

# RESIDENTIAL LIFE & DINING SERVICES

## RESIDENTIAL POLICIES & PROCEDURES



This document exists in tandem with the Residential Life & Dining Services Agreement and outlines the Residential Life & Dining Services Policies & Procedures, which provide a framework of expectations for all residential students at Plymouth State University.

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# UNPACKING

RESIDENTIAL LIFE & DINING SERVICES



677,880 SQUARE FEET OF RESIDENTIAL SPACE

26 BUILDINGS IN 10 RESIDENTIAL COMMUNITIES



HOME TO APPROXIMATELY  
2300 STUDENTS



RESIDENTIAL LIFE & DINING  
SERVICES EMPLOYS MORE THAN

# 100

STUDENTS IN THE ROLES OF  
COMMUNITY ADVISOR, DESK  
ATTENDANT AND OFFICE ASSISTANT

RESIDENTIAL LIFE & DINING SERVICES  
SPENDS 65,280 MINUTES EVERY  
ACADEMIC YEAR TRAINING &  
DEVELOPING STUDENTS STAFF TO  
WORK AND ASSIST STUDENTS

# 260

AVERAGE YEARLY NUMBER OF  
RESIDENTIAL LIFE & DINING  
SERVICE PROGRAMS & EVENTS

# 4000

AVERAGE YEARLY ATTENDANCE  
AT RESIDENTIAL LIFE & DINING  
SERVICES PROGRAMS & EVENTS



# SEVEN

RESIDENTIAL LIVING &  
LEARNING CLUSTERS

## A. Live on Requirement

Plymouth State University believes there is significant educational value in the experience offered to students living in our Residence Halls. In keeping with this belief, all full-time matriculated students are required to live on campus if space is available. This policy is reviewed annually and adjusted in order to best meet the needs of the campus and community at large.

***For the 2023 - 2024 academic year, students meeting one of the following criteria are released from the above obligation:***

- Students who turn 21 on or before September 1, 2023
- Students who have earned (completed) 64 or more Plymouth State University credits by the end of the Early Spring term (January 31, 2023) as documented by the Plymouth State University official registrar records

***Exceptions requiring additional information:***

Students who do not meet the criteria above, but meet any of the criteria below should visit our website and complete the appropriate forms to be considered for release:

- Students commuting from a home owned by a parent/guardian or while living with a parent/guardian within a 30-mile commute of campus. Exceptions for commuting from outside the commutable distance or commuting while living with a relative require additional information/permissions/class consolidations.
- Students who can show evidence of 2 or more years of FULL-TIME military service to be completed on or before September 1, 2023
- Students participating in an educational program outside of the Plymouth area (e.g., internship, student teaching)
- Students changing status (i.e., marital, part-time, or online)

***Exceptions requiring additional information and committee review:***

Students who do not meet any of the above criteria but feel they have a unique and unanticipated situation or hardship may visit our website and complete the appropriate form requesting release to live off campus. Note: this is a lengthier process that requires supporting documentation and review by the release committee. Completed forms must be received by February 15, 2023, to be considered for notification prior to the Returning Student Housing Selection process (which begins mid-March).

## B. General Provisions & Policies

Every Student residing in university housing is subject to and responsible for knowing and abiding by the provisions and policies contained herein. All rights and rules of conduct governing the behavior of university students shall be enforced.

Violations of University or Residential Life & Dining policies, as stated in the agreement, the Student Code of Conduct, and all other Residential Life and University materials and communications shall be subject to appropriate university sanctions, including eviction from university housing. It is incumbent upon each Student to thoroughly read and understand all communications and notices from the University and the Office of Residential Life & Dining Services. Failure to read, acknowledge, or obtain clarifications for emails/notices, etc. are not acceptable excuses for non-compliance.

### 1. Alcohol

Residential students are expected to comply with local, state, and federal laws relating to the possession, use, or distribution of alcohol and other drugs while in the Residence Halls. In addition, the following are against university housing policies:

- a. Keg and/or other large common sources of alcohol
- b. An underage person in the presence of alcohol
- c. Alcohol paraphernalia with information of use or intent to be used illegally or in violation of university policy. Examples include, but are not limited to: empty containers, including those used for decoration, alcohol container boxes, funnels.
- d. EXCEPTIONS to university housing alcohol policies:
  - i. Of age students living in residence halls may store and consume alcohol in their room under the following circumstances:
    - a. No alcoholic beverage may be opened or consumed while any underage person is present in the room.
    - b. The room door remains closed when an alcoholic beverage is open.
    - c. No other Alcohol and Other Drug (AOD) policy is violated.
  - ii. Underage students living in the residence halls may be in the presence of alcohol if:
    - a. They are within their assigned room, and
    - b. They are not consuming alcohol, and
    - c. They have at least one roommate who is 21 or older

## **2. Animals on Campus/In the Halls/Pets**

Except for professional live-in staff under contract, pets or animals of any kind are prohibited in university housing units with the exception of approved Service/Emotional Support animals and non-dangerous fish in a tank no larger than 15 gallons.

## **3. Service Animals & Emotional Support Animals**

Service Animals and Emotional Support Animals (ESAs) as defined by the Americans with Disabilities Act (ADA) and Housing and Urban Development (HUD) to assist people with disabilities are permitted in residential communities as required by law. Campus approval is a two-step process beginning with Campus Accessibility Services to confirm the Service/ESA animal is a reasonable accommodation related to a disability. The final step in the approval process is confirmation of animal health, and on-campus suitability and temperament through the Office of Residential Life. Residential Life requires updated health documentation annually. Please contact Residential Life & Dining Services to obtain information on the review and approval processes that must be completed prior to bringing such animals into any residence hall or apartment.

## **4. Break Periods**

Students are responsible for reading and adhering to checkout policies and procedures provided prior to each break period. Failure to adhere to the policies and procedures may result in disciplinary action and/or fees.

## **5. Move-In/Move Out**

Every Resident is required to check-in at the beginning of occupancy and to check out at the end of occupancy. This process entails completing the appropriate forms and picking up or returning keys.

### **a. Room/Apartment Inventory Form**

This document is completed prior to a student moving in and is used to assess the current condition of a room/suite/apartment. Upon move-in, students will be provided the opportunity to review the form and make any notes related to the condition of their space. This form will become the basis for an assessment of charges due to damage or loss. Failure to sign and return room/apartment inventory form may waive a student's right to appeal damages

### **b. Improper Checkout**

Failure to check out properly may result in a fee.

### **c. Checking Out**

Before moving out, a student is required to remove all personal possessions and refuse/trash and leave the room in the same condition it was received, including furniture (ex. bed height). Charges for additional cleaning required, removal of personal property, resetting of furniture, or for any damage or loss of university property, normal wear and tear excepted, will be billed to the student (s).

### **d. Early Arrivals/Extensions**

An extra fee may be charged to students who arrive prior to the official opening date or leave past the closing date. Students needing to arrive prior to established opening dates or needing to stay later than established closing times, must receive permission from appropriate Residential Life staff and make arrangements in advance according to established guidelines.

### **e. Unclaimed/Abandoned Property**

The abandoned property includes all property where the owner voluntarily relinquishes possession. Including but not limited to:

- a. All property left by a student in a university facility after separation from the University.
- b. All items remaining in a room in a residence hall upon the conclusion of the housing agreement or the student's separation from the University.

Lost Property is Property, where the owner does not voluntarily relinquish the property.

- a. Due to accident, forgetfulness, negligence, and the property owner is ignorant of the property's whereabouts.
- b. If the property cannot be located, residents can file a police report with the University Police Department.

Unclaimed or abandoned property left in the room, apartment, storage room, or on the premises will be

disposed of per university policy. Items remaining in a space that has been officially vacated will be treated as abandoned property and kept for only 30 days; after that time, all items will be discarded or donated.

f. Damage/Residential Fee Appeals

Residents can submit an appeal for damage charges should they believe it warranted.

a. Residential Damage and Fee Appeal Form: <https://plymouth.erezlife.com/login/>

Residents may appeal damage charges based upon the following:

- a. Damage is believed to be the result of "normal" wear and tear
- b. There is a duplicate charge; the individual was not a student at the time.

Damage charge/Fee notification is sent to Student's PSU email accounts. All damage appeals must be received within 10 business days of the notification being sent to the Student's PSU email account.

g. Failure to Accept a Roommate

Refusing to accept a roommate or impeding an effort by Housing & Residence Life to make an assignment to a vacant space is prohibited.

**6. Entry/Inspection**

University staff members may enter a student room or apartment to inspect for or correct hazards to health or personal safety. Except during such violations or emergencies, reasonable efforts shall be made to notify the Resident in advance and to invite the Resident to be present during the inspection. Permission is not required. University maintenance personnel may enter a student room or apartment to perform routine maintenance during regular working hours whether or not the Resident is present. Advance notice is not required unless maintenance is expected to be substantially disruptive to residents. Students are expected to comply with maintenance personnel requests to enter a space to address issues.

**7. Failure to Comply**

Refusing to cooperate with University staff or University police who are attempting to investigate or address a situation in a University residence hall or apartment is prohibited. The student is required to provide proper identification and truthfully answer legitimate inquiries.

**8. Fees & Fines**

Below is a list of fees/fines you may experience as part of your experience living on-campus. Please note that many of these are avoidable.

Fee/Fine Name	Fee/Fine Description	Amount	Notes/Information
Improper Checkout - Failed to Checkout with Staff	This is applied when a student does not complete a standard or express checkout with staff and properly return their key	\$50.00	
Improper Checkout - Furniture not Reset	This is applied when furniture is not returned to the proper locations of the space and bed height is not returned to the campus standard	\$50.00	
Abandoned Property	This is applied when staff need to bag/box and tag property left behind by the student	\$25.00	Per bag/box
Abandoned Property - Furniture	This is applied when staff need to remove furniture left behind by the student.	\$200.00	Per furniture item
Unexpected Early Arrival	This is applied when a student arrives to campus prior to opening unannounced	\$200.00	Plus \$100 per night until opening
Improper Move	This is applied when a student moves <i>without authorization from the department</i> into a new space	\$200.00	

Fee/Fine Name	Fee/Fine Description	Amount	Notes/Information
Lock Change	This is applied when a student loses their key, and the core needs to be changed	\$100.00	Billed per student that fails to return a key/loses a key
Temp Card Replacement	This is applied when a student assigned a temporary access card fails to return it (or loses it)	\$100.00	
Space Not Roommate Ready	This is applied when a student has a vacancy in their space and has not made it roommate ready and eligible for the department to assign a new roommate	\$900.00	
Vaping/Smoking in a Plymouth State Building	This is applied to a student found responsible through the student conduct process for vaping/smoking in university owned and run residential communities	Varies	1st violation - \$50 2nd violation - \$100 3rd violation - \$200
Failure to Evacuate	This is applied to a student found responsible through the student conduct process for failing to evacuate during a fire alarm (planned or actual)	Varies	1st violation - \$50 2nd violation - \$100 3rd violation - \$200
Unauthorized Use of Fire Exit/Emergency Exit	This is applied to a student found responsible through the student conduct process for unauthorized use of Fire/Emergency Exits	Varies	1st violation - \$50 2nd violation - \$100 3rd violation - \$200
Tampering/Damaging/Covering Fire Safety Equipment	This is applied to a student found responsible through the student conduct process for tampering/damaging/covering Fire Safety Equipment in university owned and run residential communities	Varies	1st violation - \$75 2nd violation - \$150 3rd violation - \$200
Tampering with Wireless Access Points/Disabling Wireless Access Points	Tampering with Wireless Access Points/Disabling Wireless Access Points university-owned and run residential communities	Varies	1st violation - \$50 2nd violation - \$100 3rd violation - \$200

## 9. Furniture

Residential Life & Dining Services maintains a strict outside furniture policy to ensure fire safety and protect the cleanliness of the rooms. Additionally, outside furniture can contribute to pest problems. All rooms are furnished appropriately for its occupants with a desk, dresser, and bed.

*Outside furniture is prohibited in the residence halls except for the following items:*

- Desk chairs that do not have any fabric or upholstery
- Lamps (only non-halogen bulbs)
- Media stand, book case, or night stand in which the total dimensions of each piece do not exceed 80 inches. Total inches can be calculated by adding the longest width, the longest height, and the longest depth together when fully extended (such as legs or sides).

*Please keep in mind the following:*

- Do not bring in items noted above which are dirty or that have been discarded (such as furniture left on the street). Such dirty or dilapidated items may have pests like bedbugs and will not be allowed in the residence hall even if it meets guidelines.
- No upholstered furniture or furniture that requires cushions are allowed for any reason. This includes, but is not limited to, dish/butterfly chairs, couches, futons, etc. Please consult with your roommate in making any decisions to bring in outside furniture. Also, it is recommended that you wait until you have stayed in your room for several nights before deciding to bring items.

- Residents are responsible to remove outside furniture from their room when they move out of the building, or they will be charged for its removal. Residents will be charged for any outside furniture that causes pest problems. Residential Life & Dining Services may amend these guidelines at any time and reserves the right to require the immediate removal of any outside furniture for any reason.

## 10. Guests & Visitation

Residential Life is committed to the safety and security of the Residential Communities. The Guest/Visitor Policy exists to best serve all students residing on campus. It is a privilege, not a right, to host a guest/visitor in the residential communities.

### a. Definitions

The following definitions are provided to clarify standard terms as they apply to Plymouth State University's Guest/Visitor policy.

- Visitor: Plymouth State student visiting another residential community. Must be hosted by a Plymouth State student that is a resident of the community and remain with host at all times
- Guest: Non-affiliated with Plymouth State. Must be hosted by a Plymouth State student that is a resident of the community and remain with host at all times
- Host: Plymouth State residential student, responsible for the actions of the person hosted while in community & on- campus. Must remain with visitor/guest at all times
- Trespasser: Un-invited person not connected with the University or hosted by a residential student at Plymouth State. Has entered a residential space unauthorized (all students should report this to Residential Life or University Police)

### b. Residential Student's Visitation Expectations

- Residential Students are allowed to have guests/visitors per Residential Life policies and expectations.
  - Before a visitor/guest can visit your room/suite/apartment, you must address expectations with your roommate(s) via your roommate agreement.
  - All PSU students living on campus must have a roommate agreement on file, which has been explained through floor/community meetings hosted by your Community Advisors.
- All overnight guests are required to be registered as an overnight guest through the Residential Life Guest Registration Form.
- Each Resident may have 1 guest or visitor in their room/suite/apartment
- Overnight guests must be registered by midnight (12:00am).
- Overnight guests are permitted to stay no more than 2 consecutive nights/week, and no more than 4 nights/month
- Hosts are responsible for the conduct of, including damages done by, their guest/visitor whether or not the guest/visitor is invited by the host and in cases of misconduct the host may be held accountable through the student conduct process
- Overnight guests/visitors are not permitted in the residential communities without advance permission of all residents of the room/suite/apartment in which they are residing overnight.
- Residential Life may request that a guest/visitor leave at any time if the guest's/visitor's behavior conflicts with community expectations, is in violation of Residential Life/University Policies, or is jeopardizing the wellbeing of residential students.
- Guests/Visitors are not permitted during the final exam period or if a student has been permitted an extension or request to stay during a university break period.
- Residential Student's visitation privileges may be suspended administratively by Residential Life or by a conduct officer as a result of conduct sanctions
- The Guest/Visitor policy may be restricted or modified as needed by Residential Life.

### c. Guest/Visitor Expectations

- Each guest/visitor is required to be registered via the online Guest/Visitation Form
- Must be at least 18 years of age unless staying as part of a recognized University special event.
- Not permitted to stay for more than 2 consecutive nights/week, 4 nights/month
- Must have valid photo identification with them and provide it to any University official when requested.
  - Visitors - Valid Photo IDs Consist of – University or College issued ID

- b. Guests - Valid Photo IDs Consist of – State or Government Issued ID
- e. Guests/Visitors who are unable to or refuse to produce photo identification when requested may be asked to leave campus.
- f. Guests/Visitors are required to be in the presence of their host at all times
- g. Guests/Visitors who are not accompanied by their host may be asked to leave.
- h. Guests/Visitors found to violate Residential Life or University policy may be banned from the residential area or the campus and may be subject to arrest for criminal trespassing.
- i. Guests that come to campus with a vehicle will need to register it with UPD and receive a temporary parking pass
- j. The University reserves the right to deny access to any Guest/Visitor if it is reasonably determined the Guest/Visitor has disturbed, endangered, or disrupted other residents.

**d. Guest/Visitation Registration Form**

<https://plymouth.erezlife.com/login/>

## **11. Health and Safety Inspections**

Residential Life staff members complete health and safety inspections of student rooms and/or apartments. These inspections will be announced in advance. These inspections are intended to provide a safe and comfortable living environment for all residents. Residential Life staff work with residents to help ensure that communities are safe and sanitary, as well as no fire or safety code violations of university policies, are taking place. Residents found in violation any University policy will be notified and provided with instructions on how to correct the situation. Staff will return to re-inspect 24-48 hours following the failed inspection to ensure violations have been corrected. Health and Safety Inspections are visual inspections of each living space, including student rooms. It is not University policy to open drawers or inspect trunks or luggage unless there is sufficient evidence to warrant a concern that there is a violation.

## **12. Housing Assignment**

Student preference, seniority, accommodation status, and/or date of housing deposit received may be used in completing assignments at the University's sole discretion. Requests for accommodation due to a documented disability must be processed through Campus Accessibility Services. Requests can take up to 30 days and are jointly reviewed by Residential Life and Campus Accessibility Services.

- The University will assist, to the degree possible, students desiring a change in room or apartment assignment during designated housing change periods or in cases of emergencies.
- Designated room change periods begin the second week of the semester and end the first week in December/May for any given academic year.
- Any student desiring a change shall apply through the Room Change Request form located under Forms & Policies on the Residential Life web page and comply with the prescribed procedures.
- Students changing assignments who fail to follow prescribed procedures may be required to move back to their official assignments and may be subject to disciplinary sanctions and/or financial penalties.
- The University retains the right to change a housing assignment at its sole discretion administratively.
- Such changes will not take place until after reasons are explained to the student, and reasonable time is provided for the student to move, except in emergencies. Exception: students are not notified of vacancies or changes due to consolidation efforts during break periods.
- The University reserves the right to change the occupancy designation for a room when the demand for housing exceeds the spaces available.
- Roommate Agreement- Students are encouraged to complete a roommate agreement during the first week of each semester and as needed thereafter. Students may not explore a room change until an agreement has been made. Roommate agreement, negotiation, and cooperation techniques will be employed before a reassignment can be pursued. Students found to be in violation of the signed roommate agreement may be relocated if concerns are unable to be mitigated.

## **13. Identification**

Students must have their PSU ID at all times and present it to University personnel upon request. All other persons within the Residential Communities must have and present valid photo identification to University personnel upon request. Persons who fail to provide appropriate identification may be required to leave the Residential Community.

#### 14. Keys/Access

Keys/PSU ID card access will be issued to the student on record upon arrival at the beginning of the occupancy period. Keys/IDs may not be transferred, duplicated, or given to other persons or roommates. Lost keys should be reported immediately to the appropriate Community Director. In the event keys are lost, the room/apartment lock will be changed, new keys issued, and the student billed.

#### 15. Laundry Service

The University provides laundry machines in each residential facility/area. The University is not liable for any damage or loss of personal property resulting from the use of the laundry machines or for personal items left unattended in the laundry rooms.

To do laundry students will need to follow the steps below (which are posted throughout the Residential Communities on-campus)

- a. *Download the Speed Queen App*
  - i. Enter Location Code: PSULND
- b. *Select Your account balance in the app*
  - i. Choose payment method:
  - ii. Pay with credit, debit or Apple Pay
- c. *Get Washing*
  - i. Fill the machine and add detergent
  - ii. Select the machine in the app
  - iii. Select your cycle on the machine
  - iv. Tap Pay on the app, then select Start on the machine.
  - v. Students without a Domestic smartphone may rent/borrow an iPad designated for laundry access.

Students who are experiencing problems with the laundry equipment should scan the QR code on the signage posted in all laundry rooms to report the issue to a Residential Life Staff Member.

#### 16. Liability

The University shall not be liable directly or indirectly for theft, destruction, or loss of money, valuables, or other personal property, belonging to, or in the custody of, the student for any cause whatsoever, regardless of whether such losses occur in the student rooms, storage areas, public areas, hallways, or in the baggage related to shipment or storage. The student is strongly encouraged to carry personal property insurance.

- a. The University is not responsible for personal property left behind by students after the date of their withdrawal, transfer, departure, suspension, or dismissal from any accommodation in university housing.
- b. Students are encouraged to remove all valuables from their assigned space during periods of absence or during university vacations.
- c. In the event of damage by fire, water, steam, or other causes that render the room or apartment wholly unfit for occupancy, the University reserves the right to reassign the student to alternative university housing. If alternate quarters are not available, this agreement may be terminated, and the Resident shall not be entitled to recompense for damages except for a prorated housing fee refund.

#### 17. Parking

Residents and guests are to follow the parking rules and regulations as outlined by the Office of Student Life and University Police.

#### 18. Prohibited Items

The following items are prohibited in university housing

##### Prohibited Item Exceptions

- a. University Apartments - Allowable in university apartment kitchens only:
  - i. Toasters, toaster ovens, electric fry pans, crock pots, indoor electric grills
- b. General
  - i. Small microwave ovens, hot air popcorn poppers, UL listed hot pots, and small (up to 5 cu ft.) refrigerators **are permitted**.
  - ii. Only UL listed power strips may be used to extend appliance cords to electrical outlets.

Fire Safety & Electrical Items		
Heating & Immersion Coils	Electric Blankets	Explosives/Fireworks
Items Covering/Hanging from Smoke Detector	Air Fresheners with built-in Outlet	Lava Lamps
Extension Cords/Multi-Outlet Plugs	Gasoline/Propane/Butane	Gas & Charcoal Grills
Candles/Incense/Torches/Open Flames	Hazardous Chemicals	Non-UL Listed Items
Appliances		
Major Appliances (such as washers, dryers, dishwashers)	Space Heaters (unless provided by the University)	Hot Plates/Electric Fry Pans
Air Conditioners (unless provided by the University)	Toasters/Toaster Ovens	Pressure Cookers/Crockpots
Deep Fryers & Air Fryers	Indoor Portable Grills (ex: George Foreman)	Welding Equipment
Furniture/Decor		
Multiple strands of decorative lights (No more than 3 stranded lights, must be UL approved, and not enclosed)	Liquid and Air-filled furniture	Hot Tubs, Pools, and similar items
Decals, Metal Signs and Stickers (Adhered to university property)	Items hanging from ceilings	Bean Bag furniture
Black Lights, Black Light Bulbs, Strobe Lights	LED style light strips	Neon Signs
Outside furniture is prohibited in the residence halls except for the following items: <ul style="list-style-type: none"> <li>▪ Desk chairs that do not have any fabric or upholstery.</li> <li>▪ Lamps (only non-halogen bulbs)</li> <li>▪ Media stand, bookcase, or nightstand in which the total dimensions of each piece do not exceed 80 inches. Total inches can be calculated by adding the longest width, the longest height, and the longest depth together when fully extended (such as legs or sides).</li> </ul>		
Miscellaneous		
Vehicles of any kind (Or parts, repair tools, accessories for any motor vehicle)	Automobiles	Darts and Dart Boards
Exercise equipment attached to door frames/walls	Barbells and Weights > 10lbs.	Television and/or Radio Antennae
Live Holiday Decorations (Ex. Trees, Wreaths, Etc.)	Hoverboards	Wired/Wireless Routers
Weapons		
Firearms	Projectiles	Tasers
Any item used for the sole intent to harm or cause fear		

## 19. Room Consolidation

At times, Residential Life needs to consolidate spaces within residential facilities to accommodate the needs of the residential population. Residential Life only consolidates when necessary, during the academic year, and students are expected to comply. Notification will be provided by Residential Life staff promptly via PSU email and a phone call to provide a reasonable time to complete the move. Consolidation of fall assignments during the summer is a common practice and students are not notified of changes unless it involves a change in room type/apartment type and/or a cost differential. Students are expected to check their PSU email often for updates and visit the housing portal periodically beginning in July for fall assignment, and January, for spring assignment, housing specific information, and changes.

## 20. Solicitation

Door-to-door solicitation is strictly prohibited. Commercial activity, solicitation, advertising, or any type of political canvassing is not permitted on or around campus housing unless prior approval by the Office of Residential Life has been obtained. The only exceptions are activities permitted under university rules and/or those sponsored by university staff or local resident governing councils.

Students who sell merchandise, or distribute goods or advertising on campus, either in person or online, are prohibited from using PSU residential facilities or services, including residence hall rooms, community room spaces, community kitchens, etc., for the purpose of such activities. The purpose of this policy is to minimize disruption to residential and academic life. This policy does not apply to approved fund-raising activities by student groups.

## **21. Staffing**

All residential areas are staffed per the University mission of providing students with a living experience that complements the academic mission of Plymouth State University.

### **a. Area Coordinators**

Full Time, Live-In Professional Staff that are responsible for the direct supervision of Community Directors, Graduate Assistants, Community Advisors, and Desk Attendants assigned to work in the community. Area Coordinators actively engage with residents to support them while residing in residential communities. Area Coordinators are responsible for the overall daily operation of an assigned residential community and other specific residential areas of Campus.

### **a. Community Directors**

Full Time, Live-In Professional Staff that are responsible for the direct supervision of Community Advisors and Desk Attendants assigned to work in the community. Community Directors actively engage with residents to support them during their time residing in residential communities. Community Directors are responsible for the overall daily operation of an assigned residential community.

### **b. Community Advisors**

Students employed by the Department of Residential Life & Dining Services as paraprofessionals to represent the Department, support the philosophy and strive to enhance the mission of Plymouth State University and the Department of Residential Life in the daily responsibilities of the position. Community Advisors live in assigned residential communities on the floor with the residents and serve as an immediate resource for students.

### **c. Desk Attendants & Office Assistants**

Students hired by Residential Life Desk Attendants represent the Department of Residential Life & Dining Services while working at the front desk of campus Residence Halls. Desk attendants report directly to the Community Director and work on a variety of tasks and assignments during assigned shifts.

## **22. Storage**

Storage space for surplus or seasonally used property is not provided except in some limited instances where space for bikes is available. Each Student must make their own arrangements for such surplus storage off-campus. No article of any nature may be stored in stairwells, attics, closets, interior and exterior building passageways, roofs, or on the grounds.

## **23. Threatening Behavior**

Conduct that threatens the health and safety of any person in or around the residential community, including, but not limited to, physical assault, threats that cause a person reasonably to be in sustained fear for one's own safety or the safety of their immediate family, is prohibited.

## **24. Vandalism/Misuse of University Property**

Unauthorized possession, use or misuse, removal, defacing, tampering, damage, or destruction of university property or the property of others is prohibited.

## **25. Vacancies**

Most rooms on campus are designed for more than one student and, at times, a vacancy within those rooms may arise. Rooms with vacancies must always be ready to accept a new student (i.e., one bed, chair, desk, dresser, and closet/wardrobe space available and ready for use.)

- a. Students may be charged a fee if the available space is not ready to accept a new roommate. Residential Life reserves the right to assign a student to any vacancy at any point throughout the academic year, with or without notice.
- b. Whereas Residential Life endeavors to provide notification of vacancies and reassignments, it may be necessary to assign a student to an available space on short notice or at times without prior notice.
- c. Notifications are not generally provided for vacancies that occur outside the active semesters/terms (summer, winter), it is, therefore, incumbent upon the students to identify potential vacancies and contact Residential Life promptly to collaborate on filling the vacancy.
- d. Students with vacancies in their assigned space are encouraged to pull in a preferred roommate.
- e. Should this not occur promptly, the students will be required to participate/cooperate in the reassignment process.

- f. Should a student refuse or prove to be uncooperative in the reassignment process, fees, sanctions, or reassignment without notification may be employed.
- g. Residential Life staff may access a room, with or without notice, for checkout purposes.

## C. Community Living

Each Student shall respect and observe the rights of other students occupying university housing. Roommate agreements are strongly encouraged. Shared spaces are to be divided equally among occupants.

### 1. Benefits to Living On-Campus

- a. It provides the opportunity to form both large and small communities.
- b. Engage people with a wide variety of backgrounds, lifestyles, and values.
- c. Sharing a living area and expectations/responsibilities with other students

### 2. Importance of Community Living

It is expected that all community members respect differences and encourage each other to take advantage of the unique learning experiences that a shared environment brings. As a member of this community, and by signing the Housing Lease & Dining Agreement, students agree to conduct themselves with proper regard and mutual respect for other students, residents, guests, CAs, custodians, facilities staff, University personnel, residence hall neighbors, and their own property. Residents also agree to abide by the policies, procedures, and rules of PSU.

### 3. Being a member of the Residence Hall or Apartment Community is an opportunity to contribute to the PSU community. Students are expected to:

- a. Respect the dignity of all persons and avoid behaviors that compromise or demean the dignity of individuals or groups, including hazing, ridiculing, harassing, and discrimination.
- b. Respect the rights and property of others by not participating in the theft, vandalism, arson, misappropriation, malicious damage to, and desecration or destruction of property. Students will not violate another's personal right to move about freely, express themselves appropriately, and to enjoy privacy.
- c. Strive to learn from differences, as well as similarities in people, ideas, and opinions to discourage bigotry.
- d. Demonstrate concern for others, their feelings, and their need for conditions which support their work and development.
- e. Be compassionate and considerate to avoid behaviors that are insensitive, inhospitable, or activities that unjustly or arbitrarily inhibit another's ability to feel safe in their residence hall or apartment or welcomed in their pursuit of appropriate academic goals.
- f. Observe ideas and encourage students to respect the fundamental freedoms and rights of all residence hall or apartment living community members.

### 4. Expectations and Responsibilities

Campus housing offers a great advantage of having the opportunity to live and work closely with all types of individuals. With the roommate relationship, there are specific responsibilities that each person carries. The expectation of sleeping without undue interference and the need to study outweigh social privileges; however, roommates must strike a balance as to the time and priority of room usage. Each individual must take responsibility to express their preferences in using the room. If roommates have difficulties in resolving expectations for room usage, Community Advisors are able to assist residents.

Below is a list of reasonable expectations, which students should have for one another while living in campus housing:

- a. Respect the differences and diversity of the community and its members
- b. Conduct themselves in a manner that enhances the PSU environment
- c. Be conscious of the needs of others and how actions affect other individuals
- d. Sleep during the night, reasonably undisturbed
- e. Study in one's living space reasonably free of noise and distractions
- f. Have unhindered access to one's room and residential amenities
- g. Feel secure against physical or emotional harm
- h. Share a clean room and common areas, with their fellow residents
- i. Have their personal space and belongings respected
- j. Host guests who do not disturb a roommate's right to sleep or study

- k. Be comfortable addressing grievances
- l. Have reasonable privacy

## **5. Successful Tips for Living with another Person**

- a. Hopefully, this relationship will be positive and rewarding, but it can also be challenging. While most roommates get along very well, it is natural to have some issues that arise during the course of a year.
- b. A roommate does not need to be a best friend; every Student must respect one another.
- c. Lines of communication must be developed and remain open.
  - i. Stand up for individual rights without violating the rights of others.
  - ii. Initiating and participating in any conversation becomes more comfortable.
  - iii. Communicating personal expectations becomes easier.
- d. Share relevant personal experiences to develop a working relationship.
- e. The more effort a student makes to spend quality time with a roommate in the discussion, the easier it will be to mediate conflict if it arises during the year.

## **6. Roommate Agreements**

All first-year students are required to have a completed roommate agreement on file in their assigned community. At opening, your Community Advisor will discuss the importance of this document and the timeline for this document's completion. Upper-division students are not required to have one of these on file but are strongly encouraged to have one and may be required to have one if a conflict arises in the room/suite/apartment.

# **D. Use of Dwellings and Grounds**

## **1. Advertising in the Residential Communities**

For advertising within the various residential communities:

- a. Request approval from the Office of Residential Life & Dining Services and bring the designated number of posters to be hung.
- b. Residential Life will not guarantee the placement of items.
- c. Residential Life has limited posting space and reserves the right to decide the number of posted materials.
- d. Unapproved items found posted will be removed and may result in the office/group being denied posting privileges in the future and may be referred to Student Conduct for adjudication.
- e. No items will be approved which advocate alcohol/drug use or inappropriate behavior.
- f. No items may be put under doors or in the door frames without authorized approval.

If approved, publicity will be posted for a maximum of two weeks or the day after the event. This does not include semester-long event calendars that are produced by offices/ departments on the university campus.

## **2. Alteration to Premises**

The student, or any person acting with their permission, shall refrain from:

- a. Removing any item of university equipment/furniture/fixture from the premises;
- b. Altering or replacing the present locks or other security devices or installing additional locks or security devices;
- c. Making any structural or electrical alterations to the room or building/apartment;
- d. Using nails, screws, bolts or decals/stickers upon the furniture, walls, doors, woodwork, ceiling, or floors of the room or apartment or otherwise defacing or marring such surfaces;
- e. Making unauthorized repairs to the room or apartment;
- f. Adding common area furnishings to an individual room;
- g. Installing air conditioning units;
- h. Removing or tampering with screens;
- i. Building partitions or making alterations to furniture;
- j. Tampering with automatic door closers.

Violations in the above may result in disciplinary action through the conduct system and/or assessment of fees.

Except in an emergency, screens are not to be removed from windows for any reason. Damage occurring from removal and/or charges incurred to replace screens will be assessed to the Resident (s) of the room or apartment.

### **3. Appliances**

Coffee pots, popcorn poppers, and irons must be equipped with automatic shut off features. All units must be UL listed. Low wattage electrical equipment also must be UL listed (clocks, radios, stereos, etc.). The Plymouth Fire Department and the University reserve the right to determine the danger of electrical appliances and to require their removal.

### **4. Bathrooms**

Residential Life offers a variety of shared bathroom facilities within the residence halls on campus. Bathroom facilities may be designated as gender restricted or gender-inclusive facilities. Residential Life is committed to providing clean and safe restrooms for use by any student regardless of their gender identity. All students are welcome to use a shared restroom that corresponds to their sex or gender identity, a gender-inclusive shared restroom, or an inclusive single restroom.

Residential Life cannot guarantee that staff assigned to clean the common and community-style bathroom facilities are the same gender as residents assigned to the community. Every attempt is made to not inconvenience residents from the use of the bathroom facilities during prime times.

In certain residence halls, community bathroom facilities are designated for men or women with a shared community sink area and multiple individual-use, private stalls for shower and toilet for use by one person at a time. These facilities are cleaned by building service staff daily (except weekends).

In many of the communities, gender-inclusive community-style bathroom facilities have a community sink area for shared use by individuals of any gender and multiple individual-use, private, lockable rooms with shower and toilet for use by one person at a time. These facilities are cleaned daily (except weekends).

Many bathrooms in suite-style rooms and apartments have a shared community sink area and individual-use, private, lockable room with shower and toilet for individual use. These facilities are cleaned by residents assigned to these spaces. Toilet paper is not provided by Residential Life for student use in these bathroom facilities.

For everyone to feel safe and comfortable in shared bathroom facilities, the following policies must be followed in all residence halls:

- a. Residents and guests may use bathroom stalls or lockable rooms for private toileting or bathing use only. Any use of a shower or toilet stall/ room by more than one person at a time or for other purposes is not permitted;
- b. Residents and guests must exercise courteous cell phone use in all bathroom areas; recording a video or taking a photo is strictly prohibited as it is considered a violation of an individual's reasonable expectation of privacy;
- c. Residents and guests must treat common bathroom spaces with respect and clean up after themselves and report any maintenance or housekeeping issue
- d. When bathrooms are closed for cleaning, residents are prohibited from entering to ensure proper daily cleaning of the shared facility.

### **5. Bicycles**

Bicycle racks are provided near each living area. There is some internal Bike Storage on campus. The University suggests a U- bolt style lock to secure a bicycle. Bicycles parked improperly are subject to fines and/ or removal by the University. Students are not permitted to lock bikes to fence posts, guardrails, stairwells, signposts, light poles, fire equipment, trees, or anywhere that interferes with exiting from the building. Bikes may be parked in a resident's room as long as the roommate(s) agrees. For safety reasons, bicycles must be walked alongside, inside of buildings.

### **6. Bottle Collections**

Bottle collections of any kind are discouraged. If you do have one, however, at no time should it be visible from outside your room/apartment. At no time may underage students possess alcoholic bottle collections.

## **7. Common Areas**

Students are responsible for keeping all shared and public areas of university housing free of personal trash and belongings. These areas include, but are not limited to, hallways, bathrooms, stairwells, lounges, utility closets, and adjacent grounds. Any damage found in common areas may be billed to all residents known to have access to the space.

## **8. Cooking**

For safety reasons, including the possibility of fire, cooking is permitted only in University designated kitchen/kitchenette areas. Cooking is NOT permitted in residence hall rooms. While cooking, do not leave food unattended. Burnt food may activate the building fire alarm and students may be financially responsible for any damages caused in addition to conduct sanctions imposed. Only microwave cooking is allowed in student rooms.

## **9. Damage**

Damage, theft, and/or vandalism to university property are strictly forbidden. Violators will be subject to disciplinary action, which could result in eviction from the housing. Each Student is financially responsible for the cost of replacement or repair of any breakage or damage (except for normal wear and tear) to their accommodations and its furnishings as well as for his/her share of the costs of any damages in the common areas of university housing. Loss of or damage to University or personal property due to negligence on the part of a student or their guest may result in financial responsibility for the residential Student.

## **10. Fire Prevention/Drills/Alarms/Equipment**

All students are expected to observe all fire safety guidelines as follows:

- a. Students must participate in fire alarm/evacuation drills and leave buildings during a fire alarm.
- b. Fire extinguishers and alarm systems shall not be tampered with or tested by unauthorized persons, nor should anything cover, be attached to, or hung from detector devices, conduit, pipes, or sprinkler heads.
- c. Nothing may be hung from ceilings.
- d. Students are expected to help prevent false alarms and should report any tampering with fire safety equipment to the appropriate staff person.
- e. Failure to comply with any of these guidelines may result in disciplinary action.

## **11. Furnishings**

All student rooms and apartments are provided fully furnished. Each bedroom is furnished with an XL twin bed, desk, desk chair, dresser, and wardrobe/closet space per Student. Apartments and suites include soft seating for the designated occupancy, and apartments will include a dining table and chairs. Students may not remove or store furnishings provided by the University and may not replace them with personal belongings except when preapproved by the Office of Residential Life.

## **12. Hall Sports**

Playing sports in public areas or hall/apartment rooms and hallways is not permitted. This includes, but is not limited to in-line skating, skateboarding, bicycle riding, throwing, kicking or hitting any type of object including indoor basketball, indoor football, indoor Frisbee, indoor soccer, golfing, ping-pong or any variation of beer pong, foosball, tag, chase, wrestling, soccer balls, footballs, Nerf balls (and nerf associated projectile devices), etc. Remove roller blades prior to entering any University building.

Note: This excludes University provided recreational equipment in designated locations throughout the communities; however, this equipment needs to be used as the design intends.

## **13. Hallway/Walkways/Stairwell Use**

For health and safety reasons, hallways, stairwells, and walkways are to be kept clear of furniture, equipment, trash, and any other obstacles that might obstruct passage. Games and other recreational activities are prohibited in these areas, as are skateboards.

## **14. Kitchens/Kitchenettes**

All on-campus apartments have kitchens, which are each equipped with sinks, refrigerators, and stoves with ovens. All residence halls have a kitchen/kitchenette for the community to use.

To avoid charges for excessive housekeeping or unusual wear and tear on university property, residents must practice

the following good housekeeping strategies:

- Keep kitchens clean, by removing trash, routinely cleaning out the refrigerator and freezer, and wiping up stove/oven spills
- Use garbage disposals only for soft foods while running water through the disposal to avoid mechanical failure and damage to the equipment
- Agree on a cleaning schedule with roommates
- Clean kitchens and common areas within apartments in preparation for new roommates

The Resident must clean community kitchens located in residence halls after each use. Residents may be charged for excessive housekeeping or damage to any kitchen/kitchenette or common area to which they have private or communal access.

#### **15. Lofting & Bunking**

Although homemade lofts are not permitted for use in our residential facilities, students wishing to have a loft should consider renting components. In consideration of being permitted to use a bunk bed or loft in their residence hall room, the student hereby voluntarily assumes all risks connected with such use, including possible injury. The student understands that they have the option of a bedrail for their bed. Loft kits cost \$175 per semester, which is non-refundable after the kit has been installed.

#### **16. Maintenance**

Routine maintenance needs should be reported to the appropriate staff promptly. The University reserves the right to perform any and all needed maintenance.

#### **17. Noise**

Excessive noise, including the use of speakers, radios, stereos, television sets, musical instruments, etc., at a level that can be heard beyond the boundaries of the room or apartment, is prohibited. Compliance with the Plymouth noise ordinance is required. The placement of stereo speakers in such a manner that sound carries out from the apartment or room is strictly prohibited. Due to the potential for noise and vibration disturbances, responsible use of sub-woofers is encouraged.

a. Courtesy Hours

Courtesy Hours are always in effect 24 hours-a-day. Residents are expected to maintain a noise level that cannot be heard outside their room or apartment or common areas 24 hours-a-day (courtesy hours). If students are confronted for a noise concern (even during Courtesy Hours), they are expected to comply with the request.

b. Quiet Hours

Quiet Hours are in effect from 10 p.m. until 10 a.m. Sunday through Thursday and from 12 a.m. until 10 a.m. on Friday and Saturday. During this time, noise must be kept at a minimum to ensure that students can focus on their studies and not disturb others trying to sleep. During final exams, each semester, 24- hour Quiet Hours are enforced. Signage will be posted in your residence hall/apartment building prior to final exams that will provide more details about Quiet Hours during the exam period.

#### **18. Roofs, Windows & Ledges**

Students are not permitted to exit through windows or be present on any ledge or roof of any university building. The student shall contact their Community Director or UPD should an item need to be retrieved from a ledge or roof.

- a. Removing screens from windows for any amount of time is strictly prohibited. If a screen falls out of a room window, it is the Resident's responsibility to report it to maintenance.
- b. Windows should remain closed during break periods.

#### **19. Room Care**

Students are responsible for maintaining reasonable sanitation and safety standards, including personal hygiene. If upon inspection, university staff discover safety and sanitation conditions below standard, the student will receive a written notice prescribing corrective action. If, after a reasonable time, the corrective action has not occurred, additional disciplinary actions may be taken, including possible eviction and/or fines.

## **20. Security**

Security systems are designed for the protection of all students. Vandalizing these systems will not be tolerated. Students found vandalizing exterior building doors, locks, cameras, or any other security system will be subject to appropriate university disciplinary action. Any student who props a locked or secured door is subject to a fee and/or disciplinary action.

## **21. Smoking**

All residential facilities are non-smoking inside or within 20 feet of each building. This policy includes the use of e-cigarettes and vape devices. As a reminder, per NH State Law:

## **22. Theft Prevention**

Thefts occur when students leave their personal items unguarded in public areas or leave their room unlocked. To help protect your personal property:

- a. Lock room door at all times.
- b. Never lend a room/apartment key to anyone.
- c. Keep all valuables in a safe place; do not leave valuables in the open and unattended.
- d. Report suspicious persons to the University Police and the residence hall staff.
- e. Do not permit anyone, other than your guest(s), to enter the building behind you. Make sure the main door shuts and locks behind you.
- f. Do not prop open exit and stairwell doors.
- g. Report lost keys to the front desk immediately.

## **23. Trash & Trash Removal**

Residents are solely responsible for bagging trash which accumulates in their room or apartment and disposing of such trash by depositing it in the designated dumpster and recycling containers. Students may not leave trash outside their room or apartment door and will be subject to charges.

## **24. University Recreational Equipment in the Halls**

Most communities come equipped with a billiard table and/or table tennis table (ping-pong table). This equipment needs to be used as the design intends. Students that damage the equipment and/or supplies associated with the equipment can be charged for the necessary repairs/replacement.

# **E. Meal plan and Dining Hall Policies (subject to change as necessary):**

## **1. Meal plan eligibility and requirements.**

- a. All students residing in a residence hall on campus are required to be on one of the designated meal plans.
- b. First year residents are assigned the unlimited meal plan
- c. Students in university apartments are not required to be on a meal plan but may opt to purchase one.
- d. Students required to be on a meal plan who fail to make self-selection or select a plan that they are not eligible for will be placed on the default plan and billed accordingly.
- e. Students who are not required to live on campus, regardless of where on campus they live, are eligible for the 'restricted' meal plan.

A valid university ID card programmed for a dining plan is to be used for entrance to Prospect Dining Hall. University ID cards and meal plans are strictly nontransferable. The owner of a dining plan-programmed ID card is responsible for its condition, security, and proper use and is subject to disciplinary action for its unauthorized use. Lost or stolen ID cards should be replaced or locked immediately. ID Cards can be locked via the GET web site or application.

## **2. In the event of official withdrawal, suspension, or mutual consent of the parties to terminate this agreement, the effective date for calculating any refund on a paid semester dining plan will be determined by the date the plan is invalidated. Refunds are calculated as follows:**

- a. Refunds for students who decide not to return or to withdraw are subject to federal and University guidelines.
- b. Refunds for eligible board plan drops are pro-rated based on the number of meals and FlexCash used at the time the meal plan is invalidated.
- c. Students who are removed or suspended from dining facilities due to a student conduct matter are not eligible for a dining refund.

3. Dining Hall meal services will be available each year according to the stated days and hours for each facility. Meal plans will normally begin on opening day of each semester and end on the last day of classes each semester. Meal plans are not in operation during official closings such as Thanksgiving and Spring Break.
4. Meal plans and associated FlexCash are available for the designated semester. Any remaining balances expire at the end of each semester. Panther Bucks carry over from semester-to-semester and does not expire. Any Panther Bucks balance remaining on the account when an individual leaves PSU will get refunded back to their financial account.
5. Once a meal plan is selected, changes are limited. When a meal plan change is permitted, it may result in prorated financial adjustments if components of the plan have already been utilized. Contact the Office of Residential Life for more information.
6. Students are expected to behave appropriately in the dining facilities and abide by all university policies. Additionally, the Student needs to be familiar with the following Dining expectations:
  - a. Cooperation with stated procedures of self-bussing of food dishes and cleaning up after oneself is expected.
  - b. All Dining Hall equipment (China/glassware/flatware) are for use within the building and not to leave the building. .
  - c. Outside containers are prohibited at all times.
  - d. Proper footwear and clothing are required in the Dining Hall.
  - e. Removal of dining hall food or property is prohibited unless participating in a PSU Dining sponsored to-go program.
  - f. Failure to abide by policies could result in referral through the Student Conduct process or other appropriate action



## Residential Life & Dining Services

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