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Department of Residential Life Operations

Guide to  
Residence Hall Living  
Policies & Procedures



Dear Resident:

Welcome to the Guide to Residence Hall Living! The University of Louisiana





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# Introduction

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## **University of Louisiana Monroe - Mission Statement**

The University of Louisiana Monroe seeks students who find value in our programs and prepares them to compete, succeed, and contribute in an ever-changing global society through a transformative education.

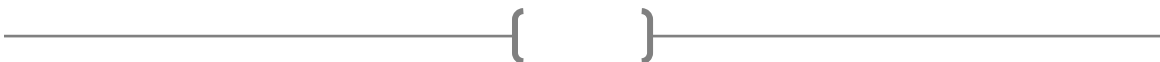
## **Department of Auxiliary Enterprise Administration - Mission Statement**

The mission of the Auxiliary Enterprise Administration at the University of Louisiana Monroe is to serve the campus community by providing services which support campus life for students, faculty, staff, alumni, corporate partners and visitors to the University.

The ULM Office of Auxiliary Enterprise Administration is committed to fostering an environment which promotes diversity, growth and educational opportunities for our students.

The goal of the ULM Office of Auxiliary Enterprise Administration is to contribute to the strategic mission of the University and enhanced student development through the support of campus housing and dining services, Student Union, WIDS, University bookstore, conferencing and other auxiliary services and facilities.

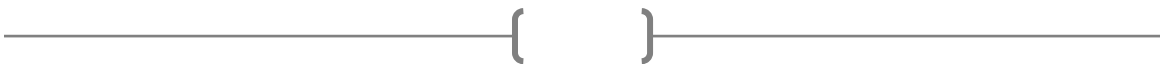
## **Department of Residential Life Operations - Mission Statement**





accompanying fees are paid and received by the Office of Residential Life. Students who fail to meet the fee payment deadline forfeit their building assignment preference.

The goal of the Residential Life Office is to meet the preferences of students when making assignments; however this cannot be guaranteed. Request for changes to roommate assignments will be considered up to July 1<sup>st</sup> and then again after the first week of classes. Unauthorized moves may be subject to a \$100 improper







### **On-Campus Move-Out Procedures**

For any semester, all halls and Academic Year (August to May) Apartments, the following move out guidelines are set forth:





- Incoming freshmen will not be allowed to move into a fraternity house since recruitment does not take place before the semester starts.
- Students must have a 2.0 cumulative grade point average. The Coordinator of Greek Life and the Office of Auxiliary Enterprises will verify GPAs at the end of each term.
- Fraternity/Organization house residents will be required to purchase at a minimum, the “Village

# Personnel

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### **General Staff Information**

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

The Residential Life Staff is committed to the belief that students must accept responsibility in a community



# General Policies, Procedures, & Discipline

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## Duty Procedures

### Important Information:

The Staff Member on Duty is the point person for the hall. Contact them to handle lock-outs, noise disturbances, roommate/suitemate conflicts, general housing questions, etc.

The Chain of Command is as follows: The Staff Member on Duty > Your RA > All Other RAs > Your HD > The AD or Maintenance.

Sunday through Thursday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) from 7 p.m. to 7 a.m. and expected to complete rounds at 7 p.m., 9 p.m., and 12 a.m.

Friday, Residential Student Staff Member(s) on duty are expected to be available in designated residence hall(s) from 1 p.m. for the rest of the day, unless on approved meal break and expected to complete rounds at 7 p.m., 9 p.m., 12 a.m., and 2 a.m.

Saturday

Holiday Stays: Residents are allowed to stay on campus for holidays within a semester. Residential Life building staffs are also required to cover duty during holidays, when the University is closed and residence halls remain open, such as Labor Day, Veteran’s Day, Thanksgiving, Winter Break, and Spring Break. Holidays are similar to “Weekend Duty”; unless the main office is open then “Weekday Duty” will be assumed.

University Closing Due to Weather/Other Causes and Emergency Needs: There may be many unscheduled events. These can include natural disasters, when there is concern of disruptive behavior, and when the University closes due to inclement weather. During these times, residence halls will remain open.

**ULM ID Cards**

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

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

Immediately notify the Warhawk ID Services (WIDS), 318-342-5002, or the supervisor of any campus dining location after normal office hours2 11.04 Tf1 0 0 1 427.51 593.5 Tm0 g0 G[ )JTJETQ EMC /



\$50 for a Bedroom Door Key, and \$10 for a mailbox key. All charge slips should be brought to the Residential Life office by noon the next business day.

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

Master Key Procedures: Residents are not allowed to process or utilize any Master Key. The use of Master Keys is not permitted for any reason except for the intended purposes of LOCKOUT, HEALTH AND SAFETY CHECKS, NOISE DISTURBANCES, and WELFARE CONCERN.

Staff will:

Confirm a resident's identity and their assignment before initiating the use of a Master Key.  
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Quiet Hours: Quiet hours exist within each building. During designated quiet hours, there is to be NO loud

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quality network experience but that can only be fully realized when you engage our services to report incidents that we can then troubleshoot.

Computing Center Helpdesk:

Phone: 318-342-3333

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

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

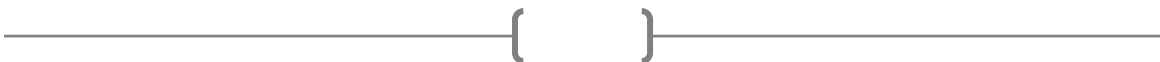
WIFI: Wireless is a shared resource so the more people that are trying to use it, the smaller amount each person gets. The more devices you have on, the harder it is to obtain signals and communication slows down. If you are not using certain wireless devices, please turn them off or at least turn off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

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

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

### **FIXX – Maintenance Requests**

FIXX is ULM's online service to report issues or problems related to student housing facilities, campus buildings/facilities, or to report computer or technology issues and can be accessed at [fixx.ulm.edu](http://fixx.ulm.edu). FIXX tickets also track the progress of your 1 0 0 1 159.86 51.56 692.74 / ( ) -4 (be5<0056004B001.056004B001.056004B001.05600







minutes.

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## Package Policy

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

<<*Student's Legal First and Last Name*>>  
ULM Res Life <<*Building Name & Room/Box Number*>>  
700 University Avenue  
Monroe, La 71212

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

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

All residence halls have mailboxes within the respective building. These mailboxes are considered Federal property and the Residential Building Staff does not have access to them. The Post Office on campus maintains these. For University Commons, University Suites, Bayou Suites, and the Apartments, you will be granted a mailbox key at check-in and be told your box number for the building staff. For Madison, Ouachita, and Masur, you must go to the Post Office on campus to be given the combination and the box number.

When you move out of the residence hall in which your mailbox is located, your mailbox is immediately closed and your mail will no longer be delivered to that mailbox. You are responsible for seeing that your correspondents (friends, subscriptions, etc.) are notified of your new address. After the three month forwarding period, your mail will be returned to sender.

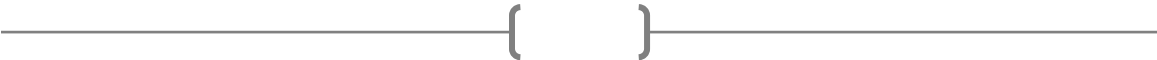
## Parking

All vehicles must be registered with a University of Louisiana Monroe permit/hangtag which authorizes persons to park in the zone designated by the parking permit/hang tag. The university does not guarantee a parking space will be available at any time.





possessions of students, as well as serious injury, have all occurred as a result of pranks, such as water fights and seemingly harmless raids. Forms of trapping an individual in a room can lead to tragic consequences if there was a health or fire emergency. Past experience has shown that once activity of this nature begins, it continues until it is out of control and only stops when an unfortunate incident has occurred.



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Guests must be 18 years of age or older and must be accompanied by the resident at all times;  
Guests are not to remain in a resident's room when the resident is not present. Guests are expected to depart the premises with their host/hostess;  
Roommates/Suitemates do not assume responsibility for persons who are not their invited guests;  
Visitation, by either gender, is allowed only during visitation hours;  
There can be no more than three (3) people in a student's room at any time;  
The resident host/hostess assumes responsibility for any guest(s) and all guest(s) are subject to university, residence hall, and apartment regulations;

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environment for the students living in our halls. Even if a student makes every possible attempt to be responsible for their weapon, there is no safeguard against another student misusing the weapon.

### **Unauthorized Occupancy**

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

Any occupant will be immediately removed from the residence hall with the assistance of the ULM Police Department.

ULM students involved in this incident will be mandated a disciplinary meeting( )6(O)-4(cc)3(up)5(an)15(c)

with repeated violations, the incident may be referred to the Dean of Students for a student conduct hearing. Residential Student staff will not be involved in this decision; however documentation and background information from the staff will be imperative.

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

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

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

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

What time was the incident? What day of the week?

Who did I see at the scene of the incident? Will they serve as a witness?



# Safety, Security & Emergency Response







evacuating the building and while exiting the building themselves. Staff members are not to enter any wing/floor/building where smoke is present, even for evacuation purposes.

\*Assist means that, during an evacuation, residence hall staff may open doors, push wheel chairs, clear the hallway, etc., so that students can exit the building, and check rooms (if possible) to see who is still in the building, as long as the above mentioned actions do not place the staff member in danger

The following guidelines are set forth:

Students with disabilities may choose to have their room door and window marked by a decal. The decal should be placed in the upper right-hand corner of the door and of the window.

Students with disabilities may choose to have their name, room number, and any special needs kept on file with the each Residential Student Staff member in their particular building, UPD, and the

Call University Police, 318-342-5350.

Notify the hall director or any resident assistant.

When the alarm sounds in an **Outside** corridor Residence Hall (Masur and Madison):

Leave your room, close your door, and evacuate the building. Follow the direction of residence life staff or other university officials.

Stay away from the building until instructions are given to return.

When the alarm sounds in an **Inside** corridor Residence Hall:

Feel the door. If it is hot, do not open it. Stay in your room. If it is cool, open it a crack--but be ready to slam it shut if you find smoke or flames.



### **Liability and Insurance**

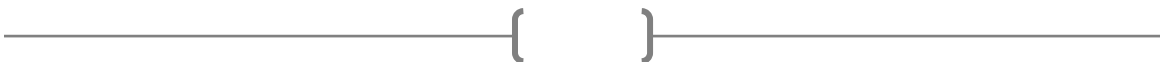
The University of Louisiana Monroe and Residential Life ARE NOT RESPONSIBLE FOR LOSS IN THE RESIDENCE HALLS OR APARTMENTS DUE TO THEFT, FIRE, WATER, HEAT, OR OTHER CAUSES. THE UNIVERSITY IS NOT RESPONSIBLE FOR PERSONAL PROPERTY LOST; STOLEN OR DAMAGED IN OR ON RESIDENCE HALL AND APARTMENTS PROPERTIES.

A voluntary plan of insurance for personal property is available to students in the residence halls. Information on this program is available in the Residential Life Office or online at [ulm.edu/reslife/tours.html](http://ulm.edu/reslife/tours.html).

In some cases, the parents' homeowner policy may extend coverage to your room and property in the residence hall, but we advise that you check with your insurance agent. The University recommends that the student determine if he or she is covered on his or her parents' insurance and if not, they may want to consider purchasing renters' insurance.

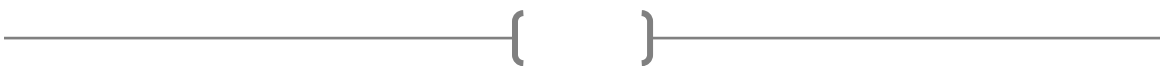
### **Personal Security**

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





remain in the shelter until at least twenty (20) minutes after the last siren has ceased. The siren does not give



# Appendix A: Residential Student Staff List

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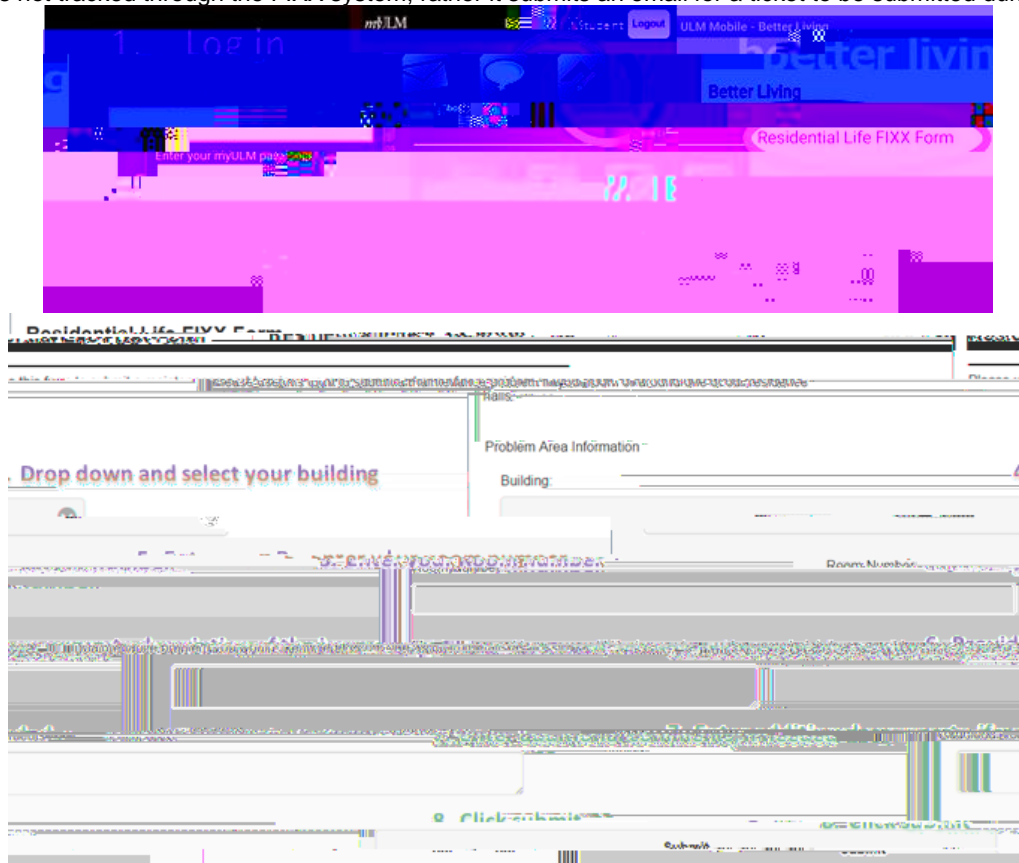
# Appendix B: FIXX Procedures

**First Option:** fixx.ulm.edu, then click “Submit a FIXX Housing Ticket”



**Secondary Option:** ULM Mobile App

\*Note this option is not tracked through the FIXX system, rather it submits an email for a ticket to be submitted during business hours.



# Appendix C: Charge List

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