



**Residential Living  
and Learning**

A&M-COMMERCE



# COMMUNITY HANDBOOK 2023-2024



**Residential Living and Learning**

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# Residential Living and Learning Community Handbook 2023-2024

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## **Welcome from the Assistant Dean of Students/Director of Residential Living and Learning**

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 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 Assistant, Resident Assistant, Customer Service Assistant, 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

*Assistant Dean of Students/Director of Residential Living & Learning*



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## **Residential Living and Learning Mission**

Residential Living and Learning (RLL) is an integral part of the University experience; creating safe, supportive, inclusive communities that foster personal and academic growth.

## **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 members 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](http://www.tamuc.edu/admissions/registrar/FERPA).



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## Resident Rights and Responsibilities

As a resident within the Department of Residential Living and Learning's residential communities, the staff works hard to ensure that the following rights are afforded to everyone, and accountability exists for the following responsibilities:

- **Sleep:** We believe that each resident should be able to sleep safely within their assigned space, particularly during hall quiet hours. Residents have a responsibility to show each other respect in terms of noise levels and requests to lower noise levels.
- **Ability to Study:** We believe in creating an environment that will provide residents the ability to study within their assigned halls and/or room. Residents have a responsibility to show each other respect in terms of noise levels and requests to lower noise levels if they are hindering studying.
- **Personal Belongings:** We believe that you should have the ability to have your personal belongings within your assigned space, and you have a responsibility to secure belongings in your space and secure all doors within your space and within the building to ensure safety of residents and resident belongings.
- **Access:** We believe that you should be able to access your assigned space without any hindrances, and you have a responsibility to maintain possession of your key/keycard at all times. Additionally you are responsible for any guests you bring into your building/community.
- **Clean Environment:** We will work hard to ensure that all common spaces are kept up and clean, and we will conduct Health and Safety Inspections to ensure personal responsibility related to maintaining a clean and healthy environment within individual rooms.
- **Express Concerns:** As a staff we are here to listen to any and all of your concerns, and will work hard to ensure that we are addressing your concerns to the best of our ability. You have a responsibility to bring concerns to your RA and/ or Community Director.
- **Sustainability:** As a staff we will ensure our practices and our facilities are as sustainable and environmentally friendly as possible. As a resident and member of our community you have a responsibility to engage around the topic of sustainability and participate in residential community initiatives such as recycling, using water bottle refilling stations, and reducing waste of resources such as water and electricity.
- **Open and Inclusive Environment:** As a staff we will work hard to ensure that we are creating an environment that is welcoming, and residents have a responsibility as community members to do the same. Abuse (written or verbal), threats, and/or intimidation will not be tolerated.
- **Conduct:** If you are documented by staff as involved in an incident, you will be invited to a meeting to discuss the incident from your perspective. As a resident, it





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is your responsibility to abide by all Residential Living and Learning Community Standards, the University Code of Conduct, and abide by all directives provided by University employees.

## Residential Living and 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 Community Standards violations are documented by Residential Living and Learning staff and an incident report is submitted to the professional Residential Living and Learning Staff (Community Director).
- Cases of repeat Community Standards violations or incidents involving a potential safety risk to the resident or community may be referred directly to the Assistant Directors or Associate Director of Residence Education.
- Notification is sent via e-mail to the resident(s) myLeo account of those alleged or witnessed as involved in the violation of the Community Standards.
- 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 findings of responsible or not responsible in the alleged Community Standards violation is typically decided during or after the conduct meeting. Once a decision has been made, the resident is provided with a decision letter via e-mail outlining the findings and applicable sanctions.
- If the resident is found responsible for a Community Standards violation, sanctions consistent with the Community Standards violation(s) 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 an appeal via the link included in their letter. Appeals must be submitted within five (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 actions including a registration hold on their student account and 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 the violation 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 more likely than not, the alleged violation occurred.



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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 will review the student's rights, alleged violation (s), and incident report with the resident to determine responsibility or not. Our conduct process is intended to be educational in nature, as to allow the student to learn from their mistakes. 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 Community Standards 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 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 the initial findings of responsibility and/or sanctions imposed. 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



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- 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 [Housing@tamuc.edu](mailto:Housing@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.

Students submitting an appeal will receive 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:



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## **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).

## **Residential Living and Learning Policies and Procedures**

This section outlines processes and procedures within Residential Living and Learning. Please note that this section does not include the University's Policies. For more information on the University's Policies, Procedures, standards, and Statements [website](#).

### **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 disposed of. Residents will be charged \$50/month for the 90-day period during which abandoned property is maintained.

### **Assistance or Service Animals**

Assistance Animals (as defined by the Fair Housing Act; sometimes called Emotional Support Animals) and Service Animals (as defined by the Americans with Disabilities Act) are allowed in the residence halls and university apartments. Students needing an assistance animal must be approved prior to the animal arriving on campus by the Office of Student Disability Services and Residential Living and Learning. Assistance Animals (as defined by the Fair Housing Act) are only permitted in the student's assigned apartment or room.

Requests for assistance animals must be approved in writing before the resident brings the



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animal on campus, and residents approved for an assistance animal must abide by guidelines set by the Office of Student Disability Services and Residential Living and Learning in order to maintain approval to have the animal in the residential community. Residential Living and Learning works in conjunction with the Office of Student Disability Services to authorize the use of an assistance animal. Please contact Office of Student Disability Services, located at Gee Library, Room 162 or call (903) 468-8148 to initiate the approval process if you need an assistance animal in the residence hall or university apartments.

## **Communicable Diseases**

Students living in the Residence Halls or University Apartments who are diagnosed with a communicable disease, including but not limited to COVID-19, chicken pox, measles, mumps, mononucleosis, Ebola, and SARS that proves to be a health threat to other residents may be relocated to an alternate apartment/room on campus until such time when it is determined the student is no longer contagious. Residential Living and Learning staff will maintain the privacy, to the extent possible, of any student who has knowledge of testing positive for any communicable diseases. To make arrangements to temporarily relocate due to having a communicable disease, contact your apartment or Residential Living and Learning Staff.

## **Contract Release**

The Contract Release Request is located in each resident's myLeo housing portal under Other Applications. Residents must complete it and upload documentation in order to be considered for a contract release.

## **Discrimination**

In accordance with A&M System Policy 08.01.01.R2 Anyone who experiences, observes, or becomes aware of illegal discrimination and/or related retaliation should promptly report the incident(s) to any of the following: their supervisor (if a TAMUC employee), Title IX Office: 903-468-3104 or [TitleIX@tamuc.edu](mailto:TitleIX@tamuc.edu), University Police Department: 903-886-5868 or [upd@tamuc.edu](mailto:upd@tamuc.edu), Human Resources Office: 903-886-5282, Office of Student Rights & Responsibilities: 903-886-5195, Risk, Fraud & Misconduct Hotline: 888-501-3850.

## **Emergency Contact Information**

During the housing application and contract renewal processes, students living on campus are required to provide at least one emergency contact to Residential Living and Learning. This information will be kept confidential. It will only be used by Residential Living and Learning staff, and other Texas A&M University- Commerce staff members with emergency response job responsibilities, or in the case of emergencies involving students such as death, life threatening injuries or a missing person report.



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## Emergency Preparedness

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons who live or work on campus. Typically, these protective actions are to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and other protective actions for a different area of campus. When such actions are warranted, police, fire, safety or university officials will appropriately advise you. Students are also encouraged to download the Lion Safe app, which will send students important safety alerts and provide instant access to campus safety resources. This app is integrated with the university's safety and security systems.

### *Area Evacuation for Emergencies*

An area evacuation is an organized withdrawal from a building or area to go to an assigned safe location. Upon notification to evacuate, quickly:

- Dress appropriately for the weather.
- Take only essentials with you, e.g., eye- glasses, medications, identification and money (cash/credit cards). Do not take time to pack belongings.
- Turn off computers, unnecessary equipment and appliances.
- Close and lock the door as you exit your room/apartment.
- Follow the directions provided for safe routes of evacuation.
- Listen to the radio to monitor emergency status.
- Do not use your personal vehicle for evacuation unless specifically instructed to do so.
- If you need special assistance, contact your Resident Assistant, Community Director, or other appropriate emergency contacts. If these staff members are not available, call the University Police Department at (903) 886-5868 for assistance.

### *Sheltering in Place for Emergencies*

When emergency conditions do not warrant or allow evacuation, such as in some active shooter scenarios and/ or a gas leak, the safest method to protect individuals may be to take shelter inside a campus building or apartment and await further instructions. If asked to shelter in place, quickly:

- Move indoors or remain there. Avoid windows and areas with glass.
- If available, take a radio, computer or mobile device to the room to track emergency status.
- Keep telephone lines free for emergency responders. Do not call 911 for information.

If hazardous materials are involved:



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- Turn off ventilation/AC systems (if accessible) and close or seal all air inlets and cracks from the outside.
  - Select a room that is easy to seal and, if possible, has a water supply and access to restrooms.
- If you smell gas or vapor, hold a wet cloth loosely over your nose and mouth and breathe through it as normally as possible.

## *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 the sprinkler system within the building. Failure to adhere to this policy will result in sanctions that could include fines or fees.

When an alarm sounds residents should do the following:

1. Immediately close windows;
2. Grab keys, phone, 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 Residential Living and Learning Staff member.

## *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.



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## *Watches and Warnings*

The National Weather Service and local radio and television stations will announce watches and warnings about severe weather. If a Tornado Watch or Severe Storm Watch is issued, you should:

- Review Emergency Plans.
- Be alert for changing weather conditions.
- Be prepared to act.

If a Tornado Warning or Severe Storm Warning is issued, you should immediately take the following precautions:

- Do not go outside.
- Move into the smallest interior space without exterior windows or doors (such as inner hallways, interior stairwells, bathrooms or closets).
- Avoid the top floor of buildings and any area that may be glass enclosed or has a large unsupported roof.
- If you are unable to move to a small interior place of shelter, get under a sturdy piece of furniture.
- Monitor local radio or television stations for announcements of any additional actions to take and/or for cancellation of the warning.
- Occupants of the building should remain in the place of shelter until the warning has been officially canceled.

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

## **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.

## **Health and Safety Inspections (HSIs)**

Residential Living and Learning 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.





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## 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 Lion Card Office.
2. If residents are locked out of their room, they are encouraged to visit their hall front desk for assistance. Spare keys are available for the purpose of retrieving a resident's original key and must be returned within ten minutes. Residents are permitted three lock-outs per semester; additional lockouts will result in a \$10 fee being assessed to the resident's account.
3. Residents are required to report lost keys to Residential Living and Learning 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 student's account.

## Internet Access

Using Wi-Fi is convenient, but unlike other types of data connections, there are many factors to consider when Wi-Fi isn't working well. Unlike a wired connection, Wi-Fi 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 bedrooms at A&M University-Commerce are covered by the Housing wireless service.

### Wi-Fi Login for Laptops, Phones, and Tablets:

Connect to "MyResNet-5G" or "MyResNet-2G"

Enter the default wireless password/key: "internet"

Sign up for a new account or log in to your existing account

### Wi-Fi Login for Gaming Consoles and All other devices:

Connect to "MyResNet-5G" or "MyResNet-2G"

Open a web browser and go to [myresnet.com](http://myresnet.com)

Log in to your account and select "Devices" at the top of the homepage

Enter the MAC address or Wi-Fi address of the device and select "Add"

Connect your device to "MyResNet-5G" or "MyResNet-2G" with your password

If you have issues with Wi-Fi please contact Apogee internet support at the following phone number: 855-377-4610 or text "ResNet" to 84700 or to use the chat feature go to [MyResNet.com](http://MyResNet.com) with a device that has independent data such as a cell phone.



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Television Services:

Contact Apogee for issues;

Call: 855-377-4610 Text: "ResNet" to 84700 Chat: MyResNet.com

## Internet Access 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 Wi-Fi right after disconnecting from a wired (Ethernet) connection or when returning to your room after being connected to Warrior Wi-Fi at other locations, try restarting your computer. This will renew your IP address and reconnect your computer to the nearest Wi-Fi 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 Wi-Fi connection. Older microwaves are particularly prone to cause interference, reducing Wi-Fi performance and sometimes knocking everyone off nearby Wi-Fi access points while they are running.
- Disable wireless devices when not in use
  - Printers  
Many personal printers have the ability to connect to Wi-Fi to do wireless printing, and this feature is sometimes enabled by default. Since wireless printers can almost always be plugged in to your computer via USB, we suggest turning off the Wi-Fi 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
  - 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
  - TAMUC prohibits the installation and use of personal Wi-Fi access points in campus residence halls. This includes cell phone hot spots. The use of such services interferes significantly with campus Wi-Fi performance.



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## 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.

## Meal Plans

**One Year and Two Years Post High School Graduation: One Year and Two Years Post High School Graduation:** Any Residential Student who enrolls in TAMUC within one (1) and two (2) years of High School graduation is required to have one of the following meal plans:

Meal Plan options: 19 Meal Plan w/\$750 FLEX or 17 Meal Plan w/\$750 FLEX. A meal plan can be added through your myLeo housing portal.

**Three or More Years Post High School Graduation:** Any Residential Student who enrolls in TAMUC three (3) or more years post High School graduation is required to have one of the following meal plans:

Meal Plan options: 19 Meal Plan w/\$750 FLEX, 17 Meal Plan w/\$750 FLEX, 14 Meal Plan w/\$750 FLEX, 7 Meal Plan w/\$750 FLEX, \$1,265 FLEX Plan, and \$605 FLEX Plan.

**Meal Plan Exemptions, Exceptions, and Disputes:** Exemptions and exceptions of the mandatory meal plan requirement will be documented and approved by both the University and Sodexo as partners. If the student is cancelling their meal plan: Complete the Contract Release Request (myLeo). If the student is Adding/Changing their meal plan: Complete the Add/Change form (myLeo). **The deadline to cancel or change your meal plan to a meal plan of lesser cost is the 12th class day of the first semester your meal plan begins.**

## Network Devices

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.



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## **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.

## **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 Residential Living and Learning 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.

## **Registering to Vote/Physical Addresses for Residential Communities**

RLL encourages every resident eligible to register to vote. In order to register to vote as a campus resident in Hunt County, you will need to indicate on your voter registration the physical address of your residential community and include a mailing address such a local post office box where you can receive mail. As a reminder, the individual residential communities do not provide mail services.

### **Physical Addresses for Residential Communities**

- F Halls: 1600 Education Drive, Commerce, Texas 75428



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- New Pride: 2000 Walnut Street, Commerce, Texas 75428
- Phase 2: 2501 West Neal Street, Commerce, Texas 75428
- Phase 3: 2400 Hwy 24, Commerce, Texas 75428
- Prairie Crossing: 1809 Monroe Street, Commerce, Texas, 75428
- Pride Rock: 2513 West Halls Avenue, Commerce, Texas 75428
- Smith Hall: 2201 Highway 50, Commerce, Texas 75428
- West Halls (includes Family): 2001 Jackson Street, Commerce, Texas 75428
- Whitley Hall: 2001 Culver Street, Commerce, Texas, 75428

## **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.

## **Room/Apartment Entry and Search**

The University recognizes residents' desire for privacy, particularly in the context of their group living situation, and will do all it can to protect and guarantee their privacy. However, the University, through a Residential Living and Learning staff member, reserves the right to enter a resident's room/apartment at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations.
- To provide cleaning, maintenance work and/or pest control.
- To conduct an inventory of university property.
- To silence unattended loud alarms or music.
- If there is an indication of imminent danger to life, health and/or property.
- If there is a reasonable cause to believe that a violation of university or housing regulations is occurring.
- To search for missing university property.

A room search by a designated Residential Living and Learning staff member is possible but rare. For such a search to take place, the conditions for room entry must exist. Permission for a room search is determined at the Assistant Director level and above. Items that violate university or housing regulations will be confiscated. A room search by law enforcement officials must be accomplished through the use of a valid search warrant or with the explicit consent of the resident.



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## **Sexual Harassment/Violence**

In accordance with A&M System Policy 08.01.01.R2 sexual harassment is defined 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.”

A&M-Commerce encourages the reporting of harassment, discrimination, sexual and/or relationship misconduct by victims and witnesses. Please visit the [Title IX](#) website to complete the reporting [form](#) or to contact the Title IX Coordinator for TAMUC, contact our University Police Department, or seek the assistance of a Residential Living and Learning staff member.

## **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 through the conduct process and may result in the loss of your housing contract.

## **Syringe 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. If no container is available, please take used needles to the Student Health Services. 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; secure the area. Contact Residential Living and Learning Staff immediately.



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## **Unoccupied Rooms and/or 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. Failure to adhere to this policy will result in sanctions that could include fines or fees.

## **Housing Specific Policies and Procedures**

### **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. Residents who leave items in their room over the Winter Break and do not return for the full Spring term will be charged the full break fee. No guests are permitted during winter break aside from fellow residents approved to stay over break assigned to the same hall.

### **Check-In**

All residents are provided with a move-in date and time via myLeo housing portal. Please follow that schedule to assist in traffic flow. Any early arrivals will need special permission in advance from the Assistant Director of Occupancy Management. Approved early arrivals will be charged an additional fee.

### **Check-Out**

All residents should check-out of their assigned space within 24 hours of their last exam or by 8:00 pm on the last day of Finals week. 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. If approved to stay late, residents will be charged a fee.



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## **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, or approved by the Director of Residential Living and Learning. 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: [Housing@tamuc.edu](mailto:Housing@tamuc.edu).

## **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.

## **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.





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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 Residential Living and Learning 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.

## **Room Condition Report (RCR)**

Prior to arrival upon campus, each room is inspected by the Residential Living and Learning (RLL) staff. During this inspection, the Resident Assistants (RAs) document damages and/ or issues within the room and will place work orders to address any concerns. Upon arrival to their assigned room, students will inspect the room and complete the Room Condition Form via their Roomcompact account (Roomcompact.com). Students have 72 hours after check-in to submit their Room Condition Form.

## **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 or receive permission to stay. Information regarding summer housing will be sent out to the student's myLeo account and is available on the webpage.

## **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. A student must check out of the residence hall within 48 hours of withdrawing.

## **Residential Living and Learning Community Standards**

In addition to the Code of Student Conduct, residents are required to abide by the Department of Residential Living and Learning Community Standards. Any violations of the following policies and those outline in the [Code of Student Conduct](#) may result in the student being referred to the student conduct process.

## **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



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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 bong, 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

## **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.

## **Assistance or Service Animals**

Requests for assistance animals must be approved in writing before the resident brings the animal on campus, and residents approved for an assistance animal must abide by guidelines set by the Office of Student Disability Services and Residential Living and Learning in order to maintain approval to have the animal in the residential community. Assistance Animals (as defined by the Fair Housing Act) must reside in the resident's assigned space, must not be taken into any other resident's assigned space, and must be with the resident and under the resident's control any time they are outside the resident's assigned space. Residents must also remember to



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pick up after any approved animal. Not picking up after an approved animal's waste will likely result the host student/ resident going through the student conduct process.

## **Bicycles**

Bicycles may not be secured in any way to permanent fixtures such as trees and railings. Bicycles may only be secured to a designated bike racks. Bicycles secured to permanent fixtures on in a residence hall or community will be removed at owner's expense. Residents are encouraged to register their bicycle with the University Police Department.

## **Business/Private Enterprise**

Using your physical or Internet address to conduct private entrepreneurial ventures by you, your family or visitors from your apartment is prohibited.

## **Cooking**

Cooking in the residence halls is allowed with approved cooking appliances only (see unapproved appliances and household items policy for more information). 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 use of kitchens or food disposal will be billed to the individual(s) responsible.

## **Cooperation with Residential Living and Learning Staff**

Your Residential Living and Learning Staff members are University officials. Residents are expected to comply with any reasonable request by Residential Living and Learning Staff when they are doing their jobs. Verbal and/or physical abuse directed toward any Residential Living and Learning staff member is prohibited.

## **Damage to Residential Living and Learning Property**

Damage to or littering on Residential Living and Learning property is not permitted. This includes but is not limited to failure to take personal trash to the dumpster, negligence/ failure to notify RLL of maintenance issues which worsen over time such as leaks and/ or mold, and disorderly conduct or defacing (intentionally or unintentionally) of any internal or external residence hall spaces. If a specific person cannot be identified or there is reason to believe community members are responsible, the entire floor/ wing/ community may be billed for damages to the area.

## **Door Propping/Pulling**

Propping or forceful pulling open of any residence hall door is strictly prohibited, this includes laundry room doors.



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## Drugs and Drug Paraphernalia

In accordance with the Code of Student Conduct

([http://www.tamuc.edu/student\\_guidebook/Student\\_Guidebook.pdf](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.

## 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 items with an open flame whether they are lit or not, such as candles.
4. Residents are permitted one UL approved 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.
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 fine and/ or 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 prohibited from placing furniture provided by Residential Living and Learning outdoors, including on patios.
3. Residents are required to return all furniture to its original position and location within their assigned space at the conclusion of their contract.
4. Residents are required to report any damage to furniture/ missing furniture during the



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term of their contract. Intentional damage or damage due to negligence/ a failure to follow Community Standards will likely result in fines and/ or fees for repair or replacement.

5. Residents are prohibited from removing University furniture from their space/ room.
6. Residents are prohibited from utilizing a waterbed within their room.
7. Residents are prohibited from utilizing additional 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.

## **Guests/Visitation**

Guests are any person(s) who is a non-student, student, or resident of a different residential community space than your own. Each resident may host up to two (2) guests at any given time. However, a resident must check in any guests they choose to host via the front desk of their hall or the online check-in form via Roompack. All unapproved guests will be asked to depart the residential community immediately. Additionally, when hosting guest, residents must adhere to the following:

- The resident(s) is not permitted to have more than the max number of individuals in their assigned room/suite/apartment at a time.
  - **Max Guests for Entire Unit**
    - PR & P2 = 4 (+2 occupants) = 6 individuals
    - P3 = 4 (+2 occupants) = 6 individuals
    - P3 Single = 2 (+1 occupant) = 3 individuals
    - WH Single = 2 (+1 occupant) = 3 individuals
    - PC/NP 2/2 = 4 (+2 occupants) = 6 individuals
    - PC/NP 4/2 = 2 (+4 occupants) = 6 individuals
    - PC 1-bed = 2 (+1 occupant) = 3 individuals
- Resident(s) planning to have overnight guests must receive permission from any roommates/apartment-mates/suitemates at least 24 hours in advance and must check their guest in via the guest check-in system. Overnight guests may not stay more than 48 hours unless the host has been granted permission by their respective Community Director (CD).
- Resident(s) are responsible for accompanying any guest while the guest is in the residential community (i.e., do not leave a guest in your space while you go to class, do not let your guest go to other floors without you, etc.).
- No guests are permitted during winter break aside from fellow residents approved to stay over break assigned to the same hall.
- The resident(s) is responsible for the behavior of their guest, including the guest complying with the directive of any University employee.



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- Cohabitation in the residence halls is a violation of the contract between the Department of Residential Living and Learning and the resident. Cohabitation is defined as hosting any visitor (resident or non-resident) exceeding 48 hours within a given week without permission from the Community Director (CD).

## **Guns/Firearms**

In accordance with university and state law regulations for firearms on campus, the possession of guns/ firearms without a license is prohibited. The open carrying of handguns is prohibited on campus with or without a license (see Texas Government Code Section 411.2031 and Texas A&M University system policy 34.06.02R1). Any resident of campus housing who has 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. Failure to comply with this rule may result in removal from campus housing and will be referred to the Office of Student Rights and Responsibilities. For additional information regarding guns/firearms on campus please visit the [Handguns on Campus website](#).

## **Hall Games**

Residents are prohibited from engaging in any sports or “sport related” activities within the residence hall rooms, lounges, hallways, or stairwells. This includes but is not limited to throwing footballs or kicking soccer balls down hallways.

## **Health and Safety Inspections (HSIs)**

Residential Living and Learning Staff will conduct Health and Safety Inspections four to six times a year. Residents are required to make sure their assigned space is in compliance with Residential Living and Learning policies, procedures, and Community Standards.

## **Identification/Keys**

Residents are provided a University identification card, which in some cases serves as the residents’ room key. For other residents, access to their space is provided via a physical key, which is checked out to them during move in. For the safety of our community, keys are only issued to a resident for access to the assigned room/apartment. Student ID cards are encoded with the ability to grant access to the appropriate doors designated with card readers. The student ID card will only function for the assigned community of residence (for example, in New Pride you have a physical key to your space but your student ID allows access to the laundry facilities within New Pride).

Residents are required to abide by the following requirements regarding Identification and Keys:

1. Lion Cards and physical keys are property of TAMUC and are non-transferable. Possession of a Lion Card or physical key by anyone other than the owner is a violation of University regulations. Use of a Lion Card or physical key by anyone other than the



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owner will result in the resident going through the conduct process and is subject to criminal prosecution.

2. Residents and their guests are required to provide identification (preferably a Lion Card) to Front Desk staff upon entry to any residential community and/ or when requested by Residential Living and Learning staff. Failure to provide identification may result in being escorted from the building, criminal prosecution, and/ or going through the conduct process.
3. To control inventory of the keys, duplication of University keys is prohibited.

## 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/garages.

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 tank no more than 10 gallons in size. 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 **\$100.00 + \$25/day until removal**. Residential Living and Learning and/ or SSC staff will inspect the resident's living space upon confirmation the animal has been removed to assess any damage. Residents may be assessed additional charges for additional cleaning/disinfecting/ damage, as well as a \$25 per day charge for any pet and pet items that were not immediately removed. If you are aware of any stray animals in the area, please contact UPD at (903) 886-5868 to request removal. For information about Assistance Animals, see Assistance Animals policy.

## Prohibited Items

Due to safety and security concerns, the following items are strictly prohibited within the residence halls. Electrical balance/hover boards/scooters/skateboards, sun lamps/tanning beds, shopping carts, string lights, scented plug ins, warmers, multiple socket box, electric blankets, gasoline cans, candles, incense, oil lamps, extension cords, and space 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 residential building, office, attic, roof, or other restricted area within the residential community.
2. Students who have been trespassed from a residence hall floor, building or area are



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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. 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 using command strips or other materials to hang items. These items remove paint from walls. Failure to abide by this policy will result in a fee being assessed to the student's account.
4. Residents **may** use industrial pushpins and small picture hanging nails to hang items.
5. Students who place items in windows that the University determines to be offensive and/or obscene will be asked to remove the items immediately and are subject to the conduct process
6. No additional lock mechanisms may be installed in room doors
7. Residents will assume responsibility for any damage beyond normal wear and tear to residential facilities
8. Residents are not permitted to use double-sided tape on any surface as it will cause excessive damage

## **Room Occupancy**

Residential Living and Learning reserves the right to limit the number of individuals in an apartment or residence hall room or at a university apartment or residence hall event in cases where the safety of occupants may be a concern or where the noise level in the room violates either the quiet hours or courtesy hour rules.

## **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. Possession of smoking devices such as pipes and hookahs within the residential community is also prohibited.





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## **Tampering with Locks**

Residents are encouraged to make sure their assigned space is secure at all times, and locks are always in working order. Tampering with locks is strictly prohibited, including disabling locks, breaking locks, etc.

## **Theft**

In accordance with the Student Code of Conduct, theft of any kind including seizing, receiving, or concealing property with knowledge that it has been stolen, is prohibited. Sale, possession, or misappropriation of any property or services without the owner's permission is also prohibited.

## **Traffic Signs**

Residents may not remove, store, or be in possession (including having their assigned living space) of traffic signs. In accordance with the State of Texas Transportation Code Section 544.005 the State of Texas prohibits the possession of any traffic sign, including but not limited to: state, city, directional, and informational signs.

## **Unapproved Appliances 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, rice cookers, Crock pots, coffee pots, deep fryers, broilers, and toaster ovens.

## **Unoccupied Room/Bed Spaces**

Residents may not occupy or otherwise make use of rooms or bed spaces that they are not assigned to, including for storage of items or hosting guests.

## **Weapons**

In accordance with TAMUC System Policy 34.06.02, weapons are not allowed in the residential community or in vehicles on Residential Living and Learning property without proper authorization. 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.



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## Wireless Routers

Apogee, an outside contractor, provides wireless for the residential communities. Residents are **not allowed** to have routers. Use of a router in the residential communities is a policy violation.

## Safety and Security

### 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.

### 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 Residential Living and Learning Staff immediately so that this may be addressed.

### 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, phone, 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 Residential Living and Learning Staff member.



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## **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.

## **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.

## **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.

## **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.

## **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.

## **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:



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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
6. 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.

## Residential Services

### Duty Phone Numbers

Each building/ complex has student and professional staff on duty from 5 pm until 8 am Monday through Friday and 24 hours a day on weekends as well as when the campus is closed (such as holidays) to respond to resident needs in their area. See below under “Residential Community Contact Information” for the duty staff phone number for your building/ area. The student staff available at the duty number listed below are all staff that live in the building, change nightly, and all are trained to provide assistance. They can assist with lock outs, lower level community, facility, and personal issues, and can connect you to professional staff for more emergent issues. It is important to note if you have a medical or other emergency, always call 911 first.

### Front Desks

Each building/complex has a front desk that is responsible for serving that area. Each traditional hall front desk (Phase 2, Phase 3, Pride Rock, Smith, and Whitley) is staffed by a team of Desk Assistants 24 hours a day, 7 days a week unless otherwise noted (such as during holidays or break periods). Apartment community front desks (New Pride, Family, & West Halls and Prairie Crossing & F Halls) is staffed by Desk Assistants from 10am-10pm. Desk Assistants are student staff who are there to assist in answering general questions and refer you to the appropriate resources when needed. The Front Desk provides access to the community



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kitchens, gaming equipment such as pool sticks, and can assist with temporary keys for your assigned space. To checkout anything from the Front Desk, you must be a resident of that particular building and provide your Lion Card.

<b>Residential Living &amp; Learning Office</b> <i>Office Open Monday – Friday 8 am – 5 pm</i>		<a href="mailto:Housing@tamuc.edu">Housing@tamuc.edu</a>	903-886-5797
<b>New Pride</b> <i>Front Desk Open Daily 8 am – 10 pm</i>	Taylor Robinson	<a href="mailto:Taylor.Robinson@tamuc.edu">Taylor.Robinson@tamuc.edu</a>	Front Desk: 903-468-4422 Duty: 903-468-2603
<b>Phase 2</b> <i>Front Desk Open 24/7</i>	Gerardo Rea	<a href="mailto:Gerardo.Rea@tamuc.edu">Gerardo.Rea@tamuc.edu</a>	Front Desk: 903-468-3072 Duty: 903-468-2629
<b>Phase 3</b> <i>Front Desk Open 24/7</i>	Aiyana Bell	<a href="mailto:Aiyana.Bell@tamuc.edu">Aiyana.Bell@tamuc.edu</a>	Front Desk: 903-468-4413 Duty: 903-468-2082
<b>Prairie Crossing &amp; F-Halls</b> <i>Front Desk Open Daily 8 am – 10 pm</i>	Samantha Lopez	<a href="mailto:Samantha.Lopez@tamuc.edu">Samantha.Lopez@tamuc.edu</a>	Front Desk: 903-468-3010 Duty: 903-468-2600
<b>Pride Rock</b> <i>Front Desk Open 24/7</i>	Justin Norman	<a href="mailto:Justin.Norman@tamuc.edu">Justin.Norman@tamuc.edu</a>	Front Desk: 903-468-4078 Duty: 903-468-2597
<b>Whitley</b> <i>Front Desk Open 24/7</i>	Charlie Chio	<a href="mailto:Charlie.Chio@tamuc.edu">Charlie.Chio@tamuc.edu</a>	Front Desk: 903-886-5790 Duty: 903-468-2632

## 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.

## 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](mailto:Jennifer.Perry@tamuc.edu)

## Involvement Opportunities

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.



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## **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 Assistants (DAs) and Resident Assistants (RAs). 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 [Housing@tamuc.edu](mailto:Housing@tamuc.edu) for more information. All RLL student staff positions are listed on Hirealio when open.

## **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; 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.

## **Hall Senators**

Each residential community will engage in a recruitment process to designate Hall Senators to serve as an advocate for that community and represent that community at Residence Hall Association meetings and functions. Senators will attend Residence Hall Association (RHA) general assembly meetings, participate on RHA committees, and participate in planning/implementation of RHA initiatives.

## **Residence Hall Association (RHA)**

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.

## **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 via the housing portal in your myLeo account. Residents are not permitted to make their own repairs to spaces.



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If you have any maintenance issue with your room, bathroom, common area, grounds, lounge, etc. please submit a work order. For emergencies that occur after business hours and on weekends, please contact the RA on Duty for your assigned residence hall. An emergency can include, but is not limited to: an active water leak; a 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 a 19+ \$750 Flex or 17+ \$750 Flex meal plan). Dining is offered through Sodexo and provides many locations to dine across campus. These locations include the Lions Mane Cafeteria, Lion's Lockers and Chick-fil-A located within the Rayburn Student Center, Starbucks within the Gee Library, and Jimmy Johns located in Nursing Health Sciences. 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 Services via email at [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu) or 903-886-5150.

## Mail Services

Individual residence halls are not permitted to receive mail. Students wanting to receive mail/packages can do so by purchasing a PO Box from the A&M-Commerce Post Office located across from the Music Building and Memorial Stadium. The post office will perform a visual verification of residency by one of two ways: you will login to the housing portal to show your current booking information under "My Housing information" or show the confirmation email received with your signed housing contracts. The cost is \$84 per year or \$42 for 6 months.

Residents are also able to receive packages through the package locker system located at Whitley Hall (next to the main residential front entrance).

**How it works:** You can receive packages to be picked up in Whitley Hall by following the steps below. Have your package shipped to:

Texas A&M University - Commerce  
Student's Full Name: First or Preferred (**no nicknames**) and Last  
Student's Residence Hall Name (Example: Phase 3)  
2600 South Neal Street  
Commerce, TX 75428

***\*\*Note: Failure to include the above information will result in the package being lost, delayed or returned. Packages will be returned if the 2600 Neal Street address is not used.***

When the package arrives, the receiving staff will place the package in a locker. The resident will receive an email from [info@qtrak.net](mailto:info@qtrak.net) with a locker assignment, QR code and numerical code to access the specific locker. Once the QR code is scanned or numerical code is entered at the



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kiosk, the locker will automatically open for the resident to receive their package. Packages received on the weekend will be processed and delivered the next business day.

Hours of operation (package lockers only): you may pick up your package 24 hours a day, 7 days a week.

If you have questions regarding this new service, feel free to email [studentpackages@tamuc.edu](mailto:studentpackages@tamuc.edu).

## **Lion Card Office**

As a resident on campus, you are required to carry your Lion Card with you at all times. Your Lion card provides you access to your buildings and within Phase 2, Phase 3, and Pride Rock 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.

Residents are also able to set up their Lion Card credentials on their mobile device for door access, meal payment, Lion Cash, and more. Click [here](#) for more information.

## **University Police Department (UPD)**

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.