



**Resident Handbook  
2009–2010**

U.S. EQUITIES STUDENT HOUSING



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## **RESIDENT HANDBOOK INTRODUCTION**

The participating schools and management of the University Center of Chicago (UC) welcome you home! We think you will find UC to be a home of many opportunities. It offers an opportunity to be part of a vibrant student community of scholars, consisting of undergraduate, graduate and professional students enrolled at Columbia College Chicago (CCC), DePaul University (DPU) and Roosevelt University (RU), referred to hereinafter as “member school(s)”, who are serious about their academic success. UC presents an opportunity to surround you with the space, security, convenience and amenities that will support your academic goals. It also offers an opportunity to embrace the city around you.

In order to fully benefit from the rich cultural diversity of the UC community, it is important for all community members to respect new ideas, demonstrate tolerance and have an open mind. This handbook will explain your privileges as a member of this very special community, where respect for the rights of others is expected. We hope you will be an active participant in a cooperative effort by residents and staff to accomplish this central goal.

Residents and their guests are expected to follow the policies and procedures and accepted community standards described in this handbook. Violation of policies or procedures will be reviewed by UC staff, and may result in sanctions including removal from the UC community. While every effort has been made to provide residents with complete and accurate information, UC Management reserves the rights to change, amend, modify or revoke any policy or procedure contained in this document, with or without notice. UC Management will attempt to provide notice to residents of any such changes when made. In the event of questions, final interpretation of the policies and procedures applicable to UC is the responsibility of the Executive Director in consultation with the Dean of Students from each of the participating institutions.

Note: Any professional position named herein (i.e., Executive Director, Dean of Students, etc.) may appoint a designee as necessary to provide coverage or appropriate delegation of responsibility.

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## STATEMENT ON COMMUNITY LIVING

University Center is an exciting place to live, especially when each resident assumes his or her share of community responsibility. UC residents come from many areas of the city, state, country and world. All are in the midst of academic pursuits at the undergraduate, graduate or professional levels. In this unique community, residents are rich in knowledge and diversity. UC encourages interaction among residents to make the most of this cooperative and interactive learning opportunity.

With so many residents living in such close proximity to each other, conflicts of various types are possible. Residents are encouraged to know suite-mates, apartment-mates and neighbors to facilitate a quick and amicable resolution to conflicts that may occur. Understanding different individual lifestyles forms the foundation of a mutually respectful environment for everyone.

Within any environment, reasonable limits and community standards must be established. Policies within the UC community have been established in the interest of residents (and all others who visit or work within the building), for the preservation of the facilities for future generations and to comply with health, safety and other regulatory expectations.

Therefore, the staff of UC:

- is concerned with the rights and safety of all residents, visitors and employees
- limits the physical alterations and use of the facilities by residents
- establishes reasonable limits on activities and behavior
- enacts policies to achieve these purposes and to comply with local, state and federal fire, safety, health and code requirements

Living within such a vibrant, academic community is indeed enriching, but also necessitates compromise between individual and community needs. When these needs are in conflict with each other, the needs of the community take precedence. Therefore, UC strives to provide residents with an environment that is conducive to studying and sleeping, especially during established quiet hours, as well as a clean and safe environment in which to live. In addition, UC provides an avenue for residents and staff to address concerns and violations of this handbook.



## **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

University Center complies with the FERPA Act of 1974. All records maintained by UC Management regarding a resident are considered “student records” and will be shared with the resident’s institution of record upon request. The FERPA policy of each resident’s school shall apply to all student records. Additionally, UC Management will not disclose directory or other information about residents without prior written consent, unless otherwise required by law.

### **THE CLERY ACT: CRIME STATISTICS REPORTING**

University Center staff will report all felonies and serious misdemeanors that are reported or observed to the Chicago Police Department (CPD). For lesser misdemeanors, victims are encouraged and assisted by the staff to report the crime to the CPD. All known crimes occurring within the premises or within a reasonably contiguous geographic area shall be reported by UC staff to each member school to be included in its crime statistics report, in compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act 20U.S.C. 1092(f).

UC staff is committed to safety and security within the University Center community.

**To report a crime or an emergency in or near University Center, contact:**

- UC Security Desk in person or via telephone at ext. 8911 or (312) 924-8911 and/or
- City of Chicago Emergency at 9-1-1

Additional information about reporting crimes and emergencies at your school may be found at:

**Columbia College Chicago**

<http://www.colum.edu>

**DePaul University**

<http://www.studentaffairs.depaul.edu/handbook/safetysecurityreport.html>

**Roosevelt University**

<http://www.roosevelt.edu/security>

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## UNIVERSITY CENTER STAFF

UC staff provides a variety of services and referrals to help residents maximize their academic and living experiences. UC staff will assist residents during your transition, respond to emergencies and are available to meet with residents during business hours or through the 24-hour Security Desk at (312) 924-8911.

### **Resident Advisors (RA)**

The RAs are live-in student staff committed to the personal and academic success of our residents and our community. They create community through leadership, programming and policy enforcement. They are the residents' primary source for information, problem solving and support. RAs help organize social, educational and cultural events for residents, follow up on facility-related requests and help provide extended office hour coverage. They are responsible for inspecting common areas and conducting periodic room inspections as directed and with appropriate notice. They report to one of the Residence Education Coordinators.

### **Graduate Residence Life Coordinators (GRLC)**

The GRLCs are live-in graduate students who report to the Assistant Director of Residence Life and assist with residence life functions. Each GRLC is on-call for emergency response.

### **Residence Education Coordinators (REC)**

The RECs are live-in professional staff who report to the Director of Residence Life and supervise the paraprofessional staff. The RECs have responsibility for building a community of 500 – 600 residents on various floors. Each REC is on-call for emergency response.

### **Assistant Director of Residence Life (ADRL)**

The ADRL is a live-in professional staff member who reports to the Director of Residence Life and is responsible for supervising the GRLCs, the judicial process, community programming, leadership development and advising the University Center Resident Council (UCRC). The ADRL is on-call for emergency response.

### **Directors**

The management staff supervises all other employees and contractors in the building. The team consists of the Director of Residence Life, Director of Housing Services, Director of Facilities, Business Manager and the Executive Director. The Directors of Residence Life and Housing Services are live-in staff and share on-call responsibilities for emergency response. Each Director reports to the Executive Director. The Executive Director shares responsibility for emergency response.



## **UNIVERSITY CENTER STAFF**

### **Management Office Staff**

The Management Office, located on the second floor, is open Monday through Friday from 8am to 5pm and can be reached at (312) 924-8000. Examples of services provided by Management Office staff include, but are not limited to, processing work orders for maintenance, re-programming/replacement of key cards, disseminating information on UC programs and activities, processing room change requests, filming requests and reserving meeting rooms.

### **Additional Building Staff**

#### **Conference Chicago Staff**

Event planning and scheduling of meeting rooms is coordinated by the sales and operation staff of the Conference Center within UC.

#### **Custodial Staff**

Reporting to the Director of Facilities, the custodial staff is responsible for the cleaning and upkeep of all common areas within the building including, but not limited to, the lobby, hallways, lounges, Music Practice Rooms and recreational spaces.

#### **Engineering & Maintenance Staff**

Reporting to the Director of Facilities, the engineering staff is responsible for the maintenance of all mechanical and electrical equipment in the building and is responsible for the completion of all resident work orders.

#### **Security Staff**

Reporting to the Director of Facilities, the security staff participates in maintaining a secure environment for all who live, work and visit the building. Security staff monitor and oversee building access 24 hours a day and can be reached at ext. 8911 or (312) 924-8911.

#### **Student Staff**

Resident employment opportunities are available throughout the building (from the Resident Services Desk and Mail Room to the Conference Center and Center Dining). Contact the Management Office for an application.

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## BUILDING AMENITIES

UC consists of 18 floors. Student residences are located on floors 3 through 18. The Mail Room, Conference Center, Center Dining, Resident Services Desk, Computer Lab, Fitness Center, Multimedia Room, Private Dining Room, main Laundry Room, Music Practice Rooms, and Management Office are located on the second floor. Several retail operations are housed on the first floor. The third floor includes the Great Room with access to the Garden Terrace.

### Access

UC is not a public facility. Other than the first floor retail spaces, access to the building is restricted exclusively to residents, building employees, authorized staff from member schools and registered guests. UC ID cards are provided to every resident and must be used every time upon entrance. \*This ID card also provides access to a resident's suite or apartment. Guests of residents must present valid, government-issued photo identification, sign in and out upon entering and leaving the building, and must be escorted by their host/hostess at all times (also see "Guest Policy," pg. 25).

*\* The UC ID is issued to the resident and is not to be shared with others to access the facility.*

### Appliances

Each apartment is provided with a refrigerator/freezer, oven with stovetop, microwave, and dishwasher. Microwaves, ovens with stovetop and refrigerators are also provided in the social lounges (Northwest corner) on each floor, for use by residents. Each suite located on a premium floor (floors 15–18) is provided with a micro-fridge in the room for resident use.

### Bicycle Storage

A limited number of bicycles can be accommodated in a locked storage room adjacent to the first floor lobby. Storage will be provided on a first come, first served basis, for bicycles that are registered with the Management Office. Residents are responsible for providing and securing their own bike locks and nothing else may be left in this room. Bicycles, or bicycle like items, are prohibited anywhere else in the building. Each resident acknowledges that he/she will be solely responsible for theft or damage to any personal property placed in Bicycle Storage. As is the case with all personal property brought on to the premises, residents assume full responsibility for damages or losses of any kind. (See "Personal Property Insurance" on pg. 17.) Bicycles left after residents move out will be handled as abandoned property.



## **BUILDING AMENITIES**

### **Computer Center**

The Computer Center is located on the second floor by the Resident Services Desk. There are six (6) PCs available for resident use. Using their UC username and password (provided at move-in) residents can access the Internet, Microsoft Word, Excel and PowerPoint from these computers. Additionally, there is a black and white printer that can be used with a declining balance system; the cost to print is \$.10 per page. This printer system can also be accessed from a resident's computer in their room (printing system may not work with all computer operating systems). Printing accounts can be set up in the Management Office. Residents using the Computer Center and printing system are required to adhere to all Building Technology Policies. (See "Building Policies, Technology Policy" beginning on page 30.)

### **Conference Center & Meeting Rooms**

The UC Conference Center is located on the second floor, but main access is only via the conference entrance on the north side of the building's first floor lobby. Conference and meeting room space is primarily used by outside groups for a fee. Residents interested in group study, programs, discussions and similar events may also reserve these rooms. Residents can book conference rooms for a nominal fee when available. Outside rental will take priority over student use. Contact the Management Office for details.

### **Dining Center (Center Dining)**

Center Dining is located on the second floor and provides a quality dining experience for residents and their guests by focusing on variety, convenience and nutrition. From home-baked specialties to many grab-and-go items, residents can enjoy a great dining experience without leaving the building.

All residents in suite-style accommodations are required to participate in either the standard (up to 15 meals per week) or basic (up to 10 meals per week) UC Dining Plan. Residents in apartments may either purchase a meal plan or individual meals. The Standard and Basic Meal Plans provide meals while each student's classes are in session during the academic year (approximately 32 weeks).

Our Center Dining Team also provides outstanding catering services within the UC community, from our own Private Dining Room for a family reunion, to catered meetings and seminars, to a reception on the Garden Terrace. Please see a Center Dining Service Manager for more information.

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## BUILDING AMENITIES

### **Fitness Center**

The Fitness Center is located on the north end of the second floor. Checking in with one's ID at the Resident Services Desk (RSD) provides access to the Fitness Center. The facility is furnished with high-tech cardiovascular equipment and is for the exclusive use of UC residents and their guests. Registered hosts must accompany their guests at all times and guests will be required to provide their guest ID to utilize the Fitness Center. All residents who enter the Fitness Center agree to follow the rules and regulations posted therein. There is no supervision or staff monitor in the Fitness Center and those using the facility do so at their own risk. No food or loud music is allowed. Please report any problems with the equipment to Resident Services Desk (RSD).

### **Furnishings**

Except as otherwise specified below, each resident is provided with a bed and twin, extra long (80 inch) mattress. The bed is also loft-able, allowing for extra floor space below the bed, but only if ceiling height permits and an optional UC approved loft kit is utilized. Limited supplies of these loft kits are available for rental through the Management Office. Every resident is also provided with a study desk and chair. Dresser drawers, shelves and adjustable clothes rods are built into a room closet for each occupant. Other furnishings in each unit are as follows:

- Private Room Suites — full bed instead of extra long twin, lounge chair, 2 bookcases, TV stand
- Semi-Suite (Quad or Deluxe Double) — 2 bookcases, TV stand
- Studio Apartment — full-bed instead of extra long twin, 2 bookcases, TV stand, night stand, dining table with 2 chairs, lounge chair, side table
- Two-Bedroom Apartment — 4 nightstands, 2 bookcases, sofa, lounge chair, coffee table, side table, TV stand, 4 stools
- Four-Bedroom Apartment — 4 nightstands, 2 bookcases, sofa, lounge chair, coffee table, side table, TV stand, dining table with 4 chairs

*Please report any furniture problems to the Management Office.*



## **BUILDING AMENITIES**

### **Heating and Air Conditioning**

Central heating and air conditioning are provided to each unit at no additional cost. Residents may experience transitional times during the spring and fall where heating and cooling are difficult to balance. Supplemental heating and/or air conditioning devices are prohibited. Residents need to be aware, especially during the winter months, to take precautions to avoid charges should windows be left open causing pipes to freeze and/or burst.

### **Laundry Room**

The main Laundry Room is located on the second floor. The Laundry Room is accessible 24 hours a day. Machines run through the use of pre-paid cards available for purchase in the second floor Laundry Room. A laundry card is provided free of charge when a resident moves in. Should a resident need an additional laundry card, the cost is \$5.00. Also, for residents living on the premium floors, there is a small laundry facility located on each floor as an additional option. UC is not responsible for lost, stolen or damaged items. Any items left in the Laundry Room more than 24 hours will be stored for 30 days. After 30 days, all items will be donated to a local charity. Please report any issues or concerns with the Laundry Rooms to the Resident Services Desk.

### **Loading Dock**

With advance permission from the Management Office, the loading dock at the rear of the building is available for loading and unloading on a limited basis.

### **Lounges**

Many lounge areas are available throughout the building and include the following:

- 3rd –18th floors: Study lounges are located near elevator banks and social lounges are located at northwest corner of building
- 3rd floor: Great Room with fireplace and outside Garden Terrace
- 2nd floor: Multimedia Room with large-screen TV and recreational lounge
- 1st floor: Lobby lounge

Removal of any lounge furniture is prohibited and may result in disciplinary action including financial responsibility. Residents may reserve study and social lounges by contacting Management Office. Additionally, residents are responsible for maintaining a clean lounge after usage.

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## BUILDING AMENITIES

### Mail Delivery

Upon move-in, each resident is issued a mailbox combination. To ensure correct delivery, please request that your unit number is clearly marked on all mail. Mail is delivered six days a week (except legal holidays) and distributed to mailboxes located on the second floor. Residents share a mailbox with their suite/apartment-mates. Hours of distribution will be posted, and residents with a package delivery will receive a note and/or an e-mail to pick up their delivery from the Mail Room Desk or the Management Office. All mail should be addressed as follows:

(Name)

525 S. State Street # (Suite/Apartment Number)

Chicago, IL 60605

*Once a resident moves out of UC, first-class mail will be forwarded for up to 30 days contingent upon resident completing a forwarding address card. Please visit Mail Room for instructions.*

### Music Practice Rooms

Music Practice Rooms are available for use at no charge. Because the practice rooms are shared, residents are expected to respect the rights and property of others. Space may not be occupied for extensive periods of time (when others are waiting) or used for storage. A key to access a room is available for check-out at the Resident Services Desk (RSD) with UC ID. Specific policies and procedures are posted in the Music Practice Rooms. Please see an RSD attendant for information regarding the reservation process.

### Recycling and Trash Removal

All units are provided recycling bins to allow participation in the single-stream recycling program. Trash receptacles are also provided for waste. Each floor is provided with trash and recycling containers in separate rooms near the elevators. All residents are expected to bring their trash and recycling material to the appropriate containers regularly. Trash is normally removed from the floors on a daily basis. Information is available to residents about proper preparation of recycling material.



## **BUILDING AMENITIES**

### **Resident Services Desk (RSD)**

The Resident Services Desk (RSD) is a 24-hour, 7-day-a-week resource for the University Center residents. (RSD may reduce hours during Member School break periods.) The RSD, located on the 2nd floor, is a station where you can find helpful brochures covering many of the programs, services, and organizations associated with Columbia, DePaul, Roosevelt and the downtown Chicago community. Through the RSD, residents of the University Center can gain access to the Fitness Center, Multimedia Room, Music Practice Rooms, ping-pong tables, pool tables, shuffleboard table, board games and various other services.

### **Smoke-Free Environment**

To help ensure a clean and healthy environment for everyone, and in compliance with the Chicago Indoor Air Ordinance, UC is a smoke-free community. The third floor Garden Terrace is also a smoke-free area. The Chicago Ordinance also prohibits smoking within 25 feet from the entrance/exit of the building, including the neighboring retail space entryways.

### **Storage**

Aside from space within the residential units, there is no additional storage available in the building. All bicycles must be removed from Bicycle Storage upon move out or it will be handled as abandoned property.

### **Technology**

Technology Services, in the building, include access to basic local telephone service, high-speed Internet connection and satellite television for residents at no extra charge. Information regarding connecting and upgrades is available at move-in (also see "Technology Policy," pg. 30).

### **Vending Machines**

A variety of vending machines, including a DVD film rental machine with 24-hour availability, are located on the second floor by the Resident Services Desk (RSD). Should there be any issues or concerns with a vending machine, please report it to the RSD. An ATM is located on the second floor in Center Dining across from the restrooms.

## **BUILDING & RESIDENT FIRE/LIFE SAFETY**

In the event of an emergency, call 911 for police, fire or ambulance.

Your location is:

University Center of Chicago

525 South State Street

Floor # and Room #

Then, call UC security at:

24-Hour UC security            Ext. 8911            or            (312) 924-8911

Management Office            Ext. 8000            or            (312) 924-8000

### **Emergency Telephone Numbers**

The safety of residents and the building is always forefront in the minds of UC staff. This is why a special publication titled Safety and Security at University Center has been provided to every resident at move-in. Please become familiar with the safety features and procedures for our community before an emergency arises! We are pleased to have you as a resident, and hope that all residents will put forth the cooperative effort necessary to enhance the safety and security for everyone at UC.

### **Fire Safety**

Due to the design of the building, it is rare that a facility-wide evacuation will take place. Instead, alarms will sound that alert staff to the problem. Residents will be notified of specific instructions through the building's Public Address (PA) System. The Fire Department will notify residents in person or through the PA System if evacuation is necessary. Residents will hear a series of numbers on a floor during a fire emergency. The numbers indicate to the building staff where the device was activated. The staff will then work with Emergency Personnel to ensure that their residents' safety is maintained. Fire drills are conducted throughout the year to ensure residents and guests are familiar with the fire safety procedures. Failure to evacuate during a fire drill or an actual fire can be cause for disciplinary action.



## **BUILDING & RESIDENT FIRE/LIFE SAFETY**

### **Personal Safety**

No matter where you live, certain precautions should be taken:

- Let your roommate and/or friends know where you will be if you are away from the building, especially if overnight.
- Avoid walking alone after dark. Never hitchhike or accept a ride from someone you do not know.
- Do not interact with individuals soliciting food, money, cigarettes, etc.
- Contact University Center security or any staff member if you are the victim/witness to an accident/attack in or around the building. You may also contact the Security Office at your school.
- Familiarize yourself with emergency buttons located throughout the building and in stairwells. Pressing the button sends an alarm directly to the University Center Security Desk.
- Do not prop open any access doors (stairwell, outside entrance, etc.). Keep your suite and apartment entrance doors locked when you are not home. Only prop your suite/apartment door when you are home and attentive, during non-quiet hours, and using an appropriate door stop.
- Egress doors on Congress and Harrison Streets are for emergency use only. Any person who uses or allows these doors to be accessed apart from emergency will be reported to the Management Office.
- With the increase in popularity of online communities, such as MySpace and Facebook, University Center highly advises residents to limit the amount of personal information shared on websites. Including personal information such as address, cell phone number and class schedule could encourage incidents of stalking or harassment. While the desire to express individuality is understood, please be aware that possible negative consequences could occur with the inclusion of personal data on the Internet.

### **Property Safety**

1. Make a list of your personal property including identifying serial numbers and the name of the manufacturer.
2. Record the number of all credit cards and bank accounts. Also, keep the phone numbers of these companies and banks so you can notify them if your cards or checks are lost or stolen.

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## **BUILDING & RESIDENT FIRE/LIFE SAFETY**

3. Keep money and valuables in a secure place. The UC offers personal safes for a minimal fee.
4. Do not keep excess amounts of cash in your room.
5. Be alert to the presence of strangers in non-public areas (all resident floors) and report their presence to the University Center Security Desk, the Management Office, and/or any staff member. Solicitors claiming to have authorization will have signed documentation on University Center letterhead and will present photo-identification upon request.
6. Keep your suite/apartment locked whenever you leave, even if you intend to return momentarily.
7. In the event that you are a victim of a theft, notify the University Center Security Desk or any staff member immediately. You may also contact the Chicago Police Department and the Security Office at your school.
8. Insist on seeing identification for any person you do not know seeking access to your room.
10. Do not leave messages on your door or voicemail indicating when you are not in your room.
11. Keep a list of emergency contacts on your person at all times.

### **Personal Property Insurance**

Neither your school nor University Center assumes responsibility for theft, damage or loss of money, valuables or personal property of any kind belonging to any resident or guest. You should check with your insurance provider regarding the extent of coverage under existing policies, which you may carry. All residents are strongly encouraged to carry sufficient personal property insurance to afford the level of protection desired, if they are not already covered under any other personal/family policy.

### **Community Responsibility**

It is important that all members of the community remember that, in conjunction with the protection afforded by University Center security, all residents share responsibility for overall safety at University Center. Residents and staff are expected to promptly and accurately report any and all criminal acts, dangerous situations, or suspicious behavior.



## **HOUSING POLICIES AND PROCEDURES**

### **Assignments**

Room assignments and corresponding rates are based on full occupancy of each room, suite or apartment, which ranges from one to four residents. Residents who occupy space below the designed capacity will be assigned additional roommates if available, or must promptly move to fill other vacancies to avoid additional housing charges. For more information, see the “consolidation” policy. Management will not make assignments based upon race, sexual orientation, national origin, religion or disability. Management Office staff may assign and reassign residents to other accommodations within the building to provide repairs or improvements or as are otherwise necessary for the efficient operation and/or protection of people or of the premises. A resident may also be reassigned to another space if he/she fails to check-in and/or occupy the original space unless prior written authorization is provided by UC Management Office.

Residents who wish to inquire about a room change are welcome to check with the Management Office. Generally, requests for room changes are not processed during August or during the first three weeks following the start date of the housing agreement/contract that each resident has entered into with his/her institution of record (hereinafter referred to as “Agreement”).

### **Unit Access**

The privacy of each resident’s unit is genuinely respected. However, entry into a unit is sometimes necessary for the following purposes:

- in response to requested or required facility services
- to perform fire, life and safety inspections
- in response to an apparent emergency or danger to a person’s welfare or to the building or personal property
- in response to reasonable cause that a violation of UC policies or law is in progress
- to assist law enforcement officers in the performance of statutory duties and in accordance with legally defined procedures governing search and seizure
- to show the unit to contractors or prospective residents

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## HOUSING POLICIES AND PROCEDURES

### **Unit Access** *(continued)*

Entry will be arranged in advance or by invitation with one or more of the occupants when applicable. If reasonable arrangements are impractical or refused, non-emergency entry will be made upon prior 24 hours posted notice.

A “Posted Notice” will generally be near floor elevators and/or other centrally located locations when access is needed to many units on certain floors, or on specific suite/apartment entrance doors when access to only a few units may be required. Please note that when residents submit work orders for their units, unless otherwise specified, such submittal is an invitation by the resident for service staff to enter and respond to the problem as soon as possible.

### **Care of Facilities**

Residents are expected to maintain their units to high standards of cleanliness and exercise reasonable care for the facilities. Routine cleaning in all units should include kitchen (in apartments) and bathroom appliances and fixtures, regular vacuuming of carpeted areas, and full cooperation with the building’s pest control program.

Alterations to the premises are prohibited, such as, but not limited to: installing locks, ceiling fans or electrical, voice or data outlets; erecting partitions; or attaching anything to ceilings, walls, floors or exteriors, without the prior written consent of UC Management Office. Residents must pay for any damage (less reasonable wear) within their units, including repainting, extraordinary cleaning costs and replacement for any missing items. Nothing may be placed in a manner that would block, mask or obscure a sprinkler head or smoke/heat detector. If deemed necessary, residents may be charged for any work completed.

### **Changing Contract Length**

Contract conversions (academic to annual) must be submitted 45 days prior to end of the contract term. Conversions submitted after this date may be assessed a \$150 processing fee.



## HOUSING POLICIES AND PROCEDURES

### Quiet Hours Policy

To ensure an environment conducive to living and learning, quiet hours on all floors are:

Sunday – Thursday            10:00 p.m. – 9:00 a.m.

Friday – Saturday            Midnight – 9:00 a.m.

Quiet Lifestyle Floor location are:

Suite Side                      Apartment Side

10<sup>th</sup> Floor                      17/18<sup>th</sup> Floor

17/18<sup>th</sup> Floor

The Quiet Lifestyle Floor quiet hours are:

Sunday – Thursday            7:00 p.m. – 9:00 a.m.

Friday – Saturday            9:00 p.m. – 9:00 a.m.

Although quiet hours are specific, 24-hour courtesy hours are always in effect on each floor. In addition, quiet hours will be extended or modified during Midterm and Final Exam periods for all institutions.

### Check-in and Check-out Procedures

At check-in, each resident is issued a key card, a closet and/or bedroom door key, a mailbox combination, phone number, and a Room Condition Report (RCR) form. It is the resident's responsibility to carefully examine his or her unit and its contents to indicate on the report the absence of any appliances or furnishings, to note any damage to the apartment and to describe the general condition of each room, and then to return the signed report to a resident staff member or the Management Office within 24 hours of move-in. Residents will not be held responsible for conditions, damages, or shortages that exist prior to the time he/she assumed occupancy, provided these items are noted in a timely fashion on the Room Condition Report (RCR).

Failure to return the completed form as indicated above could result in a resident's obligation to pay for damages regardless of whether they preceded his or her time of occupancy. If, at the time of move-out, damages have occurred, the resident is responsible for the cost and will be billed for the damages.

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## HOUSING POLICIES AND PROCEDURES

### **Check-in and Check-out Procedures** *(continued)*

Before moving out, residents need to decide which check-out procedure is best suited for their needs. If a resident chooses the Express check-out, the resident will go to the Resident Services Desk (RSD) after all belongings are removed from the unit and all areas have been cleaned. The resident will fill out the appropriate paperwork and turn in their closet/bedroom key and their UC ID. If a resident chooses the standard check-out procedure, the resident is expected to schedule an appointment with a Resident Advisor (RA). The Resident Advisor (RA) will go through the entire unit with the resident and then collect the appropriate paperwork and closet/bedroom key and UC ID. In the event that is not possible to complete an Express check-out or the Standard check-out, please contact the staff member on-duty via the 24-hour Security Desk before leaving. Note that moving out or being absent from UC or your unit does not affect your financial obligations as outlined in your Agreement with your institution of record or, with UC, in cases of non-member school residents.

All resident belongings must be removed from the apartment, the kitchen (where applicable) and bathroom cleaned, and furniture arranged as it was upon arrival, prior to check-out with staff. Additionally, all keys must be returned and the Room Condition Report (RCR) signed and dated.

Failure to check out properly will result in a \$150 administrative fee for the improper move-out. All cleaning, painting and damage charges will reflect actual expenses. No “fines” are involved. Typically, should a bathroom shower/tub or a kitchen appliance require cleaning, an additional charge of \$50 is assessed.

Please note that private property left after vacating or upon the expiration of the Agreement will be considered abandoned and will be disposed of at the expense and risk of the resident, including bicycles left in the bike storage facility. Each resident must check out no later than noon on the last day of the term of his or her Agreement. Residents who do not move out by the end of the contract term may be assessed a \$250 per day/night holdover fee.



## **HOUSING POLICIES AND PROCEDURES**

### **Consolidation**

Rates listed on the Agreement are based on full occupancy in each unit. Therefore, any resident who does not have a full complement of roommates is automatically placed in “consolidation” if Management is unable to fill the vacancy by a new or wait-listed applicant. If you do not have a full complement of roommates, Management reserves the right to consolidate you and/or your unit with others in the same or similar situation, of the same gender and from the same school. \*Should you fall under consolidation, Management Staff will notify you of your options and the procedures.

Annual students may have to consolidate and move into new spaces after the academic term residents have moved out. The consolidation process must be completed within four business days after the academic term end date.

### **Eligibility Requirements**

Residents are expected to maintain eligibility at their institution of record during the academic year. Per Agreement eligibility requirements, residents who fail to maintain eligibility must inform Management within 48 hours and are subject to cancellation charges. The exception to this rule is that residents do not need to be enrolled during the summer term as outlined by the resident’s institution. Each Member School determines additional eligibility requirements. Neither UC, nor the resident’s school of record, nor the resident has any obligation whatsoever to renew the Agreement.

Excessive damages or any violation of UC policies, procedures, accepted community standards, or the Housing Agreement may result in a resident losing their eligibility for housing at UC. Students removed from UC through disciplinary action are subject to all normal cancellation charges and are not eligible to reapply to UC without written permission from the Executive Director.

### **Filming Requests**

The UC or any locations within the building or in the immediate exterior cannot be used in a film without written approval by the Management Office. A Filming Request form is available in the Management Office.

### **Length of Agreement**

The dates of occupancy are specified in the Agreement that residents have signed. The annual term allows the resident to remain at UC for two interim weeks at no charge if the resident has executed an Agreement to return for another year. The length of all Agreements is binding. Rates cannot be adjusted for late arrival. Requests for extensions, if approved, will be at prevailing

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## HOUSING POLICIES AND PROCEDURES

### **Length of Agreement**

rates on a pro-rated basis. The length of the standard Meal Plan is 226 days, (approximately 32 weeks) and provides access during the academic year while classes are in session for each resident. Hours of operation, effective dates of the Meal Plan, and days of operation will be provided upon move-in and posted at Center Dining.

### **Lockout Policy**

A resident who is locked out of his/her unit, closet or individual bedroom may request lockout service at the Security Desk. This service is complementary the first three times. Beginning with the fourth lockout during a term of residency, a service charge of \$25.00 will apply and each time thereafter. All lockout fees are to be paid immediately prior to service being performed. Failure to pay in a timely manner may result in additional fees.

### **Lost Keys or Key Cards**

Residents who lose, misplace, or damage a key or key card will be responsible for full replacement cost for corresponding locks, new keys, and/or replacement of the card and reprogramming of the lock. The cost for replacing a lost card and reprogramming the unit lock is \$25.00. All charges are to be paid immediately prior to service being performed. Failure to pay in a timely manner may result in additional fees.

### **Meal Plan Cancellations**

Meal Plans are for the entire length of the agreement. Residents requesting to cancel a required meal plan (including canceling housing, transferring to other campus housing or changing unit types to an apartment where a meal plan is not required) should refer to UC Meal Plan policies for process and/or fees. Residents may be responsible for meal plan charges through the end of the term and/or contract length and may be subject to a cancellation fee.

### **Release of Resident Information**

Except for information required in the performance of the duties of UC Management or the resident's respective school, room assignment and roommate information will only be released in writing to assigned residents and their roommates, and when required by law.

All inquiries for directory information must be directed to the resident's respective school. In the event of an emergency, notification of a resident's emergency contact may occur based on the policies and procedures of his or her respective school (See FERPA Policy on pg. 6).



## **HOUSING POLICIES AND PROCEDURES**

### **Room Change Requests**

Requests for unit changes within the building may be submitted at any time to the Management Office or via e-mail at [info@universitycenter.com](mailto:info@universitycenter.com). All room changes must be approved and authorized by the Management Office. A resident is permitted one room change per contract length. A \$150 fee will be applied for each additional room change initiated by the resident.

No changes may occur during the first three weeks of a resident's academic term. There are no application or transfer fees for internal room changes. However, approval is not automatic and is at the discretion of the Director of Housing Services, or designee. Once a request has been granted, the Assignment Coordinator will issue a letter with all the details involving the move. If approved, there will be pro-rated charges for both the old and new assignments if official check-out to the old assignment has not occurred within 24 hours of receiving access to the new assignment. Any cleaning, damage or replacement charges from the old (vacated) assignment will be charged to the transferring resident as well. Residents who move units without the approval of the Management Office will be charged a \$200 fee for illegal room change.

### **Work Orders**

Work Orders may be made at the Management Office, Resident Services Desk, and at the Security Desk. Service requests may also be submitted 24 hours a day at [www.universitycenter.com](http://www.universitycenter.com).

Please be sure that the description of the issue is as detailed as reasonably possible. If you prefer to schedule a specific morning or afternoon appointment for service, you will be contacted for confirmation. However, keep in mind that advance scheduling by appointment for service will likely delay response time. Otherwise, your work orders will be completed with or without your presence as expeditiously as possible, and a note will be left for you in your room if you are not present during the service call.

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## BUILDING POLICIES

### 1. Drug & Alcohol Policy

Members of this academic community owe it to themselves and others to make educated decisions regarding drugs and/or alcohol. All local, state, and federal laws concerning both drugs and alcohol are in effect in UC community. Individual member institutions may have additional policies restricting the use of alcohol and other drugs. Please refer to your Agreement for specific regulations that are enforced in the University Center. In addition, our policies are:

- Students of Columbia College Chicago are not allowed to possess, consume, or be in the presence of alcoholic beverages at any time, regardless of age.
- Alcohol can only be consumed in the privacy of a resident's unit/apartment when the door is closed and no one under 21 is present (including roommates under the age of 21 and CCC residents/guests).
- Only residents who are 21 or older, and a non-Columbia College student, may bring alcoholic beverages into the building. Beverage containers must be closed. The transport of open containers of alcohol from one unit/apartment to another, is prohibited. Empty alcohol containers are not permitted in UC.
- All bulk containers of alcohol, including kegs and other similar containers are prohibited.
- Drugs and drug paraphernalia are prohibited in the University Center.

### 2. Guest Policy

Hosting guests is a privilege extended to residents provided rules are followed. Guests of UC residents are generally allowed at any time within the guidelines specified below. These guidelines have been developed primarily to enhance building security and safety, but also to honor the preferences of suite/apartment-mates. No guests are permitted in a resident's room, even temporarily, without the consent of all suite/apartment-mates. Residents are encouraged to talk with suite/apartment-mates and agree to guidelines for visitation by guests within the suite/apartment.

At all times, guests must present clear government-issued photo-identification, sign-in at the University Center Security Desk upon arrival and return a guest pass upon end of stay. Guests must be escorted by their host at all times throughout the building and may not use another's UC ID to access facilities. During busy times, you may experience delays with the check-in process. Again, the process is intended to help control building access to only those authorized to be in the building. Your patience and cooperation are appreciated.



## BUILDING POLICIES

### 2. Guest Policy *(continued)*

Please keep in mind that residents are responsible for the conduct of their guests and will be held personally responsible for compliance with all policies and procedures by their guests. If you have any concerns about controlling the behavior of your guests, please contact UC security for assistance. Hosting guests is a privilege, and UC Management reserves the right to revoke this privilege from any resident at any time. Guests found unescorted, manipulating the guest registration system and/or in violation of any UC policies will be removed from the facility immediately, potentially banned permanently and may cause their host to lose their guest privileges. In addition, hosts can be charged with any violations where guests are involved or responsible. The Management Office has additional information regarding extended and enhanced guest requests.

### Room Capacity (not including residents)

Please refer to the following chart to determine the maximum number of allowable guests in each room type:

	TIME	STUDIO	4-BR QUAD APARTMENT	2-BR QUAD APARTMENT	DELUXE DOUBLE	QUAD SEMI-SUITE
Day Guests	9AM - 12AM	3	8	8	3	6
Overnight Guests	12AM - 11:59PM	2	4	4	2	4

No resident may serve as host/hostess to more than four guests at any one time (three guests for residents in Studio Apartments). Overnight guests (defined as non-residents in room after midnight) may stay no longer than three consecutive nights and must wait at least fourteen days before another overnight visit to the same or any other resident in the building, except with the prior written approval of UC Management.

The Management Office has additional information regarding extended and enhanced guest requests.

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## BUILDING POLICIES

### 3. Posting & Decorating Policy

- Doors — Posting or applying any items to either side of building doors by persons other than UC Management or RA staff is prohibited.
- Dartboards — Because of the potential for serious damage to walls and doors, dartboards are prohibited.
- Posting — All postings must be approved and stamped in advance by UC Management and must be submitted to the UC Management on the second floor. Bulletin boards are provided in a few central locations throughout the building, and some are restricted exclusively for resident or staff use only.
- Bulletin Boards — Tampering with any bulletin board is prohibited.
- Windows — Nothing may be displayed on or in windows.
- Alterations — No changes may be made to the walls, doors, windows, ceilings or floors.

### 4. Approved Posting Procedures

UC is a restricted-access facility open only to residents and their guests, individuals conducting officially approved business, and those who are granted access for specific, limited purposes. Columbia College Chicago, DePaul University, or Roosevelt University individuals or groups, and non-profit organizations may place flyers or advertisements in the building in accordance with established guidelines. UC premises are “commercial-free zones”. Staff will remove materials that do not meet these guidelines, and will restrict further solicitation activities by those in violation. Anyone interested in posting or leaving any materials in the building must always check with the Management Office and receive approval in advance.

Bulletin Boards — postings are permitted on common area bulletin boards on the second floors only, provided:

- Residents must have permission by UC Management to use bulletin boards throughout the building.
- There is only one posting per event per bulletin board
- The sponsoring individual or group’s name is clearly indicated on each posting
- All materials are posted with blue painter’s tape, or, where appropriate, thumb tacks or standard staples (no staple guns or nails)



## **BUILDING POLICIES**

### **4. Approved Posting Procedures** *(continued)*

Public Literature Display Areas — materials may be left in limited quantities in public literature display areas, if prior approval is obtained from Management.

Departmental and organizational information flyers clearly identified from Member Schools may be left with UC Management for posting on common area bulletin boards on residential floors, provided sufficient notice is received in advance.

### **Prohibited Postings**

- No one is permitted to place materials on, at or under resident room doors.
- UC staff will discard any materials that promote the use of alcohol, illegal drugs, or discrimination on the basis of race, gender, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability or military status.
- UC staff will discard any materials located anywhere in the building except as described and approved above, including immediately outside the building or on sidewalks, and in addition to bulletin boards that are designated for a specific use.

Should physical damage result from posting or if unreasonable labor is required to remove a posting, UC will bill the sponsoring individual, company or organization for associated costs. Those determined to have violated these guidelines or any other applicable UC policy, including but not limited to solicitation without prior permission, may be removed by building security and/or the Chicago Police Department if a non-resident. Such individual or organization will be subject to a trespass citation and may be prohibited from further entrance onto the premises.

Additional information regarding posting at UC should be addressed to the the Office Coordinator, University Center, 525 South State Street, Chicago, IL 60605. Phone: (312) 924-8000.

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## BUILDING POLICIES

### 5. Sexual Harassment & Discrimination

Harassment: Any behavior (verbal, written, electronic or physical) that abuses, assaults, intimidates, demeans, victimizes or has the effect of creating a hostile environment for any person.

Discrimination: Unequal favorable or unfavorable treatment of an individual based on race, national origin, ethnicity, gender, age, disability, religion, sexual orientation, or any other basis protected by federal, state or local law.

Sexual harassment and discrimination in all forms are expressly prohibited and will result in referral to UC review process. Additionally, incidents of alleged or actual sexual harassment or discrimination will be referred to the appropriate individual institution(s).

UC seeks to provide residents with a community free of harassment, discrimination or assaulting behavior of any kind, against any person or group, based on race, religion, gender, sexual orientation, age, national origin, disability or any other basis protected by federal, state or local law, as well as an environment devoid of all forms of sexual harassment.

UC is committed to taking action to prevent and eliminate all forms of sexual or gender harassment or discriminatory acts, including coercive sexual behavior, and will respond to all reports of such behavior. Violations may be reported to the Executive Director, Director of Residence Life, and/or the member school's Dean of Students for investigation.

The resident's school and/or law enforcement authorities, in addition to UC Management, may investigate all allegations of violation of this policy. UC residents alleged to have violated this sexual harassment and discrimination policy will be referred to their respective school for possible institutional action, in addition to any UC action.



## **BUILDING POLICIES**

### **6. Solicitation Policy**

Due to the large numbers of students in a single facility, many individuals, organizations and commercial entities have an interest in soliciting residents in the community. Policies regulating such solicitation are designed to ensure safety and protect the privacy of residents, especially in residential areas, while complying with legal parameters.

### **Access to Resident Mailboxes**

Resident mailboxes are operated under guidelines provided by the U.S. Postal Service. Therefore, only addressed mail sent through the U.S. Postal Service and communication from Management may be placed in resident mailboxes. Except for information from UC Management, including Management approved official information from UC Management (including Management approved official information from UC member schools). Materials from any individual or organization, student group, or company must be sent through U.S. mail and be properly addressed, including unit number.

### **7. Technology**

#### **Network Access Policy**

Voice, data, video (television) and computer networking (including Internet) technology services available within UC are generally provided without charge for basic services. Upgraded services may be available for an additional charge. The following items apply to all use of UC Technology Services.

Unauthorized uses of UC Technology Services (UCTS) include, but not limited to:

- a. interfering with the work of another resident or UC staff member
- b. illegal or criminal use of any kind
- c. unauthorized entry into a file, transfer of files or entry into a network
- d. accessing, creating, viewing, printing, storing, transmitting, disseminating, discriminatory, or in violation of any other UC policies
- e. displaying or selling any information protected by law or subject to privilege or an expectation of privacy

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## BUILDING POLICIES

### Network Access Policy *(continued)*

- f. any use that infringes on anyone's copyright, trademark, service mark, trade name, trade secret, or any other intellectual property right by e-mail, upload, download, posting or broadcasting or in any way viewed, printed, stored, transmitted, published, disseminated, displayed, or sold without the authorization of the owner
- g. any attempts to access any resources, features, contents or controls of the information technology services that are restricted, confidential, privileged, or that residents are otherwise not authorized to use
- h. any use that causes damage to, alters the operation, functions or design of, or impairs the efficient operation of the technology services or content or of any other computer system or network
- i. allowing persons who are not authorized by UC to access specific technology services to do so, whether by affirmative act (such as disclosing account information) or by omission (such as failing to log off)
- j. any use which would constitute an unauthorized use under, or otherwise violate, any policy of the school in which the user (or, if the user is the guest of a resident, in which the host resident) is enrolled
- k. any attempted use which would constitute an unauthorized use if accomplished successfully

UCTS requires all residents maintain the latest updates (patches) for their respective operating system (for example; the latest major update for Windows XP includes Service Pack 2).

Anti-virus software (with automatic updates), and anti-ad ware (Spy-ware Removal) utilities, to be updated regularly, are also required. Anti-virus software is available in the Computer Center on the second floor to all residents from UC. In addition, UCTS recommends the use of a personal firewall, such as McAfee Personal Firewall, Norton Internet Securities, or another of your choice. This will serve as additional protection for you and your computer.



## **BUILDING POLICIES**

### **7. Technology**

#### **Network Access Policy** *(continued)*

All UC residents are responsible for the protection of their computer(s) from viruses and other forms of mal-ware, and resolution of issues related to the invasion of the user's privacy and/or loss of data. UC Technology Services (UCTS) is not responsible for virus or ad-ware (spy-ware) infections. In addition, UCTS is not responsible for the remediation of such affected computers.

You own your computer and its software. Due to licensing restrictions UCTS cannot provide software in the event you don't have it available. UCTS does not warranty your computer or any loaded software.

UCTS intends to comply with the Digital Millennium Copyright Act of 1998, which was designed to protect copyrighted materials from theft. This legislation is available for review by clicking on the link provided following your first logon, or you can view it at <http://lcweb.loc.gov/copyright>. We highly recommend you take the time to review this information, as you are required to agree to its terms prior to accessing the Internet.

#### **UCTS RESERVES THE RIGHT TO DISABLE THE NETWORK CONNECTION OF ANY COMPUTER THAT IS FOUND NOT TO COMPLY WITH THESE REQUIREMENTS.**

Once disconnected, the network connection will only be restored upon compliance with the above requirements and clean virus and spy-ware scans can be verified.

Additional terms of use may be established by UC. UC retains the right to inspect, review, and destroy any electronic communications, files, data, or other materials created on, stored on, or sent to, from, or via UC Technology Services as necessary to monitor compliance with these terms of use and to maintain the efficient operation of the technology services. Consequently, users should not have any expectation of privacy with respect to such messages and files.

Users are responsible for their own usernames and the security of their passwords. Any intentional or negligent interference with normal operations of UC Technology Services or of any other system accessible through UC's systems is prohibited and is subject to criminal and civil action as well as disciplinary action.

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## BUILDING POLICIES

### 8. Building Rules and Regulations

#### a. Compliance with Instructions from Building Staff

All residents and their guests must promptly cooperate with properly identified UC staff in the performance of their duties, including, but not limited to, providing photo-identification upon request.

#### b. Disturbance of Others

Quiet hours are posted throughout the building. During quiet hours, all residents and guests are expected to act responsibly by keeping noise contained within their own units and in public spaces to a minimum. Also, residents and guests should take immediate corrective measures to minimize possible intrusions to others upon request by another resident. In addition, courtesy hours are always in effect. ("See Quiet Hours Policy" listed on page 20.)

#### c. Offensive Odors

An odor of significant intensity may become as disruptive to others as loud noise. Some examples of odors that may become offensive if strong include cleansers, perfume, air freshening spray or even large amounts of dirty laundry. When a strong odor can be identified to a particular unit, the resident(s) and/or guest(s) are expected to rectify the situation immediately if requested by staff or other residents.

#### d. Pets

For health and sanitation reasons, no pets of any kind are allowed, with the exception of fish restricted to tanks no larger than 20 gallons, or a certified assist animal if required and approved in advance by the Executive Director. Any and all damage caused by the keeping of fish or the use of an approved assist animal is the responsibility of the resident(s).

#### e. Prohibited Conduct

Violations include, but are not limited to, the following:

- 1) action in violation of "Drug/Alcohol Policy" (see pg. 25)
- 2) action in violation of "Guest Policy" (see pg. 25)
- 3) action in violation of "Posting and Decorating Policy" (see pg. 27)
- 4) action in violation of "Sexual Harassment and Discrimination Policy" (see pg. 29)
- 5) action in violation of "Solicitation Policy" (see pg. 30)



## **BUILDING POLICIES**

### **e. Prohibited Conduct** *(continued)*

Violations include, but are not limited to, the following:

- 6) action in violation of “Technology Policy” (see pg. 30)
- 7) all illegal/criminal conduct
- 8) aiding, abetting, inciting or cooperating with another person in violation of policy
- 9) the use and/or possession of firearms, weapons, ammunition, explosive devices, and fireworks. Firearms are never permitted on UC premises or at any event sponsored by UC
- 10) lighting or burning candles, incense or an open flame of any kind
- 11) the intentional misuse of chemical or flammable substances normally used in the educational process; the use of smoking materials and/or devices, smoking on UC property, the use of candles or flammable materials
- 12) deception, fraud, and misuse of documents or technology (see pg. 30)
- 13) illegal drug use, possession, distribution, manufacturing and/or sales
- 14) endangerment to others or to property, including any action which, as a result, did or could have endangered the safety or property of others
- 15) unauthorized possession or duplication of keys or key cards to UC property and the distribution of such keys to other persons
- 16) harassment, hazing, coercing, intimidating or demeaning conduct to others
- 17) interfering with the response of officials to emergency calls
- 18) physical and/or mental abuse or self-endangerment
- 19) unauthorized removal, use or possession of property belonging to others, or the destruction or damage to property belonging to others
- 20) the removal of window screens or allowing any object to drop from a window
- 21) violation of any building rule or regulation (pg. 25 and elsewhere)
- 22) violation of any administered sanction
- 23) violations of the spirit and intent of the policies, procedures and accepted community standards written herein or developed within UC community and/or actions unbecoming of a UC resident
- 24) unauthorized filming in the building or on its property without proper documentation from UC

## BUILDING POLICIES

### f. Prohibited Items

For fire safety reasons, the following are prohibited:

- 1) the use, storage or presence of any type of bicycle, except for placement in the first floor Bicycle Storage Room
- 2) the use of any electrical appliance without a clear "U.L." label
- 3) any appliance with an exposed heating element
- 4) the use of power outlet multipliers or extension cords with multiple plugs, with the exception of power strips with built-in circuit breakers (all microwaves and all other appliances that generate heat, including but not limited to curling irons, blow dryers, halogen lamps, coffee pots, toasters (suites only) and clothes irons, must be plugged directly into an outlet and the use of extension cords or power strips is not permitted with these items)
- 5) the use or storage of any electrical appliance that is rated at more than 6 amps (or 700 watts)
- 6) the use or storage of a gas or charcoal grill, or any other cooking devices of any kind [including supplements to existing stoves/ovens, except for small U.L. listed appliances such as a microwave or toaster (apartments only)]
- 7) liquid-filled furniture of any kind, including waterbeds
- 8) gasoline engines of any kind
- 9) cut trees or bushes of any kind
- 10) fireworks, explosives, firearms or other weapons of any kind, as defined by the Executive Director, whose decision shall be final
- 11) the use of in-line skates, skateboards, unicycles or anything similar, as well as athletic shoes of any type with cleats, anywhere on the premises, including the back dock area
- 12) toys or props simulating a weapon--exceptions would be given in writing by the Management Office during business hours
- 13) the removal or relocation to other units of UC-provided furniture, or the use of lofts of any kind other than those provided by building management are prohibited except with the prior, specific written consent of the Executive Director



## **COMMUNITY STANDARDS ENFORCEMENT PROCEDURES**

### **Statement of Purpose**

The development of community standards for a strong, respectful, civil community of individuals is central to residential living. The preceding policies, procedures and community standards of acceptable conduct assist the creation of a residential environment conducive to personal and educational development.

The ability to effectively address unacceptable behaviors and conduct in an educationally-based residential setting provides recourse for students, staff and community members to participate in the maintenance of standards established for the community.

Each member of the community bears responsibility for the creation of a strong, respectful, civil community. By voluntarily joining the UC community, each resident is expected to be in compliance with all policies, rules and procedures, and accepted community standards at UC. Additionally, each resident also remains subject to the institutional policies, rules, procedures and standards of conduct of their institution of record at all times. Information about student responsibilities at member institutions may be found at the following links:

### **Columbia College Chicago**

[http://cms.colum.edu/student\\_handbook/policies\\_procedures/student\\_code\\_of\\_conduct/](http://cms.colum.edu/student_handbook/policies_procedures/student_code_of_conduct/)

### **DePaul University**

<http://sr.depaul.edu/catalog/catalogfiles/2007-2008W/Handbook%20for%20Undergraduate%20Studies/pg119.html>

### **Roosevelt University**

<http://www.roosevelt.edu/current/judicial/code.htm>

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## **COMMUNITY STANDARDS ENFORCEMENT PROCEDURES**

### **Authority and Jurisdiction**

University Center residents are responsible for their individual behavior, behavior of their guests, and the collective development of the residential community. UC Staff is authorized to address concerns and violations through the enforcement of residential policies and procedures relative to UC premises, or that otherwise directly affect the University Center community and the pursuit of its goals. Management has the authority to determine whether an act or circumstance, individually or collectively, adversely affects the interests of UC community. Additionally, Management may assign appropriate sanctions and/or take actions to appropriately address concerns and violations, including room and/or property inspections, confiscation of prohibited items and any policy violation.

Further, any resident suspected to be involved in unacceptable or prohibited conduct might also be subject to conduct proceedings at his or her individual school, and/or civil and criminal action. A resident's institution of record, as well as law enforcement personnel, if appropriate, may be informed of either alleged or determined incidents of violations of policy, procedures or accepted community standards.

University Center Management will contact a resident's institution of record for incidents involving dangerous behavior to self or others and criminal activity, as well as other incidents at the discretion of the staff or as requested by the institution.

While every effort will be made to provide residents with complete, accurate and timely information, UC Management reserves the rights to change, amend, modify or revoke any policy or procedure contained in this document, with or without notice. In the event of questions, final interpretation of the policies and procedures applicable to UC is the responsibility of the Executive Director in consultation with the Dean of Students from each of the participating schools, or their designee(s).



## **COMMUNITY STANDARDS ENFORCEMENT PROCEDURES**

### **Enforcement Procedures**

The Director of Residence Life (DRL) is responsible for the Community Standards Enforcement Procedures.

Processes utilized to remedy inappropriate behavior and violations of policies and procedures are not intended to replicate a court of law. Federal, state and local procedural rules do not apply. All decisions and actions are based on the facts presented. Rules of common courtesy are followed at all times and meetings are not open to those uninvolved in the review process. Dates established in the procedures below may be adjusted to account for academic schedule, breaks or unforeseen scheduling conflicts at the discretion of the DRL.

While every effort will be made to honor the process, the DRL, in consultation with the Executive Director and the member institution, reserves the right to take immediate and appropriate action outside these procedures to address situations and behaviors that are significantly disruptive to the community or pose an imminent threat to the safety of the individual or others including temporary removal of residents from the University Center community.

The following components comprise the process for review of reported concerns or violations:

### **Reporting Process**

Any person may file an Incident Report documenting inappropriate behavior, violations of policies and procedures and/or incidents that occur in or around UC. UC Incident Reports may be obtained and submitted in the Management Office or at the Security Desk.

### **Assessment of UC Report Form**

The Director of Residence Life (DRL) will assess the UC Report Form and the documented incident. Conflicts between residents may be addressed without formal action through assistance of a UC staff member. However, if the situation warrants, an investigation of the documented incident and the circumstances will continue. Additionally, UC Report Forms will be forwarded to the institution of record of the individual named on the UC Report Form at the discretion of UC staff or upon request of the appropriate member institution.

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## COMMUNITY STANDARDS ENFORCEMENT PROCEDURES

### Formal Notification

If formal notification of the individual named on the UC Report Form is deemed necessary, the Management Office will notify the individual named on the UC Report Form in writing. The notification may:

- Inform the individual of policies, procedures and behavioral expectations with no further action;
- Inform and warn the individual of the alleged inappropriate behavior with no further action; or,
- Inform the individual of the report, any allegations, and request a formal meeting with the Residence Education Coordinator (REC) or the Peer Review Board be scheduled. Failure to schedule this meeting as directed may result in a decision made in absentia (See “Sanctions” pg. 41).

### Formal Meeting

The Residence Education Coordinator (REC) or the Peer Review Board will meet with the individual to inform him/her of the documented behavior and provide an opportunity to share his/her side of the incident.

### Administrative Review

The individual may appoint a faculty member, staff member or student of his/her school, or a fellow UC community member, to attend the review as his/her silent observer. An observer approved by the DRL may also be present during the review.

The DRL has the authority to:

- Allow additional time for further investigation at the discretion of the administrative reviewer;
- Find the individual not responsible with no further action; or,
- Find the individual responsible and assign appropriate sanction(s). Previous behavior/status and the seriousness of the infraction will be considered when assigning sanctions.

Failure to appear at a scheduled review may result in a decision made in absentia.



## **COMMUNITY STANDARDS ENFORCEMENT PROCEDURES**

### **Administrative Review**

All decisions made through administrative review are considered immediately enforceable and sanctions are in effect whether or not an appeal is submitted, and throughout the appeal process. An appeal may be submitted under specific guidelines (see “Appeal Process” below).

Sanctions involving suspension of occupancy privileges or termination of the student’s Agreement are automatically directed to the Executive Director for appeal. The Executive Director in consultation with the Dean of Students at the individual’s institution of record will make the final determination of the appeal, including removal from University Center. Failure to complete or comply with any sanction or requirement within the designated time frame may result in additional review action.

### **Appeal Process**

Upon receipt of written notification, a sanctioned individual may appeal the decision of a Residence Education Coordinator (REC) or the Peer Review Board in writing within three (3) business days. To qualify, an appeal must be based upon either of the following conditions:

- The sanctions are thought to be disproportionate to the offense
- New and significant information has become available which was not available before the original decision was rendered

The appeal request must explain, in detail, the reasons for the appeal. The Director of Residence Life will review requests and render a decision on the appeal in a timely manner.

The Director of Residence Life may deny the request for an appeal should conditions not be met. If the appeal is granted, the Director of Residence Life will meet with the student to review the basis for the appeal. At the discretion of the Director of Residence Life, witnesses may be called.

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## COMMUNITY STANDARDS ENFORCEMENT PROCEDURES

### Appeal Process *(continued)*

The Director of Residence Life may:

- dismiss the original decision;
- reduce any sanction(s);
- affirm the original decision; or,
- assign additional sanctions up to and including removal from the University Center

### Sanctions

In all cases, the primary concern is to hold individuals accountable for their actions and to protect the welfare of the residents living in the University Center. Sanctions are designed to underscore the necessity for a change in behavior. One or more of the following options are available for sanctioning:

1. **Formal Written Warning** – outlines in writing expectations for future behavior
2. **Guest Privileges** – restrictions on visitation privileges, including prohibition of hosting guests in the building for a specified period of time
3. **Educational Activities** – activities directly related to gaining a better understanding of the issues related to the incident
4. **Community Service Projects** – activities directly related to gaining a better understanding of the issues related to the incident
5. **Financial Restitution** – direct payment for damages to property
6. **Restricted Access** – to specific areas, floors, or resources of the community for a specified amount of time
7. **Housing Probation** – defines a resident's status for a specified amount of time and stipulates that any further violations of community standards during such time will result in more severe sanctions
8. **Reassignment of Accommodations** – student is relocated within the building for specified amount of time, or for the remainder of the Agreement term
9. **Suspension of Residency Privileges** – temporary removal of a resident of University Center



## **COMMUNITY STANDARDS ENFORCEMENT PROCEDURES**

### **Sanctions** *(continued)*

- 10. Termination of the Resident’s Housing Agreement** – permanent removal of a resident of University Center
- 11. Denial of Eligibility** – student is denied the ability to return as a resident to UC following the expiration of the current Agreement term
- 12. Notification to Parents or Legal Guardians** – notification to parents may occur if residents are under 18 years old when violations involve:
  - illegal activity, including violation of the alcohol policy
  - dangerous weapons
  - destruction or damage to property belonging to others
  - physical abuse or self-endangerment
  - sexual harassment policy
  - unauthorized removal, use or possession of property belonging to others
  - sanctions that include (temporary or permanent) suspension or termination of accommodations at University Center

Notification to parents of residents 18 or older may occur in consultation with the Dean of Students in compliance with the institutional policy at the resident’s institution of record.

**IMPORTANT NOTE:** While every effort will be made to honor the process, the Executive Director reserves the right to take immediate and appropriate action outside these procedures to address situations and behaviors that are significantly disruptive to the community or pose an imminent threat to the safety of the individual or others including temporary removal of residents from the University Center community.

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## IMPORTANT PHONE NUMBERS

If additional information is needed, University Center staff is here to assist residents and answer any questions. In addition to University Center, schools are also available to assist residents. Please refer to the phone listings for further help.

### UNIVERSITY CENTER

Management Office	312-924-8000
Technology Services	312-924-8004
Resident Services Desk	312-924-8411
Security Desk	312-924-8911
RA Resource Room	312-924-8013



## IMPORTANT PHONE NUMBERS COLUMBIA COLLEGE CHICAGO

### SCHOOL OF FINE & PERFORMING ARTS

Art & Design	312-369-7380
AEMM	312-369-7652
Dance	312-369-8310
Fiction Writing	312-369-7611
Music	312-369-6300
Photography	312-369-7321
Theater	312-369-6101

### THE GRADUATE SCHOOL

Architectural Studies	312-369-7446
AEMM	312-369-7653
Dance Movement	
Therapy	312-369-7697
Educational Studies	312-369-8140
Fiction Writing	312-369-7611
Film/Video	312-369-6730
Interdisciplinary Arts	312-369-7669
Journalism	312-369-7687
Photography	312-369-7320
Poetry	312-369-8100
Music	312-369-6300

### SCHOOL OF MEDIA ARTS

Academic Computing	312-369-7526
Audio Arts & Acoustics	312-369-8800
Film/Video	312-369-6700
Interactive Multimedia	312-369-7578
Journalism	312-369-8900
Marketing	
Communications	312-369-7600
Radio	312-369-8160
Television	312-369-7410

### SCHOOL OF LIBERAL ARTS & SCIENCES

ASL-English	
Interpretation	312-369-7837
Early Childhood	
Education	312-369-7990
English	312-369-8125
First Year Seminar	312-369-7878
Liberal Education	312-369-7295
Science & Math	312-369-7368

### STUDENT SERVICES

Campus Card Office/ U-pass	312-369-7300
College Advising	312-369-7645
Admissions Office	312-369-7131
Bookstore	312-369-7405
C-Spaces	312-369-7663
Conaway Achievement Program	312-369-8132
Counseling Services	312-369-8700
Dean of Students	312-369-8595
Fitness Center	312-369-2430
Health Center	312-369-6830
International Students	312-369-7458
Multicultural Affairs	312-369-7185
New Student Prog. & Orientation	312-369-8675
Portfolio Center	312-369-7280
Records Office	312-369-7228
Residence Life	312-369-7803
Science/Math Learning Center	312-369-7548
Student Employment	312-369-8521
Student Financial Svcs.	866-705-0200
Student Engagement	312-369-6792
Transfer Evaluation	312-369-7984
Writing Center	312-369-8130

## IMPORTANT PHONE NUMBERS DEPAUL UNIVERSITY

### Admission Information

(Loop) 312-362-8300  
(Lincoln Park) 773-325-7500

### Bookstore

(Loop) 312-362-8795  
(Lincoln Park) 773-325-7700

### Bills and Tuition Information

Student Financial  
Services SAC 148 312-362-6628

### Career Information

(Loop) 312-362-8437  
(Lincoln Park) 773-325-7431

Campus Copy Center 773-325-7576

Cultural Center Student  
Center 1st floor 773-325-7759

Computer Service  
Hotline 312-362-8765

Cashier's Office 773-325-7810

Disabled Student  
Services – TDD 773-325-7290

Dean of Students Office 773-325-7290

Dropping and Adding  
Courses (NROL Phone  
Registration) 773-325-6765

DePaulia Newspaper 773-325-7443

DePaul Activities Board  
(DAB) 773-325-7446

Financial Aid 312-362-8091

Food Service Suggestions  
and Complaints 773-325-7476

Grades (Academic  
History Verification) 773-325-8285

Health Services (physical  
health problems) S.A.G.E.  
1150 W. Fullerton 773-549-7757

**International Student Office**  
Lewis Center 1465 312-362-8376

ID Card Services 773-325-7466  
Student Center 109

**Library**  
(Loop) 312-362-8433  
(Lincoln Park) 773-325-7862

Lost and Found (Public Safety)  
24 hours daily 773-325-7777

Multicultural Student  
Affairs 773-325-7325

Housing Office 773-325-7196  
UC Manager of 773-325-7841

Housing

Ombudsperson for Sexual  
Harassment SAC 554 773-325-7496

Parking Services 773-325-7275



## **IMPORTANT PHONE NUMBERS** **DEPAUL UNIVERSITY** *(continued)*

### **Public Safety**

(Loop) 312-362-8300  
(LPC) 773-325-7777

### **Registrar DePaul**

Center 9300 312-362-8610

### **Residential Education** 773-325-4211

Residence Hall Council 773-325-7233

Student Govt. Assoc. 773-325-7350

Student Employment 773-325-7397

### **Student Leadership Institute**

Student Center 305 773-325-1760

### **Theater Productions**

(Reskin Theater  
Box Office) 773-325-7971

Transcript Information 773-362-8773

Women's Center 773-325-7558

### **Writing Center -**

McGaw 150 773-325-4272

### **University Counseling Services**

(Loop) 312-362-6923

(LPC) 773-326-7779

Univeristy Ministry 773-325-7902

## IMPORTANT PHONE NUMBERS ROOSEVELT UNIVERSITY

Academic Success Center	312-341-3818	Project Prime (TRIO Programs)	312-341-3875
Admission	312-341-3515	Registrar	312-341-3535
Advising & Assessment Center	312-341-4340	Residence Life	312-341-2005
Bookstore	312-341-3592	Schaumburg Campus	847-619-7300
Campus Safety	312-341-2020	Security	312-341-2020
Career Services	312-341-3560	Student Accounts	312-341-3570
Center for Student Involvement (CSI)	312-341-2015	Student Government Association	312-341-3666
Computer Labs	312-341-3892	Student Services	312-341-2004
CTA U-Pass	312-341-3535	Study Abroad	312-341-3531
Counseling Center	312-341-3548	Technology Help (24 hours)	312-341-4357
Disability Services	312-341-3810	Transcripts	312-341-3535
English Language Program	312-341-3717	Tutoring	312-341-3818
Financial Aid	312-341-3565	Work Study	312-341-3565
Fitness Center	312-341-2430	Writing Center	312-341-2206
Information	312-341-3500	<b>Colleges/Departments</b>	
International Programs	312-341-3531	Arts and Sciences	312-341-3670
Learning & Support Services	312-341-3810	Business Administration	312-281-3293
Library	312-341-3643	Education	312-341-3700
Ombudsperson	312-341-2004	Performing Arts	312-341-3780
		Professional Studies	312-281-3134