Hall for more information.

Property/Renters Insurance
Residents residing within a residence hall are sometimes covered under their parent/legal guardians’ current homeowners or renters insurance. The Department highly encourages you to purchase a renters insurance policy offered through many insurance companies. These policies will be effective in such incidents as fire, theft, flood and other casualties which may cause damage to a residents’ property. For
more information on these policies please [click here](#) to be taken to the Residential Living and Learning Insurance website.

## Ways to protect yourself and your property

With a large number of residents living on campus, the University Police Department believes that security is everyone’s business and they solicit residents’ assistance in protecting their own and others property. The University cannot assume responsibility for accidents, loss, stolen, or damage personal property. The following tips, if properly and consistently employed, will help prevent the most common losses sustained by residents:

1. Keep rooms locked at all times. Residents should not loan their keys to anyone. Promptly report the loss of a room key to a Residential Living and Learning staff member;
2. To lessen personal losses, carry renter’s insurance on valuable items and keep a record of all serial numbers on property. UPD offers a free service of engraving and logging serial numbers;
3. Keep cars/motorcycles locked. Store valuables out of sight;
4. Register Bicycles with UPD upon arrival on campus, and keep them locked at all times when not in use. Bicycle racks are provided within all residential areas and adjacent to many academic buildings;
5. Be aware of your surroundings. Promptly report any suspicious persons or activities to UPD by calling 903-568-5868

## Smoke, Vapor and Tobacco Free Environment

To protect the health and well-being of students, faculty, staff, and visitors, and to protect the physical condition of university owned property, smoking, vapor and tobacco use is prohibited inside and adjacent to any building owned, leased, or operated by TAMUC. All residence halls and apartments, including public seating areas outside and adjacent, will be smoke, vapor and tobacco-free. The smell of smoke, ashes, tobacco, and/or any combination of other evidence of smoking or using tobacco will be documented and handled judicially and may result in the loss of your housing contract.
Residential Services

Hall Desk
The hall desk at each building/complex has a hall desk that is responsible for serving their students. Each Hall Desk is staffed by a team of DAs from 10am-10pm who is there to assist in answering general hall questions and referring you to the appropriate resources when needed. The Hall Desk is also staffed with access to the hall kitchens, a select amount of pots and pans for your cooking, as well as board games and select gaming systems. To checkout anything from the Hall Desk, you must be a resident of that particular building and provide your Lions Card.

Laundry
All residence halls are equipped with free laundry facilities within the building/complex. Only residents of each hall or area will have card access to these facilities. Allowing non-residents to gain access to these facilities is a violation of hall policy. Please report any mechanical difficulties to your hall desk or building staff immediately.

Recycling
Each room is given a blue recycling container provided by RLL Hall Operations that is to be emptied into the blue recycling containers in the lobbies or taken to the recycling containers in parking lot 16. Our campus applies a single stream recycling system. This means that all recyclable material is collected together in the same container. Recyclable materials include: clean dry paper (all types), plastic & glass, dry containers, and aluminum dry cans. No Styrofoam, food wraps or containers with food waste, or tissue products.

- EcoLion Reps
  Undergraduate students who live in the residential halls on campus; and represent, educate and engage residents on sustainability, recycling and the importance of taking care of our community and the environment, as a whole.

- EcoLion Interns
  Assist with projects to advance sustainability initiatives across campus and the community, focusing on implementing activities related to sustainable civility, social justice, diversity, as well as environmental sustainability such as supporting the recycling effort and upkeep of Monarch butterfly gardens around all residential halls.
Involvement
Within the Department of Residential Living and Learning, there are several opportunities to become involved and to gain valuable experiences that will truly impact your collegiate career and enhance your overall residential experience. Below are a few of the opportunities that we provide.

Hall Council
Within each hall/complex there is an opportunity to join the Hall Council (HC). The HC is a branch of the Residence Hall Association (RHA), and serves as the voice for their residents and assists the building staff in their programmatic and community building initiatives.

Residence Hall Association
The Residence Hall Association (RHA) serves as the overall representative organization for all students who reside on campus. They play an active role in the experiences of all residents by providing opportunities for service projects, educational and social programming, as well as leadership experiences. RHA is affiliated with the National Association of College and University Residence Halls (NACURH) and the Southwest Affiliate of College and University Halls (SWACURH) which provides a great support system for a wide variety of programming and professional development opportunities.

Hall Programming
Your building staffs, in conjunction with your HC, host a wide variety of programs throughout the academic year. The goal of these programs is to provide opportunities for residents to cultivate relationships with others in their buildings, as well as be connected to their campus resources. Examples of traditional programs include; Welcome Back Bar-B-Ques; Light Up Whitley, which commemorates the September 11th terrorist attacks; Halloween in d’Skies, which is a Halloween party hosted in the Prairie Crossing garage. If you are interested in assisting or have ideas for programming, please contact your RA or HC.

Become a Student Staff Member
It truly is a great opportunity and professional development experience to be a student staff member. Our student staffs are comprised of Desk Attendants (DAs), Night Receptionist (NR), Resident Assistants (RAs), and Marketing Assistants (MAs). The hiring processes for these positions traditionally begin towards the end of the fall semester. If interested in joining our student staff team, please contact your ACD, CD or AC for more information.
University Services

*Custodial and Maintenance (operated by SSC)*

The custodians within the buildings are responsible for normal cleaning duties in public areas for example: community bathrooms, lounges, laundry rooms, etc. Residents are responsible for any supplies needed and the cleaning of their rooms/apartments, bathrooms, kitchens. Full-time maintenance staff is responsible for making repairs within the residence hall. All maintenance concerns should be reported through the work order process, which can be found on the following page ([Residential Living and Learning Helpful Links](#)). Residents are not permitted, nor should they make an attempt to make repairs.

If you have any maintenance issue with your room, bathroom, common area, grounds, lounge, etc. please submit a work order to Maintenance Connection. For emergencies that occur after business hours and on weekends, please contact the RA on Duty for assigned residential hall. An emergency can include, but is not limited to: an active water leak; broken window or door that would prohibit the unit from being secured; no working toilet in a unit that only has one bathroom; no hot water. In case of smoke or fire, call 911.

*Dining*

Each resident has the opportunity to purchase a meal plan through the Department (freshmen are required to obtain an unlimited meal plan). Dining is offered through Sodexo and provides many locations to dine across campus. These locations include the Cafeteria (the cafe), The Club and Lion’s Den located within the Rayburn Student Center and within the Gee Library. Please [click here](#) to be taken to the dining website to review the variety of meal plan options and to learn more about our dining options on campus. For special dietary needs, please contact Student Disability Resources and Services via email at studentdisabilityservices@tamuc.edu or 903-886-5150.

*Mail Services*

The individual residence halls are not permitted to receive mail. If residents wish to receive mail while attending the University, they will need to visit the TAMUC United States Postal Service (USPS) located next to the Business Administration (BA) building and across the street from the Music Building. Before going to the USPS office, please ensure that you have a Resident Verification form, provided to you from either your CD or by visiting the main office in Halladay Student Services. Once there, you will be charged for a Post Office (PO) Box and will be provided with a PO Box number. Please be aware that not all mail must be sent to your PO Box, and that the halls are not able to sign for any packages.

*MANE Card Access Office*

As a resident on campus, you are required to carry your MANE Card with you at all times. Your MANE card provides you access to your buildings and within Pride Rock and Phase II provides access to your individual rooms. If this card is lost, you are required to purchase a replacement card for $10. If after business hours, please contact your front office who will be able to assist you in obtaining a temporary card. If the temporary card is lost, there will be a fine of $10.

*Updated October 17, 2019*
Parking
All motor vehicles should be properly registered with the University Police Department (UPD) at the time of class registration. All drivers should abide by University and State regulations. Parking on grass or in red curbed areas is strictly prohibited, including during all move-in/move-out processes. Any vehicles found in violation of these mandates will be referred to UPD. If a resident moves during the year to a different building, which requires a specific parking ticket, the resident should visit the Cashiers Window, located on the first floor of the Business Administration (BA) building, to change their parking permit. Visitors parking on campus are also required to obtain a visitors parking pass. Please visit the following page (University Police Department) or visit UPD in Henderson Hall for more information.

Vending Machines
A variety of vending machines offering access to drinks and snacks are available within the residence halls. While not all of them are capable, some have the ability to accept Lions Cash, Cash and/or Credit Card. For refunds and/or other concerns regarding the vending machines, please contact Ms. Jennifer Perry at Jennifer.Perry@tamuc.edu

Updated October 17, 2019