

Texas A&M University
Department of Residence Life
Resident Handbook
Residence Halls and University Apartments
2017-2018

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Texas A&M University Residence Life – Residence Hall Living
The Gardens at University Apartments
White Creek Apartments



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DIRECTOR'S WELCOME

Welcome to Texas A&M University and specifically to the Department of Residence Life. The Department of Residence Life has an outstanding on-campus housing program and extends the opportunity to become an integral part of this community. The Residence Halls and University Apartments provide many avenues for involvement as well as opportunities in positions of leadership. By taking advantage of these opportunities, you will have the change to grow as a person through the development of new friendships, exploration of new ideas and involvement in new activities. More importantly, through your active involvement, you can have an impact on the success of your community.

The Resident Handbook for all on-campus residents is a summary of the programs, services, rules and regulations that relate to on-campus community life at Texas A&M University. This publication is designed to let you know what you can expect from the Department of Residence Life and what the staff will expect from you as a resident. I hope your stay in our community will be enjoyable, productive, and educational.



Chareny Rydl
Director of Residence Life

THE ON-CAMPUS COMMUNITY

The Residence Halls and University Apartments are vibrant parts of the Aggie Community. The Department of Residence Life is committed to helping you succeed in your academic pursuits. Throughout the year, you will have the opportunity to take advantage of a wide array of programs, resources, and services in the residence halls and apartments to help you meet the academic standards of Texas A&M University. Do not hesitate to seek out your RA for assistance with class-related problems and do not be surprised if the staff approaches you about your academic progress. We care about your success and we hope to be of assistance to you throughout your tenure at Texas A&M.

MISSION AND VISION STATEMENTS

The vision of the Department of Residence Life is to offer student a world-class on-campus student living and learning environment. Our mission is to provide welcoming, educational and sustainable community living at the heart of the Aggie experience.

We cultivate an environment where students can:

- Engage, challenge and grow together
- Feel respected and supported
- Focus on academic goals
- Create positive memorable experiences and lifelong friendships

We provide:

- Safe, sustainable, quality physical environments
- Well-maintained historic and state of the art facilities
- Conveniently located cost-effective housing options
- Reliable and responsive service

DIVERSITY STATEMENT

Our community is unique at Texas A&M University and is defined by students and staff working and living together in a campus residential environment of residence halls, apartments, and administrative offices. Together, we strive to utilize diversity to enhance our community, and believe that differences provide opportunities for maximum growth and

mutual understanding. Therefore, we are committed to creating an educational community of respect, support, and opportunities for celebration for all individuals regardless of ability, religious affiliation, socioeconomic status, ethnicity, nationality, sexual orientation, age, gender, race or cultural identity.

DEPARTMENT OF RESIDENCE LIFE CORE VALUES

Integrity: Unified adherence to ethical, truthful, and factual conduct

Respect: Recognize and honor the dignity, value, and individuality of each person

Quality: Provide excellence throughout a complete range of services, programs, and personnel

Service: Dedicated to being proactive, effective, reliable and responsive

Community: Develop, promote, and preserve positive collaboration, understanding, and interaction

Vision: Valuing opportunities for learning, innovation, and positive change

THE COMMUNITY LIVING CREED

Living in the University Apartments on the Texas A&M University campus means living in a community of students. This community is a dynamic place, composed of various people with different values, cultures, lifestyles, and attitudes. As members of the community, we must strive to understand the individuality and life choices of those among us. We can best learn from one another in an atmosphere of positive encouragement and mutual respect. We must possess a genuine desire to learn from those around us as well as give others the respect and tolerance we desire. Each person has a role to play in our apartment community and should be allowed to do so.

All Residence Life Communities Incorporate the Following:

Education: To ensure that teaching and learning take place beyond the classroom

Openness: So that ideas and thoughts can be discussed freely

Respect: To ensure that individuality is honored so diversity can be pursued

Caring: To ensure that the individual's well-being is supported and that community service is encouraged

Involvement: So that all individuals have a voice in decisions concerning their community

Ownership: To ensure that all individuals care for their building facilities and adjacent property

Celebration: So that Texas A&M history and culture are promoted and traditions are shared

Your rights in our community include:

- To socialize in your room/apartment
- To sleep and study without disturbance
- To live in a supportive and stimulating community
- To live in a safe, secure, healthy and clean environment
- To enjoy access to a variety of programs, services and facilities
- To involve yourself and others in promoting an educational, open, respectful, responsible, caring, involving and celebrative community

Your responsibilities in our community include:

- To consider the needs of other residents and balance them with your own needs
- To promote care of the physical facilities, equipment and services
- To demonstrate a commitment to the community by getting involved
- To promote campus and individual safety
- To demonstrate dignity and respect for all individuals
- To communicate with other residents and staff members to let other residents know when they are disturbing you

Living on campus at Texas A&M University provides you many opportunities to face challenges head on, achieve in a variety of areas, and grow as an individual. However, these things only happen when you actively participate and support the community ideals stated here.

HOUSING CONTRACT INFORMATION

The Department of Residence Life offers several different contract types depending on which property in which you live. The Residence Halls and the White Creek Apartments have pay by semester contracts. These contracts are for the entire academic year (typically mid-August to late May). Housing charges for the pay by semester contracts are added to your student account and must be paid in accordance with Student Business Services payment schedules and rules. Residents at the Gardens Apartments have pay by month contracts that can either be 9 ½ or 12 months in duration. Gardens Apartment residents will pay monthly rent and electric charges through their housing portal. Rent and electric charges are due by the 7th day of each month. Late fees will be imposed beginning on the 8th day of the month.

Accommodations for Students with Disabilities

Specially equipped rooms and apartments are available for students with disabilities in the Residence Halls and the University Apartments. Contact Disability Services located at 701 West Campus Blvd, College Station, TX 77843 or call (979) 845-1637 for further information.

Apartment or Room Assignment

The Department of Residence Life reserves the right to make all apartment and room assignments and to make any subsequent changes considered advisable or necessary. Once a contract is offered and signed and the student has been offered a Permanent or Temporary space offer, the Department of Residence Life guarantees students a space (not a particular apartment, room or building on campus).

Assistance Animals

The Department of Residence Life works in conjunction with Disability Services to authorize the use of an assistance animal. Please contact Disability Services, located at 701 West Campus Blvd, College Station, TX 77843 or call (979) 845-1637 to initiate the approval process if you need an assistance animal in the residence hall or university apartments.

Consolidation

The Department of Residence Life reserves the right to require single occupants of rooms/apartments, except those who have reserved their rooms on a private or single basis, to move together when doing so will (1) make room for students housed in temporary assignments, (2) facilitate cleaning, (3) make space available for the housing of special groups, or (4) support the private room policy.

Contract Cancellation

Housing Contracts may only be cancelled for the following reasons: graduation, study abroad, internship or practicum, military service, or student teaching outside the local area. Residents needing to cancel for one of these reasons need to provide notice to the Housing Assignments Office or Gardens Apartments a minimum of 30 days prior to the end of the current semester in residence. Notice will include official University documentation of the reason the cancellation is being requested. Consult your contract (<http://reslife.tamu.edu/apply/>) for full cancellation terms and conditions.

Contract Types

Residence Halls: Contracts are 9 months long, and they begin approximately a week prior to the first day of class in the fall and end graduation weekend. The residence halls are closed over the winter break (approximately mid-December to mid-January each year).

White Creek Apartments: Contracts are 9 ½ months long, beginning approximately 2 weeks before the first day of class in the fall and ending approximately 4 days after graduation. The White Creek Apartments are open year round. Students are not required to leave over the winter break.

Gardens Apartments: Offers 9 ½ or 12 month contracts that can be assigned by the bedroom or the apartment. Rent and electric charges for these units are paid each month. The 9 ½ month contracts end in may while the 12 month contracts end in August, regardless of when they begin.

Summer: Residents in the White Creek Apartments and Gardens Apartments will be able to sign up for summer housing during the contract renewal process. Gardens residents who sign a 12-month contract do not have to sign up for summer school during contract renewal. Students who want to live on campus in the summer are not required to be enrolled at Texas A&M University for summer classes but they do need to be enrolled for class for the upcoming fall term. Residence Hall students will be notified about summer housing in the spring semester.

Contract Renewal

All current residents are provided an opportunity to remain on campus for the follow year if they go through Contract Renewal. Contract Renewal usually takes place in mid-January/early February for the following summer and academic year. Residents will receive email notifications about contract renewal closer to the contract renewal period. If a current resident does not renew his/her contract during the contract renewal process, s/he will lost their priority status and could be put at the end of the list to be offered a space on campus, behind all of the new applicants.

Housing Charges and Rent Payments

Housing charges for the Residence Halls and White Creek Apartments (all pay by semester properties) are all-inclusive and include electric, internet, cable or IPTV, water and laundry. Housing charges for all pay by semester properties will be posted to the student's TAMU student account and are paid in accordance with Student Business Services rules.

Rent payments for the Gardens Apartments include internet, cable or IPTV and water. Residents in the Gardens pay their monthly electric bill in addition to rent. Rent and electric payments are due by the 7th day of each month. Rent and electric are paid online in the housing portal. Late fee charges of \$5.00 per day will be posted to your account after the 7th day of each month.

Housing/Security Deposit

The security deposit is refundable after move-out provided there are no outstanding bills or charges. For Gardens residents, the final electric bill will be deducted from the security deposit.

Subletting/Renting Out

Subletting renting out your apartment/ room is not permitted under any circumstances. Residents may not allow anyone to live in their apartment or room who has not signed a housing contract for that space.

Summer School Housing

Summer School housing is offered in the residence halls. Applications for summer school housing are available in the spring semester. White Creek and Gardens Apartments offer year-round housing. White Creek residents who need summer school housing should contact the Housing Assignments Office for summer school accommodations. Gardens residents who sign a 12-month contract does not have to sign up for summer school during contract renewal. Gardens residents who did not sign a 12 month contract and need summer school housing should contact the Gardens Apartments as soon as they know they need summer housing. Contract extensions are made on a first-come, first-served basis, as long as the apartment has not been rented for the following term.

Eligible students may contract to live on campus during the summer. Please check the summer application for eligibility. To request summer information, please visit <http://reslife.tamu.edu/apply/applications>.

Vacating/Move-Out

Residents may check out with a staff member or choose the express check out option. Residence Hall students must follow the move out guidelines provided in the closing notice. If you have questions, please ask your hall staff. White Creek and Gardens Apartments residents may sign up for a check out appointment through the housing portal. Check out appointments will be available to schedule about a month before the end of each semester.

During the check-out appointment or when the key is turned in for an express checkout, the RA staff will conduct a check-out inspection of the apartment/room to determine the cleanliness of the apartment/room and the condition of

the university-owned property and furnishings. All personal property must be removed from the apartment/room before the check-out inspection will be made. All keys must be returned during the check-out appointment. Detailed cleaning information is available in this handbook. Residents will have any charges for damage to the property and any additional cleaning charged deducted from the security deposit. Labor charges will be added as well for cleaning and/or repair that are necessary. The hourly labor rate is approximately \$27 per hour. Improper or Failure to check out will result in a charge as well. The students will be notified of the remaining amount refunded via information in the Howdy system approximately four to six weeks after the apartment/room is vacated.

Withdrawal from Texas A&M University

Residents living in the White Creek Apartments of the Residence Halls who are considering withdrawing from Texas A&M University are encouraged to contact the Housing Assignments Office for contract implications. Gardens residents should contact the Gardens Apartments office for contract implications. Once you have withdrawn, you must check out of your room/apartment within 48 hours. Be sure to contact your Apartments/Hall staff to check out properly and return your key.

The Gardens Apartments – Pay By Month Contracts

The Department of Residence Life Housing Contract for Gardens Apartments residents in buildings is a legal and binding agreement beginning the moment the contract is electronically signed/submitted. Residents will be held to the terms of the contract for the duration of the rental term. Residents receive an electronic copy of the Housing Contract. Please read the rental contract so you are familiar with its contents. Residents are required to abide by the terms outlined in the rental contract.

Cancellation of an Apartment Assignment

The housing contract is for the entire academic year (Fall and Spring semesters) and may include the summer if a 12-month contract was signed. Students must fulfill the contract obligations and pay through the end of the contract. Housing Contracts may only be cancelled for the following reasons: graduation, study abroad, internship or practicum, military service or student teaching outside the local area. Residents needing to cancel for one of these reasons need to provide notice to the Housing Assignments or Gardens Apartments a minimum of 30 days prior to the end of the current semester in residence. Notice will include official University documentation of the reason the cancellation is being requested. Consult your contract (<http://reslife.tamu.edu/apply>) for full cancellation information and penalties.

Electric Payments

Gardens residents pay rent and electric charges on a monthly basis. Payment for rent and electric charges is due by the 7th day of each month. Late charges will be applied to the resident's ledger beginning on the 8th day of the month that rent and electric charges are not paid in full. Each apartment has its own meter, which is read at check-in, monthly, and at check-out. Electric charges will be divided between each of the apartment contract signers. Utility rates are set by Texas A&M University and are adjusted as needed with a minimum of 6-day advance notice to residents.

Transfers from One Apartment to Another in Gardens Apartments

Residents may request to transfer from one apartment to another. Transfers will be granted based on availability. Transfers are not allowed during the peak move-in/move-out period, which occurs during the end and beginning of semesters. Any resident granted permission transfer must agree to accomplish the move from one apartment to another within 48 hours of the day the new keys are issued. If the move is not done within 48 hours, the resident must pay rent for both apartments for any period that the apartments are being used in excess of 48 hours from the time the new apartment key is issued.

Transfers may be offered near the end of an existing rental contract term if the resident who has requested a transfer has a 9 ½ or 12 month contract. Students approved to change rooms/apartments must pay any difference in rental fees. If the new rent is lower, the resident will receive a refund. The new rate will begin with the keys are issued to the resident who is moving.

Residence Halls and White Creek Apartment Housing Contracts

The housing contract is for the entire academic year (August to May). Housing charges are billed each semester and are subject to change without notice. Housing charges are added to the student account and need to be paid in accordance with payment schedules and rules established by Student Business Services.

Apartment/Residence Hall Room Change and Hall Change Process and Procedure for Residence Halls and White Creek Apartments

Apartment/Room changes may take place beginning on the first day of class. Requests for room/apartment changes are submitted to the Housing Assignments Office by filling out a Request for Room Change form. Students approved to change rooms/apartments must pay any difference in rental fees. If the new rent is lower, the resident will receive a refund.

Room changes within an apartment can be submitted to the Resident Manager in the White Creek Apartments Office. Room switches within an apartment will only be approved if all residents of the apartment agree. Residents are not allowed to switch rooms or move apartments without prior approval from the Resident Manager/Community Director/Graduate Hall Director or the Housing Assignments Office.

APARTMENT AND RESIDENCE HALL ROOM CARE

It is recognized some wear on the room or apartment will occur in the course of living. However, residents must exercise care in the use of the facilities. If it is determined residents willfully or through negligence caused damage to the room/apartment and/or fixtures, a repair or replacement charge will be assessed.

Apartment Cleaning

The apartment should be kept clean during occupancy and must be clean when keys are turned in upon vacating. Residents not keeping a clean apartment and/or contributing to a pest problem may receive a notice from the University Apartments staff to correct the situation or vacate the apartment. Residents not keeping a clean apartment may be documented and in extreme cases, referred for a conduct meeting. Residents will be billed for the cost of damages and excessive cleaning.

The proper cleaning of your apartment and its furnishings is beneficial in a variety of ways:

1. Proper cleaning reduces the potential for safety violations and health issues.
2. Proper cleaning helps reduce the number of bugs/insects.
3. Proper cleaning on a daily/weekly and periodic basis reduces the amount of time you will need to spend cleaning before you move out of your apartment.
4. Proper daily/weekly and periodic cleaning may result in less cleaning charges assessed at move-out.

The University Apartments staff offers periodic classes on cleaning techniques and cleaning products. Check at the office for the next class.

The following information provides guidelines and directions for daily, weekly and periodic cleaning, as well as instructions for cleaning when you are moving out of your apartment.

Cleaning: Daily in Apartments

There are areas in your apartment that should be cleaned daily or after each use. The kitchen should be cleaned after each use. The type of cleaning will be determined by the type of use.

Counters: The counters should be wiped down with a towel and an all-purpose, antibacterial cleaner each time they are used.

Dishes/Pots/Pans/Utensils: All dishes, pots, pans and utensils need to be washed in hot water with dishwashing liquid,

rinsed in clear/clean water and dried after each use.

Floors: The floor area in the kitchen should be swept on a daily basis. If you spill something on the floor, it should be mopped or scrubbed with an all-purpose cleaner such as Mr. Clean or Lysol.

Food: Any food that is not consumed at the time of preparation or meal should be put in a container or wrapped in plastic wrap and put in the refrigerator. Food should not be left out because it can spoil and make you sick, and it attracts bugs to your apartment.

Garbage: Residents should remove garbage from their apartments each day, especially if it contains food materials. All garbage should be put in the dumpster closest to the apartment unit.

Microwave: The inside of the microwave should be free of food remnants. After each use, wipe out the inside with a damp cloth.

Oven: The front and sides of the oven should be cleaned with a towel (cloth or paper) and a grease-cutting all-purpose cleaner. If food being cooked spills or boils over, wait for the oven to cool and then clean it with an oven-cleaning product such as EasyOff oven cleaner. Follow the directions provided on the product's packaging.

Sink: The sink should not have any food remnants. The sink should be wiped out with water and dish detergent once all of the dishes, pots, pans and utensils have been washed. Once you have finished washing the dishes, run the cold water and turn on the garbage disposal for 15 to 30 seconds to make sure it is empty. Let the water continue to run for 10 seconds after you have turned off the garbage disposal. Do not dump bones or any solid material in the garbage disposal at any time.

Stove: The kitchen should be cleaned after each use. The stove/oven and surrounding areas should be cleaned with a grease-cutting all-purpose cleaner. Flat-top stoves should be cleaned with an appropriate cleaner.

Tables and Chairs: The kitchen table should be wiped down after every use with a towel and an all-purpose, antibacterial cleaner.

Cleaning: Weekly in Apartments

The refrigerator, counters and cupboards should be wiped with a grease-cutting, antibacterial, all-purpose cleaner and a towel. Linoleum/tile floors (kitchen, bath- room and bedroom) should be swept and then mopped/scrubbed with a mop or towel and an all-purpose cleaner.

The bathroom should be cleaned weekly. This includes using a toilet brush and toilet bowl cleaner to clean the toilet. Scrub the bathtub and sink with cleanser and a towel. Rinse the bathtub and sink with clear water after you have scrubbed it. The toilet should be scrubbed with a toilet bowl cleaner (Lysol or Comet) and a toilet brush. The mirror should be cleaned with glass cleaner and a paper towel.

The bedroom floor, if carpeted, should be vacuumed. All of the furniture (built-in or movable) should be dusted with a towel. If you have a front-loading washing machine, the rubber gasket should be rinsed off and dried each week to prevent a mold or mildew buildup.

Cleaning: Move-Out in Apartments

Remove all personal belongings, including furniture, from the apartment. The University Apartments staff will not be responsible for items left in the apartment.

Bathroom: Scrub the bathtub and surrounding walls with cleanser (e.g., Comet, Ajax or Scrubbing Bubbles) and a towel. Make sure you clean the fixtures to the bathtub as well, including the handles, faucet and showerhead, to remove soap

scum. Please be sure to scrub the walls to remove any hard-water buildup or mildew stains. Rinse the bathtub and surrounding walls with clean water after you have scrubbed them. Clean the entire sink, including all of the fixtures, with a wet towel and a mild cleaner. Be sure to clean beneath the sink as well, including wiping out the cabinets, if you have them.

Remove all stains from the toilet, both inside and out. A toilet scrubbing brush and toilet bowl cleaner should be used. Be sure to also clean the seat and around the base of the toilet.

Clean the mirror with paper towels and glass cleaner. Clean the cabinets by wiping them with a damp towel and an all-purpose cleaner.

Cabinets: Remove all personal belongings. Clean the shelves and both sides of doors and drawers with an all-purpose cleaner. Leave doors and drawers slightly open to allow the inside to totally dry.

Doors and Walls: Wash all walls, doors and doorframes to remove any marks or dirt. Most cleaning agents work for this.

Floors: All linoleum/tile floors should be swept and then mopped or scrubbed with an all-purpose cleaner such as Pinesol or Mr. Clean. Carpeted floors should be thoroughly vacuumed, especially at the edges.

Furniture: All of the furniture should be dusted with a clean cotton towel. The cushions on the couch and chair should be removed and the area underneath vacuumed.

Refrigerator: The inside of the refrigerator should be wiped down periodically and specifically when something has spilled. Remove the racks and drawers. Wash them in the kitchen sink. Wipe down the inside of the refrigerator with a towel all-purpose cleaner such as Lysol or 409.

Replace the racks and drawers. Clean behind and underneath the refrigerator as well. On the outside of the refrigerator, use a grease-cutting, all-purpose cleaner such as 409, Pinesol or Orange Clean.

Stove: The kitchen should be cleaned after each use. For flat-top stoves, clean with a product indicated safe for flat-top stoves. The filter above the stove in the vent hood will be replaced by custodial. Make sure the surrounding area is cleaned with a grease-cutting, all-purpose cleaner.

Windows: Wash all windows, windowsills and blinds. Glass cleaners, such as Windex, work very well for this purpose. A grease-cutting, all-purpose cleaner will also work well on the blinds.

RESIDENCE HALL ROOM CLEANING

Residents are responsible for cleaning their own rooms. In the residence halls, custodial staff will clean suite and private bathrooms once a week. Community bathrooms are cleaned daily. Custodial staff will notify students at least one day in advance when the bathroom is going to be cleaned. In order to cancel your cleaning, you must speak with your roommate/suitemates and then the custodial supervisor.

Residents must remove personal items from the counters and floors so that the custodial staff can thoroughly clean the bathroom. If your personal items have not been removed from the top of the vanity and the floor, the custodial staff will not clean your bathroom. Do your part to help keep your space tidy by cleaning up spills when they occur, sweeping and/or vacuuming periodically and cleaning the sink vanity in your bedroom (if applicable).

Cleaning: Move-Out in the Residence Halls

Remove all personal belongings. The Department of Residence Life is not responsible for items left behind. Follow all procedures provided on the closing/move-out notice.

APPLIANCE SAFETY

For questions or to report problems with the operation of any appliances, please contact the North Area Office at (979) 845-4768, the South Area Office at (979) 845-2235, the White Creek Apartments Office at (979) 458-8500 or the Gardens Apartments Office at (979) 845-2261. You can also stop by any of these offices between 8:00 a.m. and 5:00 p.m. weekdays. Do not attempt to make repairs yourself. Dial 911 immediately in the event any appliance-related fire occurs.

Dishwasher Safety

- Check to make sure all items can be safely washed in the dishwasher
- Plastic items should only go on the top rack
- Scrape/rinse dishes before putting them in the dishwasher

Dryer Safety

- Clean the lint filter before or after each load (if able to reach filter)
- Do not overload the dryer
- Only use the dryer when you are home or present in the laundry facilities

Garbage Disposal Safety

- Food to be disposed of should be placed in the disposal while the disposal is off.
- Turn on the cold water.
- Turn on the garbage disposal. The switch is located on the wall beside the sink.
- Let the food clear the disposal. You can hear when it is clear.
- Turn off the disposal. Let the water run for 10 seconds more to flush the pipe.
- Turn the water off.
- Always run water while using the disposal.
- Starchy foods such as rice and pasta can cause disposals to clog up and create plumbing problems. Limit the quantities of this type of food that you dispose of in your garbage disposal.
- Bones, corn husks and other high-fiber items should not be put into the disposal as they may clog the drain.
- Keep utensils and other non-food items from falling into the disposal.

Stove and Oven Safety

- Do not heat unopened food containers on burners.
- Do not leave stove/oven unattended while cooking.
- Clean the stove/oven on a regular basis. Do not clean the oven door gasket.
- Do not cover slots, holes, passages or racks with aluminum foil.
- Do not use stove as a storage space.
- In the event of a power outage while cooking, residents should turn off all burners and the oven and wait until the power is restored to turn the stove and oven back on.

Stoves in the Gardens Apartments have flat-top cooking surfaces. To help protect your stovetop from damage follow these guidelines:

- Do not use cast iron cookware on a smooth top cooktop or range. The bottoms of cast iron cookware are usually very rough and any movement of the pot on the cooktop can leave scratches.
- Other cookware that can scratch the glass are ceramic and stoneware that have unfinished, rough bases. Keep these instead for oven bakeware.
- Skillets or pans with rounded edge bottoms are not recommended. Pans that sit flat on the cooktop will perform better when it comes to even heat distribution. They will also be more stable on the smooth top. The same is true of rounded edge stovetop griddles; some tend to rock and heat does not distribute properly.
- Never use abrasive cleaners or metal pads which can scratch; instead use a soft sponge or cloth and cream cleaning solutions made for ceramic or glass cooktops.

- Avoid dragging heavy pots on the cooktop; rather lift and transfer to another area of the cooktop to reduce the risk of scratching.
- Keep the bottoms of skillets and pots very clean. A build-up of grease on pan bottoms can leave aluminum-looking rings or cause marks on the cooktop. These sometimes can be removed with cooktop cleaner, but they are often very difficult to clean off.
- When boiling or cooking with sugary substances, take care not to spill these on a smooth top cooktop. A sugar substance can discolor the cooktop, leaving yellowish areas that are impossible to remove. This is more noticeable on white or light gray cooktops. Clean up such spills quickly.
- Never stand on top of (to reach ceiling height) or place anything overly heavy on a smooth top cooktop, even temporarily. The glass may appear to sustain the weight for the time being, until the cooktop is heated, at which time it could break or shatter when the glass or ceramic expands.
- Avoid placing stirring utensils on a warm cooktop while you cook. Food on these utensils can mark or burn on the cooktop, leaving a mess that needs more time to clean.
- Do not place a hot glass bakeware (from the oven or microwave) to cool on a smooth top cooktop. Glass bakeware must be placed on a dry towel on a counter to cool.
- Always place your pan on the cook top before turning on the heat. Placing a hot pan on a cold glass surface creates a thermal shock that can cause the surface to crack.
- Select the proper burner size for the radius of the pan you choose. Placing a large pan on a smaller burner will leave the cook top struggling to maintain the heat level, which can cause the surface to overheat and crack.

Washing Machine Safety

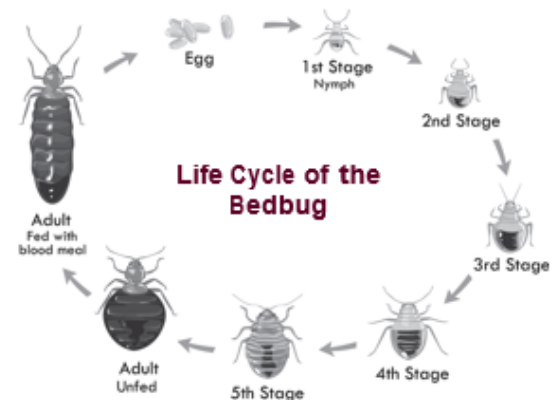
- Empty all clothes pockets before putting clothes in washer.
- Fill the washer so clothes can move around; don't pack the clothes in.
- If using pods of laundry detergent, toss them in the washer drum, not in the soap dispenser.
- Leave to door and detergent compartment open slightly when the washing machine is not in use.
- If using color safe sheets, put them in a small mesh bag and then toss in the washer.

Bedbugs

In recent years, bedbugs have made a resurgence in this country. Unfortunately, Texas A&M has not been immune. Previously we have had some cases of bedbugs, but were able to effectively eliminate them. However, there is always the potential for more to occur. The following information is being provided to calm any fears about bedbugs and to provide instructions about what to do if bedbugs are suspected in your apartment.

What is a bedbug?

Adult bedbugs are slightly smaller than a ladybug or about 3/8 of an inch long. They are reddish-brown in color with flat oval shaped bodies. Bedbugs feed on the blood of people and other warm blooded animals. They are nocturnal feeders who, unlike lice or fleas, do not live on hosts but rather in the "nests" of hosts. Bedbugs do not fly or leap but rather hide in dark crevices close to food sources. The average lifespan for a bedbug is 12 to 18 months. Bedbugs can live for months without feeding. Bedbugs are spread by hitchhiking from areas of infestation on clothes, furniture, bedding and suitcases.



Are bedbugs a concern here?

Bedbugs were scarce during the latter part of the last century, but their populations have surged in recent years. Changes in the types of pesticides and their usage, as well as an increase in international travel, have contributed to the rise of the bedbug. Bedbugs are most common in places where many people sleep. These places include hotels, motels, apartments, cruise ships and residence halls. Bedbugs can easily travel on clothing, linens and furniture. Infestations of bedbugs do not necessarily indicate poor hygiene.

Can bedbugs hurt me?

Although bites can cause severe itching, they are relatively harmless. When a bedbug bites, it releases a salivary fluid that can irritate skin and cause allergic reactions over time. Scratching the bites can cause secondary infections and scarring. Washing the bite area with soap and water and applying an anti-itch/antihistamine cream is recommended. If infection occurs, seek medical attention. Bedbugs are not known to transmit any blood borne diseases such as HIV or AIDS.

Do I have bedbugs?

Bedbug bites are identified by small welts similar to mosquito bites. The welts occur in rows of three or more and cause itching and discomfort. These bites show up in the morning or middle of the night. If bedbugs are present, dark excrement stains will be on the sheets, pillowcases and mattresses. Molted skins and egg shells may also be present, but look for the crawling or dead adults as well. In cases of severe infestations, a musty sweet smell may be detected.

Examine areas around the bed and sleeping quarters for signs of bedbug activity. Bedbugs prefer areas around fabric, wood and paper. Check the folds or seams in bedding and linens. Check around the headboard and footboard paying special attention to corners and crevices. Check baseboards, moldings and carpet seams near and around the bed. Bedbugs often travel up, so check areas above the level where you sleep. Check artwork and wall hangings, curtains, and walls. Look for any excrement spots, skin casings or live bugs.

What if I have bedbugs?

Please contact a staff member in your building or the administrative staff in the office as soon as possible. The staff member will contact the proper entity to evaluate and treat your room, if necessary. Bedbugs can be controlled with vigilance and constant inspection and treatment by professional pest control technicians.

How do I prevent getting bedbugs?

- Do not bring infested items into your apartment or room. Thoroughly inspect all items bringing them into your room/apartment.
- Check luggage, clothing and bedding after trips, especially after trips abroad.
- Clean up and reduce clutter to eliminate some of their favorite hiding spots.
- Keep rooms clean and tidy. Vacuum crevices and upholstery regularly.
- Vacuum mattresses frequently or permanently encase mattresses in a bedbug resistant mattress bag.
- Pull bed away from wall or other furniture. Tuck in sheets and blankets to avoid contact with the floors or walls.

If you should have any questions or concerns, do not hesitate to ask a staff member in your building or the administrative staff in the office.

Drain Clogs

Grease or oil should never be poured down the drains or into toilets. Cooking grease and oil should be disposed of in a sealed container and placed with the trash outside in the dumpsters. In the event of a clogged drain, do an AggieWorks maintenance request. Do NOT pour any chemicals down any drain in an attempt to fix a clog yourself, as they may pose a significant health risk to you or maintenance staff.

Toilet Clogs

Only toilet paper goes into the toilet. Do not dispose of diapers or sanitary products in the toilet. Put these items into waste baskets and remove with trash.

Mold and Mildew

Humidity inside buildings in Texas is often high, which encourages the growth of mold and mildew. Mold is a fungus that produces spores that float and spread easily through the air. These spores can cause allergic reactions and other health issues. Mold and mildew grow in dark and moist areas.

The following are suggestions for preventing and treating mold and mildew:

- The key to prevention is to keep everything clean, well-lit and dry.
- Hang up damp towels and clothes to dry completely.
- Leave the bathroom door and shower curtain open to allow the walls to dry after showering.
- Select cleaning products specifically designed to treat/prevent mold and mildew.
- A weak solution of bleach and water can also be effective in cleaning mold and mildew. NEVER mix bleach and ammonia as this creates dangerous fumes.
- Most shower curtains can be cleaned in a washing machine with bleach, detergent and warm water.

Pest Control

Pest control services are contracted through SSC Services. Please complete an AggieWorks work request if you need pest control services. The directions are below.

If building wide treatments need to take place, SSC will post treatment notices in or around each building that is being treated. Residence Hall treatment notices will be posted on the entrance doors and near the office of each building.

White Creek treatment notices will be posted in the elevator lobbies in each White Creek building and on the White Creek listserv.

The Gardens treatment notices will be posted by the mailboxes, in the activity and community centers and on the Gardens listserv.

Pest control requests will be addressed on the Wednesday or Friday following the submission of the request. Emergency requests will be addressed as necessary.

Reduce the number of pests in your room/ apartment by emptying garbage cans nightly, keeping food sealed in plastic containers and maintaining a clean room/apartment. The use of foggers is not allowed as the vapor from these could activate or damage the smoke detection/fire alarm equipment.

If you have problems or questions about pests, call your area office number. For the residence halls call the 24 hour service desk (979) 845-2821. In the apartments call (979) 458-8500 for White Creek Apartments or (979) 845-2261 for the Gardens. For more information see <http://reslife.tamu.edu/living/maintenance/>.

Trash Removal

Aston, Dunn, Hullabaloo, Krueger and Mosher Halls and White Creek residents shall dispose of all trash in the trash chutes or trash rooms located on each floor. Gardens residents shall take trash to the dumpsters located in the parking lots. Do not use the small trash cans in the court yards for personal apartment trash. Residence Hall students must place garbage in trash cans provided. All trash must be bagged. Do not leave garbage in the hallways or breezeway, unless it is in a trashcan provided by the Department of Residence Life.

Maintenance Requests

Student residents and family members shall permit entry into the apartment by authorized university maintenance staff members without prior notice during reasonable hours when entry is necessary to provide maintenance (pest control treatments, preventative maintenance procedures, work orders, ongoing repairs, improvements or other similar reasons).

Residents are required to submit work orders for issues in and around their apartments, including pest control. To submit a work order:

1. Log into the AggieWorks system at <http://aggieworks.tamu.edu/>. Click the profile button and make sure your email and phone number are provided and are correct.
2. Click on the begin request.
3. Check circle for inside or outside a building.

4. Search for the building by name.
5. Enter your room/apartment number and room number (if request is located inside a bedroom) in the next box.
6. Enter student in the next box.
7. Enter description of problem, issue or repair needed in the next box. The more detail provided the better.
8. Choose a time preference. This is most likely the time when a maintenance person will show up to make the repair.
9. Click on next.
10. Review the information, and if correct, click the submit button.
11. Write down the confirmation number in case follow-up is needed.

If the maintenance request is an emergency and needs immediate attention, please call (979) 845-4311.

LEADERSHIP OPPORTUNITIES

Aggie EcoReps

Founded in 2011, the Aggie Eco-Reps is a student organization, sponsored and supported by the Department of Residence Life, for the purpose of educating their peers about how to live a more sustainable lifestyle on campus. The Aggie Eco-Reps host outreach programs in the University Apartments and Residence Halls, participate in Earth Day and campus-wide events such as Campus Sustainability Day and Texas Recycles, and promote a sustainable lifestyle by living as an example for fellow students.

The Aggie Eco-Reps work to encourage students to make small changes in the way they live, such as turning electronics off when not in use, using a reusable water bottle, reducing food waste, taking advantage of alternative transportation, and recycling bottles and cans on-campus. The Aggie Eco-Reps mission is “providing on-campus students with the education and opportunity to promote and continue sustainability,” and establishing sustainable practices as an Aggie tradition for our residents. Follow the Aggie EcoReps at www.aggieecoreps.com.

Encouraging Respect, Acceptance and Support through Education (ERASE)

ERASE is a social justice and diversity committee comprised of undergraduate and graduate students within the Department of Residence Life. This committee is dedicated to creating more inclusive residential communities, grounded in respect and appreciation for all individual differences. It provides programming opportunities and resources to educate, enhance, and encourage the appreciation of diversity and social justice within the apartments and residence halls. For more ERASE information, visit erase.tamu.edu.

Community Councils

Each residence hall and the White Creek and Gardens Apartments have community councils that are recognized student organizations comprised of the student residents. The groups’ mission is to create a positive and supportive environment within each community through advocacy and programming efforts that promote education, cultural awareness and socialization.

Membership in community councils is open to everyone who lives within that specific hall or apartment community. Student residents have an outlet to develop their leadership skills by becoming active members on their Community Council as executive board members. We hope all residents will make a difference in the on-campus community by getting involved. It is a great way for residents to meet neighbors and make friends. Community councils, with the exception of the Gardens Apartments, are members of the Residential Housing Association (RHA).

National Residence Hall Honorary (NRHH)

The National Residence Hall Honorary (NRHH) has local, regional, and national opportunities for student leaders to serve. Active NRHH members can serve on the local level, on the regional board of directors, and positions in the national organization. NRHH membership is selected through a nomination process each semester. One percent of the

total number of students who live in residence halls and apartments are eligible for membership within this honor society.

NRHH is the primary way to recognize students and staff for outstanding service and exceptional leadership. Every month, awards are given at Texas A&M University to praise those who have made an impact in the lives of our on campus students in our residence halls or apartment communities. Anyone can write an Of the Month Award (OTM) bid for someone who makes a difference. These OTM awards are eligible for recognition at the regional and national level once they are selected.

Residential Housing Association (RHA)

Founded in the 1972-1973 school year by the Civilian Student Council, the Residential Housing Association (RHA) is one of the most inclusive student leadership organizations at Texas A&M University. All students who live on campus, outside of the Corps of Cadets, are automatically members of RHA.

RHA provides opportunities to serve fellow students and the community, create engaging programming for residents, provide funding for hall improvements, and learn what it takes to be an inclusive leader and community member. RHA is a state, regional, and national award-winning organization that focuses on leadership and community development. RHA focuses on empowering students and creating positive change at Texas A&M University.

RHA sends a very spirited delegation of students to the Southwest Affiliate of College and University Residence Halls (SWACURH) and NACURH conferences each year. Here, students from across the region and nation present programs that exemplify social justice, building strong community, and developing leaders. With its sister organization NRHH, RHA is a very intense student leadership experience, committed to enhancing the lives of our on-campus residents and the community.

To become an active student leader in RHA, visit the RHA website at www.tamurha.com.

HEALTH AND PERSONAL SAFETY

Health and personal safety is the responsibility of each person on campus. The Department of Residence Life will make every reasonable effort to promote a safe living environment for all residents.

Access Card System

The Department of Residence Life offers building access through the use of the Aggie Access Card System. The exterior doors to each residence hall and the White Creek apartment buildings are locked 24 hours a day with limited exceptions as determined by the Department of Residence Life.

Each door is equipped with a card reader. Residents gain access by sliding their ID through the card reader. Only the residents of the specific building are coded for access to that building. Do not allow others to follow you into the building without swiping to gain access.

The activity building, weight room and laundry building at the Gardens Apartments have card reader access. The Activity Center at White Creek is card accessible after 10:00 p.m.

Features of the Aggie Access Card System and related security policies are:

- Doors propped or remaining open longer than 45 seconds will trigger a local alarm at the door.
- Infrared motion detectors are located on the inside of each door. As you approach to exit the hall, the door will automatically unlock. Do not stand within three feet of the door while waiting for guests or the door will remain unlocked.
- In case the motion detectors should ever fail, touch silver hand plates, located next to the doors, to open the doors and exit the hall.

- ID card cancellation for lost cards is available at <https://myaggiocard.tamu.edu/>. A loaner card (for residence hall or apartment building access only) may be obtained from a staff member at one of the residence hall 24-hour desks or at the White Creek or Gardens Apartments Office.
- If your ID is not working, please visit your area office to have it reactivated.
- Do not give or loan your ID card to anyone.

Bats

Occasionally, bats will get into the residence halls and apartments, particularly in the spring months. If you see a bat, take the steps below to report it and protect yourself and your neighbors.

- First, do not panic. Never touch a bat or attempt to trap/kill a bat!
- Call the SSC Service Solutions Communications Center at (979) 845-4311. Be sure to tell them the specific location of the bat in as much detail as possible.
- Find a staff member and alert him/her of the bat's presence. If you cannot find a staff member in the Residence halls call the 24 hour desk at (979) 845-2821. For White Creek Office, call (979) 458-8500 or for the Gardens Office, call (979) 845-2261.
- If you come into contact with a bat, are bitten by a bat, or wake up to find a bat in your room, it is strongly recommended that you seek medical attention at Student Health Services or with your health care provider, as some bats may carry rabies. While rabies can be fatal, a doctor's treatment after a bat encounter is very effective.

Code Maroon

Code Maroon is an emergency notification service that gives Texas A&M University the ability to communicate health and safety information quickly by e-mail, text message, radio, television and website. Your enrollment in the text messaging service of Code Maroon means university officials can quickly pass on safety-related information, regardless of your location. You may also do a Fast Follow on Twitter. For more information and to enroll in the text message service visit <http://codemaroon.tamu.edu>.

Communicable Diseases

Students living in the Residence Halls or University Apartments who are diagnosed with a communicable disease, including but not limited to chicken pox, measles, mumps, mononucleosis, Ebola, and SARS that proves to be a health threat to other residents may be relocated to an alternate apartment/room on campus until such time when it is determined the student is no longer contagious.

The Department of Residence Life staff will maintain the privacy of any student who has knowledge of testing positive for any communicable diseases. To make arrangements to temporarily relocate due to having a communicable disease, contact your apartment or hall staff.

Emergency Contact Information

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

Students may update their emergency contact information at any time by going to Online Services at <http://reslife.tamu.edu/portal>. Students are also encouraged to register their emergency contact information at <http://howdy.tamu.edu>.

Emergency Equipment

Tampering with, damaging or inhibiting the use of emergency equipment is prohibited. Residents may not use emergency equipment for any purpose other than emergency use. This includes fire extinguishers, heat, gas and smoke

detectors, exit signs, or any other emergency equipment.

Residents are not permitted to hang anything from or around sprinkler heads. Because of the potential safety threat, residents found responsible for tampering with or damaging emergency equipment may be subject to university disciplinary action and/or contract cancellation.

Emergency Phones

Emergency or blue light phones have been installed at various locations across campus. These are distinguished by the 12- foot pole with the blue light on top. These phones have "EMERGENCY" written on the front and sides.

- FOR EMERGENCIES: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.
- FOR NON-EMERGENCIES: to dial a local, non-emergency number, press the key pad numbers. The phone call will time out after three minutes. Appropriate non-emergency calls include vehicle repair help, calling for Corps escort services, or calling a friend for assistance.

Emergency Phone Numbers

To report an emergency dial 911 if you are on campus, off campus, or on a cell phone.

You should dial 911 to:

- Report emergencies that jeopardize the safety of life or property
- Receive emergency medical attention
- Report crimes in progress or that have just occurred
- Report accidents
- Report fires

Examples of non-emergency calls are:

- Burglaries (unless they are in progress)
- Reports of property theft
- Routine reports and information requests.

Remember, dialing 911 is for emergencies only! If your call is not an emergency you should dial (979) 845 -2345.

This is the non-emergency phone number at the University Police Department.

Emergency Preparedness

In some emergency situations, such as flooding or release of hazardous materials, emergency responders may order protective actions for persons who live or work on campus. Typically, these protective actions are to evacuate to a safer area or to shelter in place. It is possible that some emergency scenarios could result in one of these protective actions being ordered for one part of campus and other protective actions for a different area of campus. When such actions are warranted, police, fire, safety or university officials via radio and television stations, Emergency Alert System, public address systems, loud speakers, door-to- door notifications or other means will appropriately advise you.

Area Evacuation for Emergencies

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

- Dress appropriately for the weather.
- Take only essentials with you, e.g., eye- glasses, medications, identification and money (cash/checkbook/ credit cards). Do not take time to pack belongings.
- Turn off computers, unnecessary equipment and appliances.
- Close and lock the door as you exit your room/apartment.
- Follow the directions provided for safe routes of evacuation.

- Listen to the radio to monitor emergency status.
- Do not use your personal vehicle for evacuation unless specifically instructed to do so.
- If you need special assistance, contact your resident advisor, professional staff members or other appropriate emergency contacts. If these staff members are not available, call the University Police Department at (979) 845 -2345 for assistance.

Sheltering in Place for Emergencies

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

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

If hazardous materials are involved:

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

For more information, refer to <http://reslife.tamu.edu/living/safety/>.

Evacuation

You are required to evacuate the building or area when instructed to do so by a university authority, police or firefighter, or when a fire or smoke alarm sounds.

Fire Extinguishers

Fire extinguishers can be found in each hallway or breezeway. Before attempting to use a fire extinguisher, pull a pull station.

To use a fire extinguisher, remember the PASSword. Keep your back to an exit and stand 6 to 8 feet away from the fire. Follow the four-step PASS procedure. If the fire does not begin to go out immediately, leave the area at once.

PULL the pin: This unlocks the operating lever and allows you to discharge the extinguisher. The pin should be held in place with a safety or tamper seal.

AIM low: Point the extinguisher nozzle or hose at the base of the fire.

Squeeze the lever above the handle: This discharges the extinguishing agent. Releasing the level will stop the discharge. Completely compress the lever when discharging the extinguisher.

SWEEP from side to side: Moving carefully toward the fire, keep the extinguisher aimed at the base of the fire and sweep back and forth until the flames appear to be out. If the fire reignites, repeat the process. Never turn your back on a fire, even if it is extinguished, because it can reignite.

Fire and Life Safety Inspections

Environmental Health and Safety (EHS), in cooperation with the Department of Residence Life staff, will conduct fire and life safety inspections twice a year. Inspections will take place once in the fall and spring semesters.

The intent of the inspections is to increase the level of safety and safety awareness for all residents, safety practices in general and the fire and life safety rules found in the resident contract and this resident handbook will be the primary focus of the inspections.

All inspections will be conducted between the hours of 9:00 a.m. to 5:00 p.m. Monday through Friday. All inspections will be performed by a staff member from the Environmental Health and Safety Department and a Department of Residence Life staff member.

Residents will be notified of specific dates of the inspections. Here is a list of some things the safety officers will be looking for during the inspection:

- Entrances/exits must be free of furniture. Furniture may not block windows, and doors must be able to open 90 degrees without interference.
- All stored items in the closet and on top of the kitchen cabinet must be at least 18 inches below the ceiling.
- Electrical: use of extension cords, cover plate missing/damaged, electrical wiring frayed/damaged/crimped, multi-adapter without breaker in use, prohibited/unapproved appliances, microwave/refrigerator not plugged directly into wall.
- All stove tops and ovens must be free of foil and kept clean at all times. Foil serves as a source of grease build up around the stove top that may be a potential fire hazard.
- Fire Alarm Equipment: smoke detector obstructed (min. 24 -inch clearance), smoke detector damaged, blocked sprinkler heads.
- Ignition Sources/Combustible Products: candles/incense being present in the room, flammable liquids in the room, combustible materials near electrical source, and excessive fire load in the room.
- Emergency Planning: absence of the evacuation plan on the back of the room door, windows/doors obstructed.
- Miscellaneous: poor housekeeping, floor/wall/ceiling penetrations, and the door closure missing/damaged.
- Room windows will be checked to ensure they are a viable point of exit and/or way of notifying emergency responders of your presence in the room. Do not block your windows with furniture.

Upon completion of the inspection, EHS staff will leave a paper summary of any deficiencies found. Residents will have three days to correct any deficiencies. Residents will only be responsible for correcting deficiencies related to items in their control. Maintenance staff will correct any facility-related deficiencies. Failure by the residents to correct items within the given deadline could result in disciplinary action up to and including contract termination.

Fire Alarm Procedures

Fire or Smoke Present

If you are in your room/apartment when the smoke alarm or fire alarm sounds:

- Evacuate the building. Quickly put on appropriate clothing and shoes. Do not use the elevators.
- Use caution before opening any doors. Feel the door with the back of your hand. If the door is cool, stay low and open the door. If the door is hot, find an alternate escape route.
- Pull the nearest fire alarm if the building alarm has not sounded.
- Call 911 (Emergency Services) from a neighbor's phone.
- Do not re-enter your building until the Fire Department has declared it safe to do so.

If you are trapped in your room/apartment:

- Keep the door closed and seal cracks with tape, clothes, sheets, etc.
- Call 911 to report that you are trapped and to report your location.
- Hang a light-colored piece of cloth out your window to signal firefighters.
- Stay low and stay calm as you wait for firefighters.

If you discover a fire, activate a pull station. Pull stations are located near each exit. When you get to a safe area outside, call 911 from a convenience phone, blue light phone or from your cell phone. Answering the questions from the dispatcher clearly will ensure a quick response from emergency personnel.

Whether you believe the alarm to be a drill or actual fire, everyone, including staff, must leave the building whenever the alarm sounds. In addition to violating state law, initiating false alarms and tampering with fire safety equipment

could jeopardize the safety of all residents.

Illness and Injury

If you are ill or injured and in need of immediate help, contact Emergency Medical Services at 911 from a campus phone or 911 if using a cell phone. EMS will respond 24 hours a day, 365 days a year and is a service for all enrolled students.

For all your non-emergency health care needs and questions, Student Health Services (SHS) is located in the A.P. Beutel Health Center and can be reached by calling (979) 458 -8316, or by referring to the SHS website at <http://shs.tamu.edu/>.

SHS is an accredited ambulatory health care provider serving the Texas A&M University student body by providing primary health care services and promoting health through prevention and education. It does not provide major hospitalization or treatment outside of the clinic. All currently enrolled students at Texas A&M University who have paid the Student Health Services Fee may receive services at the health center.

Services available at the Student Health Center include:

| | | | |
|-----------------------|---------------------|------------------|--------------------|
| Medical Clinic | Dial-A-Nurse | Physical Therapy | Immediate Care |
| EMS/Ambulance Service | Preventive Medicine | Health Education | Nutrition Services |
| Specialty Clinics | Laboratory | Pharmacy | Radiology |

Insurance

Health Insurance

For healthcare charges not covered by the mandatory student health fee or for treatment by health care providers other than Student Health Services, health insurance is recommended. Some sources of health insurance are group insurance coverage through employment, the parent's or guardian's health insurance, a student's individual insurance, or the Student Health Insurance Policy. The university endorses the Student Health Insurance Policy.

Policy information is available online at <http://tamuintsurance.com>.

Any enrolled A&M System student taking at least six credit hours of classes is eligible to enroll in this insurance plan. Students who are enrolled in special classes and take less than six credit/contact hours of class work will be determined eligible for these insurance programs if the reduced coursework meets the criteria for the completion of a degree plan or international program as defined and approved by The Texas A&M University System.

Eligible students who enroll may also insure their dependents. You may want to compare your current coverage with this policy when considering health insurance. This policy may be useful when:

- Student gets married
- Student becomes legally independent
- Student is studying abroad
- Student reaches the age of attainment on a parent's policy (is no longer covered)

The Student Health Insurance Policy may be purchased locally through Dunlap Financial Services, 111 East University, Suite 110, College Station, TX 77841; (979) 260 -9632. The policy may also be purchased online at <http://tamuintsurance.com>.

Property/Renter's Insurance

Although steps are taken to maintain all university facilities and grounds and to provide adequate security, Texas A&M University is not liable for the loss of or damage to personal property caused by acts of nature, fire, water, smoke, utility,

or equipment malfunctions, or caused by the conduct of any resident or his/her guest(s). Therefore, residents are strongly encouraged to carry a personal property or renter’s insurance policy for their belongings while living on campus. In some cases, a parent or guardian’s homeowners insurance will cover loss or damage to personal belongings on campus. However, you should review policies carefully for any coverage limitations and/or applicable deductibles.

If you decide to purchase property or renter’s insurance you will need to choose from a wide variety of companies and policies. To help with your choice, the University has selected Arthur J. Gallagher & Co. as its preferred property/renter’s insurance company. Arthur J. Gallagher & Co. offers a variety of coverage options at reasonable prices.

Information about available policies can be found online at <http://collegestudentinsurance.com>. For more information, contact the Coordinator of Residence Life Risk Management at (979) 862-3158.

Title IX Complaints — Reporting to the University Regarding Sexual Harassment, Sexual Assault, Dating and Domestic Violence, Stalking, or Rape

Students may contact the Dean of Student Life for interim accommodation measures, questions or assistance in arranging contact with the Dean of Faculties or the Office of Organizational Consulting and Resolution Management. For more information regarding the filing and processing of a sexual harassment and/or sexual misconduct report please visit <http://student-rules.tamu.edu/rule47>.

| Complaints against students, contact: | Complaints against faculty, contact: | Complaints against staff or third party, contact: | Any complaint can be reported to the Title IX Coordinator: |
|---|---|--|--|
| Dr. Anne Reber Dean of Student Life See location at http://studentlife.tamu.edu College Station, TX 77843-1257 Mail Stop 1257 studentlife@tamu.edu 979-845-3111 | Dr. Blanca Lupiani Executive Assoc. Dean of Faculties 108 YMCA Building College Station, TX 77843-1126 Mail Stop 1126 dof@tamu.edu 979-845-4274 | Wanda S. Boyd Director of Organizational Consulting and Resolution Management 750 Agronomy Rd., Suite 1201 College Station, TX 77843-1255 Mail Stop 1255 ocrm@tamu.edu 979-862-4027 | Jennifer M. Smith Title IX Coordinator 750 Agronomy Rd., Suite 2101 College Station, TX 77843-1280 Mail Stop 1280 TitleIX.Coordinator@tamu.edu 979-845-0977 |

Reporting to Law Enforcement

Students have the option of notifying law enforcement authorities including university and local police. An anonymous Jane/John Doe report can be filed with the police while deciding whether to pursue criminal charges. Law enforcement is able to help victims understand the process of obtaining orders of protection, no contact orders, restraining orders, or similar lawful orders issued by the courts. Below is a list of local law enforcement agencies. Reports should be filed with the agencies where the incident occurred.

- University Police Department (979) 845-2345
- University Police Department Victim’s Advocate (979) 862-9767
- College Station Police Department (979) 764-3600
- Bryan Police Department (979) 209-5301
- Brazos County Sheriff’s Department (979) 361-4100

Confidential Reporting Option

In most cases, counselors in the Student Counseling Service (scs.tamu.edu or (979) 845-4427) are not required to, nor may, report an incident that in any way identifies the student concerned without the student’s consent. However, if an imminent harm situation is present, the counselor must take action to protect whoever is at risk.

Support Services

| | |
|----------------------------------|----------------|
| GLBT Resource Center | (979) 862-8920 |
| Student Assistance Services | (979) 845-3113 |
| Student Counseling Service (SCS) | (979) 845-4427 |
| SCS Helpline | (979) 845-2700 |
| Student Health Services | (979) 458-8316 |
| Women's Resource Center | (979) 845-8784 |

Tell Somebody Program

If any member of the university community observes any behavior (by a student, staff or faculty member) that is concerning, individuals may report the behavior using the online report form found at <http://tellsomebody.tamu.edu/reportingform>. Alternatively, you may call the following numbers during business hours to make a report.

In reference to student behavior: (979) 845-3111 (Offices of the Dean of Student Life)

In reference to staff behavior: (979) 845-3711 (Human Resources Employee Assistance Program)

In reference to faculty behavior: (979) 845-4274 (Dean of Faculties)

Tell Somebody is not a system to be used for emergencies. If you are in an emergency situation that requires medical, psychological or police services, call 911.

For more information about the Tell Somebody program, visit <http://tellsomebody.tamu.edu>.

Code Maroon

To learn what you should do in case of an emergency, visit <http://tamu.edu/emergency>. In an emergency, Texas A&M will post additional emergency updates and announcements at emergency.tamu.edu when they become available. Texas A&M will also communicate important emergency information with local television and radio outlets.

If you wish to receive Code Maroon notifications by text message, you must enroll in Code Maroon at <http://codemaroon.tamu.edu>.

Weather Emergencies

Texas A&M University has installed a Lightning Prediction System that will give people participating in outdoor activities advance warning of possible dangerous weather conditions. Each system is capable of sensing atmospheric conditions and predicting lightning strikes at ranges of approximately two miles. In the event of dangerous conditions, the system will give one long horn blast (approximately 15 seconds) accompanied by a flashing light.

Once the dangerous conditions have passed, three short horn blasts (approximately five seconds each) will sound that all is clear and the flashing lights will turn off. In the event of a system warning, please consider the following:

- Seek shelter: in campus buildings, cars/trucks and lightning shelters.
- Avoid: open areas, elevated ground, water, flagpoles, tall trees, metal fences, golf carts or mowers, cellular phones, and radios.

The horn will only sound the initial warning. The strobe lights will continue until the danger has passed. If someone was indoors and unable to hear the warning, they can check the strobe lights to see if there is danger present.

Watches and Warnings

The National Weather Service and local radio and television stations will announce watches and warnings about severe weather. Two good sources for local weather news are KBTX-TV (cable channel 3.1 CBS) and K AMU-Radio (90.9 FM) as they both broadcast National Weather Service watches and warnings.

If a Tornado Watch or Severe Storm Watch is issued, you should:

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

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

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

DEPARTMENT OF RESIDENCE LIFE STAFF

Central Staff

The Central Staff for the Department of Residence Life includes the Director of Residence Life, the Senior Associate Director, the Director of Administrative and Support Services, the Associate Director of Residence Life, the Associate Director for Residence Education, the Coordinator for Risk Management, the Business Analyst, the Web Designer, the Creative Manager, and the Administrative Support Staff. These staff members are responsible for the overall leadership and direction of the Department of Residence Life.

Housing Assignments Office Staff

The Housing Assignments Office is responsible for distributing and processing housing applications for students living on campus in pay-by-the-semester accommodations (residence halls and apartments). The office maintains housing notification lists and oversees and coordinates the current residents' contract renewal process, room and hall changes, rent/billing procedures, and written communications with students who have questions or concerns regarding on-campus housing.

The Housing Assignments Office is located in in the A-3 lounge, between Davis-Gary Hall and the FHK Complex. The Housing Assignments Office reached by phone at (979) 845-4744 or by email at housing@tamu.edu.

Area Office Staff

There are four area offices within the Department of Residence Life. All offices are staffed with full-time departmental personnel as well as student workers. They are responsible for administrative tasks related to the functions of our on campus housing operation. The area offices are generally open from 8:00 a.m. to 5:00 p.m., Monday through Fridays.

- The Gardens Apartments Office is located in the Community Center building. The phone number is (979) 845-2261.
- The North Area Office is located in Suite 101 Hullabaloo Hall. The phone number is (979) 845-4768.
- The South Area Office is located in the South Commons, Suite 127. The phone number is (979) 845-2235.
- The White Creek Apartments Office is located in the Activity building. The phone number is (979) 458-8500.

Assistant Director of Residence Life—Academic Initiatives

The Assistant Director directly supervises the program coordinators responsible for the Academic Support Initiatives within the Department of Residence Life.

Assistant Director of Residence Life –University Apartments

The Assistant Director directly supervises the University Apartments Resident Managers and is responsible for the

University Apartments communities. She provides support and resources for the apartment staff.

Coordinators of Residence Life

The Coordinators of Residence Life directly supervise the Community Directors. They are responsible for a number of on campus communities. They provide support and resources for the hall staff. There are two Coordinators on the north side of campus and two Coordinator on the south side of campus.

Gardens Apartments Assignments Staff

The Gardens Apartments Office staff is responsible for distributing and processing housing applications for students living on campus in pay-by-the-month accommodations. The office maintains housing notification lists and oversees and coordinates the current residents' contract renewal process, room and hall changes, rent/billing procedures, and written communications with students who have questions or concerns regarding on-campus housing.

The Gardens Apartments Office is located in the Gardens Apartments Community Center and can be reached at (979) 845-2261.

Resident Managers and Community Directors

The Resident Managers and Community Directors are full-time departmental staff members who live in your community. They work to establish a supportive and positive learning environment by guiding the RA staff and community council. Resident Managers and Community Directors supervise the resident advisors and/or student assistants, enforce policy, and provide administrative oversight for a designated community of on-campus housing. Please seek them out if you have questions, concerns, or suggestions about your on-campus experience. The Resident Managers and Community Directors supervise the graduate hall directors and graduate assistant resident managers.

Graduate Hall Directors and Graduate Assistant Resident Manager

The Graduate Hall Directors and Graduate Assistant Resident Managers are student staff members who live in your community, supervise the resident advisors, enforce policy and provide administrative oversight for the community. In addition to their work in the Department of Residence Life they are fulltime students.

Resident Advisors

Resident Advisors (RA) are student staff members who live on your floor, ramp, or wing in a residence hall or designated apartment in the apartments. RAs serve as a basic source of information, provide support, offer programs for residents, confront and document inappropriate behavior, and assist students in adjusting to campus life.

Staff on Duty in the Residence Halls

At least one Resident Advisor (RA) per hall and at least two Graduate Hall Directors and one full-time Community Director are on duty/on call every night of the week, with the exception of some holiday periods.

If any problem arises, please contact the staff member on duty in your hall by calling the 24-Hour Service Desk at (979) 845-2821 Monday-Friday from 5:00 pm-8:00 am or 24 hours a day on Saturday and Sunday.

If you need assistance during the business day, please contact your area office. The North Area Office can be reached at (979) 845-2235. The South Area Office can be reached at (979) 845-4768.

Staff on Duty in the University Apartments

The University Apartments have at least one Resident Advisor and one graduate or professional staff member on duty/call every night of the year.

The Gardens Apartments Resident Advisors on duty can be reached 5:00 p.m. to 8:00 a.m. Sunday through Friday and 24/7 on weekends or University Holidays by calling (979) 845-2261. If you need assistance during business hours, please call the Gardens Apartments Office at (979) 845-2261.

The White Creek Apartments Resident Advisors on duty can be reached 5:00 p.m. to 8:00 a.m. Sunday through Friday and 24/7 on weekends or University Holidays by calling (979) 458-8500. If you need assistance during business hours, please call the White Creek Office at (979) 458-8500.

CONDUCT

Philosophy Statement

Residents must understand they are responsible for their actions, and living on campus requires maturity and good judgment. To maintain a positive educational environment, there are conditions that are part of your contract that govern acceptable and unacceptable behavior. These conditions allow the Residence Life staff to terminate your contract or take other action if you don't live up to your part of the contract. Residence Life staff will address actions that appear contrary to regulations or community standards.

Our sincerest desire is that by calling attention to your behavior and its consequences, better judgment will be exercised and future problems can be avoided. Residents are responsible for the behavior of their family members and guests.

Department of Residence Life Conduct Procedures

When a possible violation of Texas A&M University Student Rules or Department of Residence Life regulations occurs, an incident report is filed. Violations that would warrant minor sanctions are forwarded to the community director/graduate hall director/resident manager/graduate resident manager for review and adjudication. Violations that may warrant more severe sanctions are forwarded to the Student Conduct Office for co-adjudication by a university conduct officer and a representative from Residence Life.

For a complete listing of rights and responsibilities, go to <http://student-rules.tamu.edu/rule26>. For a complete listing of sanctions, go to <http://student-rules.tamu.edu/rule27>.

If a student is alleged to have committed a minor violation of the student code of conduct or the Department of Residence Life rules and regulations, a conduct conference will be conducted. In this meeting, the community director/graduate hall director/resident manager/graduate resident manager will explain the students' rights and responsibilities, explain the conduct process, and engage the resident in a conversation about the incident. The resident is provided an opportunity to explain his/her actions.

The following rights apply to the student:

- Right to be informed of all alleged infractions and to have an opportunity to respond to the allegations before any sanction is determined
- Right to review all evidence including incident reports or other pertinent documents
- Right to know that there will be no finding of responsibility solely because a student remains silent during conduct proceedings
- Right to appeal the sanction: the student has five business days to submit an appeal to an appropriate hearing officer

Student Conduct Office Conduct Proceedings

When a student is alleged to have been involved in a major infraction or has repeated allegations, he/she will be referred to the Student Conduct Office for a student conduct proceeding. The purpose of the proceeding will be to determine responsibility and an appropriate sanction. The atmosphere of the proceeding is as informal as possible while respecting the student's rights to due process. Regardless of the type of proceeding, a student conduct officer and a representative from the Department of Residence Life will be present for conduct proceedings.

For a list of types of proceedings, sanctions, rights and responsibilities, go to <http://student-rules.tamu.edu/rule24>.

Appeals

Every student is entitled to an appeal conference. An appeal must be submitted in written form to the appropriate university official within five (5) working days of being notified of the sanction by the conduct officer. An appeal must be based upon some specific aspect of the previous conference, for example, unjust sanction, new information, or violation of due process. Appeals based on a student's standing with the Department of Residence Life or their housing status will be heard by the Director of Residence Life or her designee.

Administrative Appeals

Students who wish to appeal based upon receiving a sanction of conduct probation or lower are instructed to contact the Office of the Dean of Student Life for more information.

Panel Appeals

Students who wish to appeal based upon receiving a sanction resulting from a charge of sexual harassment, sexual misconduct, domestic violence, dating violence, and/or stalking, or that involve separation from the university, are instructed to contact the Office of the Vice President for Student Affairs to file an appeal.

All appeals documents must be returned in person to the Office of the Vice President for Student Affairs in Koldus Suite 117. For more information, go to <http://studentlife.tamu.edu/sco.appeals>.

RULES AND RESPONSIBILITIES

Residents in on campus housing are responsible for abiding by all federal, state and local laws, as well as all Texas A&M University Student Rules including all rules and procedures set forth by the Department of Residence Life. Residents are responsible for the behavior of their family members or guests at all times and are obligated to inform them of all University and Department of Residence Life rules and regulations.

Residents who violate the housing contract, Texas A&M University Student Rules, Department of Residence Life rules or any local, state or federal law may be subject to university disciplinary action and/or contract cancellation. The Department of Residence Life may remove from the on campus community family members or guests who are not obeying applicable laws or university or department rules, or who are causing a disturbance among residents, neighbors, visitors or staff.

Abandoned Property

Texas A&M University and the Department of Residence Life and their staff are not responsible for any student property left in any on-campus property. In the event property is left in a room or apartment after the housing contract period is over, the property will be removed and stored at the owner's expense. If possible, the student will be notified to arrange a pick-up date.

The Department of Residence Life will maintain abandoned property for 90 days, after which the property will be turned over to the University Lost and Found or to a charitable organization in the community.

Alcohol

Residents and their guests are required to comply with state and local statutes as well as university and Department of Residence Life rules concerning possession, sale, and distribution of alcoholic beverages. Public intoxication by residents and their guests that disrupts others will not be tolerated. This behavior will be confronted by the Department of Residence Life staff and violations of rules or regulations by a family member or guest may result in disciplinary action against both the student and the family member or guest. It is expected that all students, family members and guests respectfully comply with the directions of university officials who are acting in the official performance of their duties and responsibilities. This includes, but is not limited to, producing valid identification and changing behavior when asked. Resident Advisors are considered university officials when acting in their job capacity.

Residents may be found responsible for violating the Department of Residence Life policy and university rules and regulations. In addition to this:

1. In order for alcohol to be allowed in the room, all of the residents assigned to the room must be of legal age (21 or older). In addition to this, all guests present when alcohol is being consumed must be of legal age, which is defined as an individual of the age of 21 or older.
2. Alcoholic beverages may be possessed or consumed, but not sold or manufactured, in the privacy of eligible rooms by those residents of legal age and their invited guests who are of legal age.
3. All alcohol transported through public areas must be unopened. Possession of open containers or consumption of alcoholic beverages is not permitted in hallways, balconies, lounges, stairways, courtyards, community bathrooms, parking lots, or any public areas on campus.
4. Bulk or common source alcohol containers (kegs, etc) are not allowed in the residence halls. Residents will dispose of ALL alcohol in bulk or common source containers in the presence of staff members. Kegs, even when empty, are not permitted in the residence halls.
5. If any minor is found consuming and/ or possessing alcohol in the room of legal age residents, ALL alcohol in that room will be disposed of. Any alcohol belonging to individuals of legal age that may have been confiscated may be claimed from the CD/GHD/RM after student conduct proceedings have been completed unless it is determined that the alcohol was being distributed by the legal age resident(s) to minors. In the latter case, disposal of the alcohol will occur.
6. Alcohol found in a room where alcohol consumption is prohibited will be disposed of, and ALL persons present in the room will be subject to disciplinary charges. If alcohol bottles or containers appear empty but contain small amounts or alcohol residue, they will be treated as a violation of the alcohol policy. If the alcohol bottles have been emptied and cleaned out and are being used as decorations, they are allowed.
7. Open access to alcohol may be considered to have occurred when bulk or common source alcohol containers are available or when more open containers exist than legal age persons present.

Those found in violation of Texas A&M University Student Rules regarding alcohol will, at a minimum, receive a disciplinary sanction (most likely conduct probation or higher) and be required to meet with the student Conduct Office or their CD/GHD/RM. Those found in violation will also be referred to the Alcohol and Drug Education Program (ADEP) for required participation in an alcohol education program.

If an underage student is found responsible for violating an alcohol or drug rule on campus, a letter indicating as much will be sent to their parents or legal guardian by the Dean of Student Life. A student who is transported to a medical facility for alcohol issues may receive a mandated referral to Student Counseling Services.

Antenna/Satellite Dish

Residents may not put up an antenna or satellite dish anywhere on the outside of the apartments or residence halls.

Apartment/Room Alterations

Residents may not make alterations to their apartments/room. Alterations could include but are not limited to nail or screw holes in walls, doors, window frames and door frames, or installation of tile/carpet squares, adhesive carpet and painting, or plumbing devices. The alterations will be corrected by maintenance staff and the resident charged to return the apartment/room to the original condition.

Arson/Campfires

Starting a fire within an apartment or residence hall or within the immediate surroundings outside an apartment or residence hall is strictly prohibited at all times. Violations of this rule, which may also be considered violations of state law, include setting fire to items on a room door or bulletin board or any other flammable material in the hall, as well as starting outdoor fires in non-designated areas. Grilling in designated grill areas is permitted.

Assault

Physical harm to any person including physical fights and sexual assault will not be tolerated in the On-Campus community.

Assistance or Service Animals

Assistance Animals (as defined by the Fair Housing Act), Service Animals (as defined by the Americans with Disabilities Act) and the official university mascot are allowed in the residence halls and university apartments. Students needing an assistance animal must be approved prior to the animal arriving on campus.

Assistance Animals (as defined by the Fair Housing Act) are only allowed in a student's apartment or room after a request has been submitted and permission has been granted by the Department of Residence Life. Requests for assistance animals must be approved in writing before the resident brings the animal on campus.

Requests for assistance animals should be directed to Jeff Wilson, Associate Director of Residence Life at (979) 845-4744 or housing@housing.tamu.edu.

Appliances and Equipment

The following appliances are not allowed in the University Apartments or Residence Halls: window unit air conditioners, space heaters, dishwashers, and washer and dryers except where installed by the Department of Residence Life. See additional information in the microwave and refrigerator section.

Prohibited appliances and equipment include but are not limited to the following:

- Camping stoves, electric skillets
- Ceiling fans, unless installed by the Department of Residence Life
- Electric Power Tools (with exception of storage for use outside the buildings)
- Gas Power Tools
- Griddles, grills (George Foreman type, charcoal, or propane), panini presses
- Halogen Torchiere lamps
- Hot oil popcorn poppers
- Hot plates, sandwich makers, toasters and toaster ovens (res halls only)
- Induction Cooking appliances
- Pressure Cookers, "Instant Pot" type cookers
- Space heaters

Bicycles/Motorcycles/Mopeds

Bicycle and motorcycle parking should be restricted to available motorcycle lots and bicycle racks. These vehicles may be impounded if they are left in walkways, breezeways, sidewalks, or hallways. Motorcycles and other motor vehicles are not allowed to be driven on any non-roadway area, pathway, sidewalk, handicapped ramp, etc. Mopeds are considered the same as motorcycles and should follow the same regulations. Although bicycles may be stored in individual apartments or residence hall rooms with the consent of roommates, motorcycles, mopeds, motor scooters, and other internal combustion engine vehicles should never be brought into the residence halls. Gasoline cans should never be stored in the apartments or residence halls.

Breezeways and Patios in Gardens Apartments

Breezeways and patios are not to be used as storage space. Residents may not hang laundry in these areas. Motorcycles/ bicycles should not be left in walkways, in breezeways, on porches or on sidewalks because these areas are designated as fire escapes. Blocking fire escapes is a violation of Texas law.

Residents may keep a few potted plants as long as they are well maintained on their own patio space. Plants and planters may not be located in the landscaping. Planters may not block entrance or exit from apartment or block the doors to the laundry closet.

Business/Private Enterprise

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

Candles/Wax Warmers

Candles are not permitted in the Residence Halls or University Apartments. Ceramic wax warmers are only permitted if the heating bulb is 25 watts or less and the wax used has been manufactured specifically for use in a wax warmer. Wax warmers should never be left unattended while on.

Car Washing

Residents may not wash vehicles in the campus parking lots.

Child Supervision/Child Endangerment — Gardens Apartments

The Department of Residence Life's goal is to encourage and facilitate the use of the Community Center at the Gardens Apartments by residents, parents, grandparents and children of all ages. It is not the Community Center's function or purpose to provide childcare or supervision for children while parents or other accompanying adults are outside the Community Center or busy with other tasks within the Community Center.

Parents or caregivers are responsible to see that proper supervision is provided for all children at all times.

If young children are found without proper adult supervision, staff will make reasonable attempts to contact the parent or caregiver. The parent or caregiver should be prepared to show identification. If the parent or caregiver cannot be located, the University Police will be contacted.

Children under the age of 12 cannot be in the Community Center without adult supervision at any time. Children who are disruptive, display inappropriate behavior or require excessive staff attention may be asked to leave the Community Center.

All staff members are required to abide by the Texas reporting laws for abusive and neglectful supervision. The Texas Family Code defines neglectful supervision as placing a child in or failing to remove a child from a situation that requires judgment or actions beyond the child's level of maturity, physical condition or mental abilities.

Christmas or Holiday Trees

Cut/live Christmas/holiday trees and/or wreaths are not permitted in the residence hall rooms, apartments, hallways and breezeways.

Campaigning

Campaigning rules and regulations are governed by the Student Government Association and the Residential Housing Association. If you have any questions or concerns with campaigning in the residence halls, please contact your residence hall staff or visit the RHA website at rha.tamu.edu.

Chalking

The use of chalk on any surface other than an approved chalkboard is strictly prohibited. Students should refrain from using chalk on sidewalks, walls of buildings, and apartment or residence hall room doors. Necessary clean up may be billed back to the residents.

Computing Guidelines

Abusers of computing privileges may lose their computer access or be subject to more serious penalties, including disciplinary action by the university and referral to law enforcement agencies. The Residence Halls and University Apartments have wireless access installed. In addition to being a violation of university policy, the use of wireless routers severely negatively impacts the function of the Texas A&M wireless system. Do not install and use your own

wireless router. Students should also be aware of the potential liabilities in using Texas A&M computing resources for file-sharing activities. Utilizing programs to swap songs, movies or other forms of media may place one at risk of violating both copyright protection laws and Texas A&M University student rules.

Computing Resources

- Student Rules for Responsible Computing: Texas A&M University Student Rules also set forth expectations about responsible computer use. Visit <http://student-rules.tamu.edu/rule22>
- Reporting Inappropriate Use: Report inappropriate use of computer resources or suspected illegal activity at <https://security.tamu.edu/index.php>.
- File sharing: Students should also be aware of the potential liabilities in using Texas A&M computing resources for file-sharing activities. Utilizing programs to swap songs, movies or other forms of media may place one at risk of violating both copyright protection laws and Texas A&M University Student Rules. Visit <https://security.tamu.edu/index.php> for more information.

Cooking

Residents are responsible while cooking in the apartments and residence halls to ensure that proper sanitation, ventilation, and fire safety precautions are taken. Any damages resulting from improper food disposal will be billed to the individuals responsible. Students are responsible for cleaning up after themselves when using public spaces.

Cooperation with University Officials

Your apartment and residence hall staff members are University officials. Residents must immediately comply with any lawful directions from any University official. Verbal and/or physical abuse directed toward any University staff member will not be tolerated and violations may result in disciplinary action being taken.

Concealed Carry

Students may NOT bring into the Residence Halls or University Apartments, for any reason, any firearm (except as permitted by law; see below for details), illegal knife, club, or any other weapon (not restricted to legal definitions) that may be hazardous to the health or safety of residents. This includes, but is not limited to: rifles (including drill rifles), pistols, shotguns, pellet guns, BB guns, taser/stun guns, bows and arrows, sling shots, martial arts weapons such as nun chucks or throwing stars, axes, machetes, swords, spears, switchblades, or knives with a blade 4-inches or longer. Residence Life staff or University Police may confiscate these items.

In addition, the following items are prohibited from being used inside of any Residence Hall or University Apartment or public area: airsoft guns, paintball guns and Nerf guns. These items may be stored in a room/apartment or storage closet, but may not be used anywhere on the University Apartments grounds or in buildings.

Concealed handgun license holders must follow all state and federal laws concerning owning and possessing a handgun on campus. Any resident who is licensed to carry a concealed handgun and chooses to bring the handgun into their apartment must store his or her handgun and ammunition in an electronic locking steel safe that has been rented or purchased from the Department of Residence Life.

For information regarding safe rentals and/or purchases, visit <http://reslife.tamu.edu/living/amenities/>.

Residents found violating any part of this rule may be subject to both University and criminal charges and may be removed from University housing.

Damage to University Property

Damage to or littering on University property is not permitted. Damage will be billed to individual students or groups of residents as necessary and may also result in University discipline and/or criminal charges being pursued. Your assistance in properly utilizing the grounds outside the Department of Residence Life facilities is expected. This is best accomplished by avoiding large scale activities on the grounds during wet or rainy periods when the turf is likely to be

damaged.

Dating Violence

Dating violence is defined in the Texas A&M Student Code of Conduct as any violence committed by a person who is or has been in a social relationship of a romantic or intimate nature with the victim. For further information, please see the Title IX information in the Health and Safety section of this handbook.

Decorations

No decorations may hinder the use of or restrict access to hallways, breezeways, door-ways, stairs, corridors or fire Safety equipment. No one should attach anything to or tamper with light fixtures, sprinkler heads or exit signs. Staff may remove decorations, and resident(s) may be billed for cleaning or damage.

Residence Life has determined that 3M Command Strips and poster putty will damage room walls in Hullabaloo Hall and the White Creek Apartments. Please consult with a RA for other products.

Residents may not add any permanent fixtures, wallpaper the room/apartment. Resident may not use nails or tack that will leave holes in the walls. Residents may not drill holes in the walls or door frames. Residents may be assessed the appropriate charges to bring the room/apartment back to its original condition. Flammable material (posters, cloth, etc.) may not be attached to room/ apartment ceilings or light fixtures.

Disorderly Conduct

Conduct that is disorderly, lewd, indecent, or a disturbance of the peace on university premises or at university-sponsored activities will be confronted by the Department of Residence Life staff and may be addressed through the student conduct process.

Disruptive Activity

Participation in any activity that interferes with teaching, research, administration, disciplinary proceedings, or other university missions, processes, or functions including public-service functions or other university activities will be confronted by staff and when appropriate referred to the student conduct process.

Domestic Violence

Violence toward any member of our community is illegal and will not be tolerated. If you have knowledge or suspect acts of domestic violence, contact the University Police, the Dean of Student Life or a Department of Residence Life staff immediately.

Drugs

Residents and their guests are required to comply with state and local statutes as well as university and Department of Residence Life rules concerning possession and use of prescription drugs. The university prohibits the manufacturing, possessing, selling, transmitting, using or being a party to any illegal drug, controlled substance or drug paraphernalia use on all university property, including the Residence Halls, the White Creek and Gardens Apartments. Please refer to the Texas A&M University Student Rules (<http://student-rules.tamu.edu>) for the full regulation and sanctions for violations. Residents found violating this rule may be removed from university housing.

Electrical Power Strips

Multiple plug adapters and extension cords are not permitted because of fire hazard. When additional electrical outlets are needed, residents must use United Laboratories–approved electrical power strips with built-in circuit breakers.

Fireworks/Explosives and Hazardous Materials

Residents may not possess on campus any fireworks, explosives, sparklers, ammunition, gunpowder, flammable liquids or any other materials that may be hazardous (including but not limited to propane, charcoal, lighter fluid, butane and helium). Possession of these substances implies intent to use them. If found, items will be confiscated by staff or

University Police immediately and student will be referred to the Student Conduct Office.

Furniture

The apartments and residence halls are equipped with movable and lovable furniture, which allows residents the flexibility to arrange furniture creatively within their rooms. When rearranging furniture, students should not block access to windows, air vents, air conditioning or heating units.

Residents may not remove furniture from their room/apartment. Residents may not take lounge or common space furniture into their own rooms or apartments. Furniture provided by the university cannot be moved outdoors or left on patios or in the hallways or breezeways. Residents will be held liable for any damages to the furniture. Residents should notify the office of any damage or need to repair university property. Normal wear and tear will not be billed, but substantial damage to departmental furniture may be billed to the residents. Group billings may occur if damage to common area furniture is found.

Grills

Only grills provided by the Department of Residence Life are allowed. In some spaces on the first floor of Gardens Phase 1 charcoal grills are allowed and must be stored only on the balcony.

Guests/Visitors

A guest is defined as a person who does not live in the apartment or residence hall room. This includes other students, residents, friends, parents, siblings, or other relatives of the residents of that room/apartment. A guest/visitor may stay no longer than two consecutive nights.

Residence Hall residents are allowed to host guests in their apartments according to the policies outlined below. However, violating an apartment mate's right of entry into the room or hindering an apartment mate's ability to study and/or sleep in their room (because of a guest's presence) is considered a violation of guest privileges.

Host Responsibility

Hosts are responsible for the behavior of their guest(s) at all times and are obligated to inform the guest(s) of all university and Department of Residence Life rules and regulations. Violations of any rule or regulations by a guest may result in disciplinary action being taken against both the host and guest.

Hover boards

Hover boards are not allowed to be used, stored, or charged in any Residence Life facilities due to the significant fire hazard posed by these devices.

Emergency/Safety Equipment

Tampering, damaging, or inhibiting the use of emergency/safety equipment, including exterior apartment or residence hall doors, in any apartment building or residence hall is prohibited. Residents may not use emergency equipment for any purpose other than emergency use. This regulation includes, but is not limited to, fire extinguishers, heat and smoke detectors, exit signs, fire alarm pull stations, automatic door closures, and locked exterior doors. It is a violation to cover, hang items from, throw things at or tamper with sprinkler heads. Residents involved in such activities will be subject to disciplinary action and may be removed from University housing.

Escorting Guests

Guests in buildings that are controlled with card access must be escorted at all times by the host resident. Residents must escort all guests into and out of the building. Residents must remain with guests at all times. Guests in the University Apartments must have the resident present while inside the apartment.

Exterior Door Locking/Propping

All exterior White Creek Apartments and residence hall doors are locked 24 hours a day. Propping of exterior doors

and/or tampering with locks is a serious security violation. Residents involved in such activities may be removed from University housing.

Halogen Torchiere Lamps

Halogen torchiere lamps can pose a serious fire hazard and therefore are not permitted inside rooms/apartments. Halogen torchiere lamps found in apartments and residence halls may be confiscated, and residents may face disciplinary charges.

Harassment

The Department of Residence Life will not tolerate verbal or written abuse, threats, intimidation, violence or other forms of harassment against any member of the university community. If you experience harassment, your area office, the Department of Residence Life at (979) 862-3158 or the Offices of the Dean of Student Life at (979) 845 -3111. For further information, please consult Texas A&M University Student Rules at <http://student-rules.tamu.edu>.

Hazing

Hazing refers to any activity expected of someone joining (or seeking to maintain status in a group) that humiliates, degrades or risks emotional and/or physical harm, regardless of the person's willingness to participate. The student rule regarding hazing can be found at <http://stophazing.tamu.edu/rules-and-laws/student-rules>.

Having firsthand knowledge of the planning of such activities or firsthand knowledge that an incident of this type has occurred and failing to report it to appropriate university officials is also a violation under this rule. In the event that you have information concerning a hazing incident or intent to haze, immediately contact any Department of Residence Life staff member, the Offices of the Dean of Student Life or the University Police.

Identification

All Texas A&M University students are required to have their University I.D. in their possession at all times. Failure to identify yourself to a University staff member upon request is a violation of Texas A&M University Student Rules.

ID Cards and Keys

Do not loan or give your student ID or room/apartment keys to anyone else. Any assigned keys, I.D.'s and access cards should be kept in your possession at all times. Giving your key or access card to others may result in disciplinary action. Duplication of University keys is strictly prohibited.

Lofts

All beds in the apartments and residence halls have the ability to be lofted. Therefore, students may not build or rent their own lofts. Lofted beds must be at least 24" from the sprinkler head (for wall mounted sprinklers) or ceiling (for ceiling mounted sprinklers).

Lounge Furniture

Lounge furnishings must remain in their designated areas. If lounge furniture is missing and attempts to locate it fail, the Department of Residence Life reserves the option to do a residence hall room search. Any such searches will be publicized at least 24 hours in advance. Students who are found in possession of public area furniture will be subject to University disciplinary action. Any lounge furniture not accounted for will be assessed as a group billing. Do not move lounge furniture.

Lounge Use

Lounges are community space and are considered public areas. Lounges have been provided so that residents may study, work on class assignments, watch TV, hold community events, and visit with friends.

Lounges are not intended for such uses as sleeping, weekly club meetings, gaming or other such activities that dominate the lounge for long periods of time and prevent use by the greater community, unless they are Department of Residence Life sponsored. Please properly dispose of trash in these lounges.

Only Resident Advisors, Hall Councils, and Living Learning Community staff may reserve the lounges located inside the apartments and residence halls. Reservations may be done through the Apartments Office or Hall Offices, and only for meetings and events related to the residence halls and the learning communities.

However, several meeting and/or event spaces are available for any residence hall student to reserve in the Northside Commons on the first floor of Hullabaloo Hall, in the Southside Commons, and in the University Apartments Community Center. Please contact the area offices for more information about reservation rules and for specific information about what spaces are available to be reserved.

Microwaves and Refrigerators

Residents may have a maximum of one microwave and two refrigerators per room (single rooms may have one microwave and one refrigerator). Residents are allowed to have 2 MICROCHILL units per room if both are rented or purchased through the Department of Residence Life. Otherwise, a combination refrigerator/freezer/microwave appliance will be counted as one microwave and one refrigerator. In addition, the following conditions apply to microwaves and refrigerators in the residence halls:

- Microwaves must be U.L. approved and may not exceed a stated FCC rating of 700 watts (FCC rating placard must be intact).
- Refrigerators must be U.L. approved and the total size of the refrigerator and freezer combined may not exceed 4.4 cubic feet.
- Refrigerators must be kept clean for sanitation reasons.
- Refrigerators must be cleaned, defrosted, and unplugged between semesters.
- Refrigerators must be removed from the room prior to check-out unless rented from the University.
- Microwaves and refrigerators may not be plugged in and placed inside a closet.
- Microwaves and refrigerators must be plugged directly into a wall outlet. Residents in balcony style halls are the only exception to this rule due to the location of the outlets in the balcony style halls.

For more information regarding renting a combination refrigerator/freezer/microwave appliance, contact your residence hall staff.

University Apartment residents may have one refrigerator, not exceeding 4.4 cubic feet, per bedroom. No additional microwaves or freezer units are allowed.

Neighbors/Conflicts

For a community atmosphere to develop, residents must show respect and courtesy toward each other. Residents must comply with noise reduction or other reasonable requests in a prompt and considerate manner. Disregarding the rights of others or creating circumstances that could jeopardize life, limb or property may be cause for contract termination and/or university disciplinary charges.

Noise

Sound carries easily. Voices, stereos, televisions and large indoor gatherings can often be heard next door, above and below you. Remember that while you have a right to listen to music of your choice, other residents have a right to sleep, study or listen to music of their choice without disturbance. You may be asked by other residents or staff to adjust the sound/noise level to reduce the disturbance to others around you. Please be considerate and flexible. The playing of musical instruments is permitted within your room/apartment as long as it does not disturb others.

Offensive Printed Materials

If printed material and/or posters of an offensive nature are displayed on a student's door or inside the apartment and create a threatening or otherwise degrading environment for maintenance/custodial staff working in the building, the student(s) will be asked to remove the objectionable item from display. No disciplinary action will be taken if students refuse to remove the materials.

Odors

An offensive odor is any odor or aroma of such intensity that it becomes apparent and is offensive to others. Any odor can become offensive when it is too strong. Some examples are cooking smells, perfume, air-freshening spray or large amounts of dirty laundry. Offensive odors will be addressed by the Residence Hall/University Apartments staff when complaints are received.

Painting/Contact Paper/Adhesive Tile

Residents may not paint or use contact paper, wallpaper or adhesive tile to alter or make modifications to the apartment or residence hall room.

Personal Furniture/Items and Clothing

All personal items should be kept within the student rooms and should not be stored or kept in any public areas. Personal items or clothing left in public areas will be treated as trash items and may be removed.

Overnight Guests

Overnight guest(s) in the pay by semester properties must be of the same gender and are allowed only if they do not create a disturbance or violate any rule or regulations. Overnight guest(s) may not stay in an apartment or room for more than two consecutive nights.

In Gardens Apartments rented by apartment, permission for guests, including parents, to stay in the Gardens Apartment longer than two consecutive nights must be requested in advance of the guest's stay and approved by the Assistant Director of Residence Life. Typically, exceptions to the guest policy will be made for assistance after an injury or medical situation or the birth/adoption of a child.

Pets

Pets are not allowed in the halls or the University Apartments. Fish in an aquarium (20 gallon maximum) are allowed.

Plants

Gardens Apartments residents may keep a few potted plants as long as they are well-maintained on their own patio space. Plants and planters may not be located in the landscaping. Planters may not block entrance or exit from apartment or block the doors to the laundry closet.

Posting Notices

There are bulletin boards located in or around all residence life facilities that are for use by the Department of Residence Life staff and other groups as approved by the department. There are also bulletin boards that can be utilized by anyone. These communal bulletin boards will generally be cleared off about once a week. Please read the signs on the bulletin board prior to posting on it.

Practical Jokes/Pranks

Practical jokes and pranks may damage property or injure other students. Practical jokes and pranks can also increase the noise level and disturb non-involved residents. Students who engage in practical jokes and pranks will be held responsible for damages, and disciplinary action may be taken.

Projectiles

Propelling devices, such as rockets, catapults, slingshots, Nerf-type guns or any homemade device for the purpose of launching an object, are prohibited. Objects may not be thrown into or out of windows or off of the balconies.

Roofs/Exterior Walls

University building roofs and exterior walls are considered restricted University property and are off limits to students. If something is lost on a roof, contact an area office or an apartment office to have it recovered.

Room Modifications

All modifications must be approved by the RM/GRM/CD/GHD. Permanent fixtures and construction are not permitted. All items in the room must be free standing. Modifying electrical, cable or telephone wiring, the ceiling, walls, doors, plumbing, HVAC, Ethernet, and closet doors are prohibited. Under no circumstances should nails, screws or wall anchors be used to affix items to walls. Any materials used to affix items to walls or doors must be completely removed upon checkout (including all tape residue).

Room Occupancy

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

Apartment/Room Entry and Search

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

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

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

Sexual Harassment

As described in the Texas A&M Student Conduct Code, sexual harassment is a form of sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, nonverbal or physical conduct of a sexual nature constitute sexual harassment when this conduct is so severe, persistent or pervasive that it explicitly or implicitly affects an individual's employment, unreasonably interferes with an individual's work or educational performance, or creates an intimidating or hostile work or educational environment. The university will use a reasonable person standard to determine these elements. For definition of sexual harassment terms see <http://student-rules.tamu.edu/rule24> or <http://urc.tamu.edu/title-ix>.

Smoking

Texas A&M University is a smoke-free campus, which means smoking is prohibited inside all university buildings including residence halls, individual apartments, the lounges and laundry facilities. E-Cigarettes and vaping are not allowed in Department of Residence Life facilities. If you are going to smoke or vape, you must go outside of the building or an appropriate distance away from the apartment units so that second-hand smoke will not enter any surrounding living spaces. Smoking is not permitted on apartment balconies, on patios or in the breezeways. Dispose of all cigarette butts in the cigarette butt cans provided.

Soliciting

The term "solicit" is defined as advertising, the taking of orders, sales, donations, proselytizing, campaigning (political or other), collection and distribution of literature. Door-to-door solicitation by individuals, non-department of residence life

organizations or companies, is prohibited in the University Apartments and all Residence Halls. If you are approached by sales personnel, do NOT allow them to enter your hall or apartment and inform the University Police Department or a Department of Residence Life staff member immediately.

Stalking

As described in the Texas A&M Student Conduct Code, stalking is any repeated conduct directed specifically at another person that causes that person (or a member of that person's family or household) to fear for his/her safety. Such conduct includes following another person; acts that threaten or intimidate another person through fear of bodily injury or death of self or members of that person's family or household, or an offense being committed against that person's property. For more information see <http://student-rules.tamu.edu/rule24>.

Storage

Residents cannot store personally owned property outside of the apartment/room except for bicycles, which should be stored in designated areas. Gardens Apartments residents can rent a small storage closet for a monthly fee. The storage closets are assigned on a first-come first-served basis. Contact the Gardens Office for more information.

Theft

Stealing of public or private property is not tolerated. Individuals accused of theft of public or private property as well as university services may be referred to both the University Police Department and the Student Conduct Office. Please assist in protecting the community by reporting suspicious behavior, and securing exterior and apartment or room doors.

Title IX

Texas A&M University is committed to providing an environment of academic study and employment free from harassment or discrimination to all segments of its community — its faculty, staff, students, guests and vendors — and will promptly address all complaints of discrimination, sexual harassment, and related retaliation in accordance with applicable federal and state laws.

Harassment and discrimination, including sexual harassment and discrimination, are illegal under federal and state statutes, including but not limited to Title IX of the Educational Amendment of 1972, and are prohibited by Texas A&M University. For more information see <http://urc.tamu.edu/title-ix> or <http://student-rules.tamu.edu/rule24> or see the Title IX section of this handbook.

Tools—Electrical or Power

Electric power tools are not allowed in the University Apartments or the Residence Halls, with the exception of those being stored for use off university property. Gas power tools are not allowed in the University Apartments or Residence Halls, even if they are not in use.

Video Copyright Guidelines

Due to federal copyright laws and court cases concerning viewing videos in public areas, the Department of Residence Life does not permit group viewing of copyrighted videos (tapes, DVDs, downloaded videos, etc.) in lounges or public areas without specific authorization from the owner of the copyright. However, you may view videos in the privacy of your room/apartment.

Weapons/Firearms

Students may NOT bring into the residence halls or University Apartments, for any reason, any firearm (except as permitted by law; see below for details), illegal knife, club, or any other weapon (not restricted to legal definitions) that may be hazardous to the health or safety of residents. This includes, but is not limited to: rifles (including drill rifles), pistols, shotguns, pellet guns, BB guns, taser/stun guns, bows and arrows, sling shots, martial arts weapons such as nunchucks or throwing stars, axes, machetes, swords, spears, switchblades, or knives with a blade 4 -inches or longer. Residence Life staff or University Police may confiscate these items.

In addition, the following items are prohibited from being used inside of any residence hall, University Apartment or public area: airsoft guns, paintball guns and Nerf guns. These items may be stored in an apartment or storage closet, but may not be used anywhere on the residence hall or University Apartments grounds or in buildings.

Concealed handgun license holders must follow all state and federal laws concerning owning and possessing a handgun on campus. Any resident who is licensed to carry a concealed handgun and chooses to bring the handgun into their room/apartment must store his or her handgun and ammunition in an electronic locking steel safe that has been rented or purchased from the Department of Residence Life. For information regarding safe rentals/purchases, visit <http://reslife.tamu.edu/livingOnCampus/amenities/safes>.

Residents found violating any part of this rule may be subject to both University and criminal charges and may be removed from University housing.

Water Fights

Water fights, water balloons, or any activities historically associated with water fights (throwing mud, rocks, or use of scalding water) are not allowed in or near the apartments or residence halls. Water shall not be thrown inside the hallways, onto or from balconies, stoops, or windows. Additionally, instigation or participation in such activities could result in disciplinary action and/or billing of damages.

Windows and Screens

Residents may not remove the screens or windows. For safety reasons, nothing should be thrown out of windows. Nothing can hang from outside a window.

SERVICES

Academic Support Initiatives

Academic Support Initiatives are programs, professional staff, facilities, and learning environments that contribute to student learning and success on-campus. Our mission is to provide a wide array of programs and services to enhance the academic experience and pursuits of on-campus Aggies. The initiatives include interventions that support residents, study spaces, faculty engagement and involvement, and academic achievement events. These types of resources and focus on academics you will not find off-campus.

Some of Academic Support Initiatives signature events, services, and programs include the following. Learn more at <http://reslife.tamu.edu/academics>.

Community Learning Centers (CLC)

CLCs provide a “community commons” environment in four locations across campus. These comfortable spaces are reserved primarily for student study and are conducive to both individual study and group work. In addition, select academic programs and services are presented in the CLCs during the fall and spring semesters. Each CLC is equipped with computer workstations that are connected to University software so residents may access the wide range of digital resources on campus.

Living Learning Programs (LLP)

An LLP is a residential clustering of students who share academic or social and cultural interests. Texas A&M University provides residential experiences commonly referred to as the Living Learning Program. Residents in our LLPs benefit from additional resources, support, and enhanced activities, centered around a specific focus in order to elevate their Aggie experience.

Residential Tutoring

The Residential Tutoring program is designed to provide academic services for students living on campus at Texas A&M University. Residential Tutoring is a completely free service provided for all on-campus students during convenient hours and close to home. Tutoring is offered on the first floor of Hullabaloo Hall and in the Commons on Sunday-Thursday 5:00 pm to 9:00 pm and in the White Creek Activity Center on Sundays, Tuesdays, and Thursdays from 5:00 pm to 9:00 pm, starting the second week of classes each semester. This service is provided through a partnership between the Department of Residence Life and the Academic Success Center. Course tutoring offerings are typically for the following: Freshman Biology, Chemistry, Economics, Geography, History, Math, Physics and Political Science, though there are frequently tutors available to assist with Engineering and other upper level courses. Tutoring is open to current students with a valid student ID.

Academic Peer Mentors (APM)

APMs live in the residence halls and apartments, and help other students succeed academically. APMs offer guidance through academic programs and events including: Academic Check Ups, ASK Session, ASSIST Sessions, eCampus Portal: Academics in Residence, peer panels, and resource tabling.

Dinner with a Prof

Dinner with a Prof is monthly event in which on-campus residents have the opportunity to engage in dialogue with faculty, outside of the classroom. Set in front of the fireplace in Hullabaloo Hall on the first Tuesday of the month during the academic year, faculty are invited to share their field of study, their personal journey, or live advice through engaging conversation with students. Students who attend can enjoy a delicious meal, meet other students, and learn that faculty members are real people, too, who can and want to be approached!

Study Spectacular

Study Spectacular occurs at the end of each semester from 8:00 am on Reading Day through 5:00 pm on the last day of finals. Large meeting rooms are open 24/7 during this time frame in order to provide our on-campus residents with a quiet environment that is conducive to their studying. Some rooms that are opened include the Multipurpose Rooms in Hullabaloo Hall, the Commons, and White Creek, and the Community Center at the Gardens Apartments. Free coffee and snacks are provided throughout the event to keep you fueled for finals.

Bus Service

Campus Bus Service is provided by Transportation Services. There are multiple routes serving campus and portions of Bryan/College Station. Riding the bus to or from the main campus is free of charge for all Texas A&M students. Route maps and schedules are available at <http://transport.tamu.edu/transit/service.aspx>.

COPS Program (Community-Oriented Police Services)

COPS is sponsored by the Department of Residence Life and the University Police Department Crime Prevention Unit. Together, they work hand in hand to provide a safer community. More information about the COPS program can be found at <http://reslife.tamu.edu/cops>.

Dining Services

Dining on campus is an essential part of the on-campus living experience. All campus dining is run by Chartwells. There are many locations and food options for flexibility and value in on-campus dining. All first-year students living on campus (including White Creek residents) are required to select a dining plan. For a complete listing of meal plan options, dining locations and dining policies, please visit <http://dining.tamu.edu>.

Ethernet/Internet

Internet connections are available in each room/apartment via the Ethernet jacks that have been installed in the bedrooms and in apartment living rooms. Wireless is also provided in each residence hall and apartment, including in lounges and other public spaces.

ResNet (Residential Network)

ResNet allows connection to the Internet as well as other campus resources. Connecting to ResNet requires a network cable to connect the computer to the room's network connection. You may have a personal router as long as the wireless feature is turned off.

Texas A&M Information Technology supports the Texas A&M network infrastructure. The support includes maintenance of the network and network services as well as implementing policy that governs the use of the network. If you have problems or questions about the Ethernet, please contact the 24 -hour Texas A&M Information Technology Help Desk Central at (979) 845-8300 or email helpdesk@tamu.edu.

Green Dot Program

Green Dot, Etc. is an organization built on the premise that we can measurably and systematically reduce violence within any given community. We believe current research across disciplines, in combination with lessons learned from history, provides nearly all of the necessary puzzle pieces to create a successful model of violence prevention.

Given this foundation of knowledge, we believe any group committed to equipping themselves with the necessary skills and willing to let go of historically ineffective approaches has the capacity to implement a successful violence prevention strategy. Though the primary mission of Green Dot, Etc. is the reduction of power-based personal violence, we also recognize the inextricable link between effective prevention and effective intervention. Green Dot, Etc. includes within its mission the strengthening of intervention services and strategies across forms of violence. For more information, go to greendot.tamu.edu.

Information Dissemination

The Department of Residence Life communicates to residents through Texas A&M University student email accounts. Residents of the University Apartments may sign up for the University Apartments listserv. Residence Hall students can contact their individual hall staff to find out about communication from individual halls. Please read all communications carefully, as they include information residents are responsible for knowing.

Keys/Lockouts

When a resident is assigned to an apartment or residence hall room, he/she is issued one key. Residents may not give or loan their apartment keys to another person. Duplication of university keys is strictly prohibited and is subject to disciplinary action.

If a key has been lost, the lock will be re-cored to ensure your security. There is a charge for making new keys or re-coring a lock (\$100 to \$150 depending on number of bedrooms).

Keys must be turned in at the time of check-out. If keys are not turned in at the time of check-out, there will be a charge for the cost of changing the locks.

A bent or broken key will be replaced at no charge as long as there is no evidence of vandalism and the damaged key is brought to the 24-hour desk or apartment office.

Gardens Apartments only: Additional keys for a spouse may be requested through the resident manager/graduate resident manager in the Gardens Apartments Office.

Lock-Outs

Residence Halls: Visit the 24 hour desk at in Hullabaloo Hall or the Southside Commons to obtain a loaner key. Charges may be applied to a resident's bill after multiple lock outs.

University Apartments: Monday through Friday during working hours, contact the either the Gardens Apartments office located in the Community Center or the White Creek Apartments office located in the Activity Building. Outside of regular working hours, contact the on duty staff by calling (979) 845-2261 for the Gardens and (979) 458-8500 for White Creek.

Lost Keys

In case you have lost your key, please report it to a residence hall or apartment staff member or the Duty RA. Staff will assign you a temporary key. You will have three days to find the lost key, and after three days the door(s) will be rekeyed at the resident's cost. You may also opt to have your room/apartment rekeyed immediately. Cost of lock changes are as follows:

- Residence Hall Room or 1 Bedroom Apartment: \$100
- 2 Bedroom Apartment: \$125
- 4 Bedroom Apartment: \$150
- Automatic Door Remote: \$150

Laundry

Residence Halls: All on campus residence halls are equipped with a common laundry facility, usually located on the first floor of every building. Laundry and dryer machines are not coin operated, as their cost is included in the price of rent.

The Gardens Apartments: Washers and dryers are provided in each premium apartment. There is a laundry facility located between buildings G and L. The machines are coin operated.

The White Creek Apartments have a washer and dryer set in each apartment.

Mailboxes and Mailbox Codes

Mail is not delivered to individual apartments or rooms. Residents in the Residence Halls may contract for a post office box through Postal Plus at (979) 268-7727 or the U.S. Post Office. Each apartment is assigned one mailbox for the residents to share. Residents are assigned a mailbox code in order to open their mailbox. Do not share your mailbox code with anyone else. There is a charge to change a mailbox code.

The Residence Halls: The Department of Residence Life does not provide mailboxes for residents, however residence hall students may rent mailboxes. Residents may rent mailboxes, buy postage, ship packages at the private mail facilities located in the Northside Commons in Hullabaloo Hall and in the Southside Commons. Box sizes, rental rates, services and hours of operation vary. Visit <http://reslife.tamu.edu/living/amenities/mail/> for information about mail services in the Commons lobbies.

The University Apartments have centralized mailboxes. The mailboxes for White Creek are located on the outside of Building A. The Gardens Apartments mailboxes for Buildings F through L are located on the outside of the laundry building. Mailboxes for Buildings M-Q are located on the outside of the activity building.

Each student resident is issued a mailbox combination upon moving into an apartment. There is one mailbox per apartment. The apartment community also has several package mailboxes. If you receive a key in your mailbox, this indicates you have received a large package and must pick it up in the large mailboxes.

Gardens Buildings F, G, H, J, K and L
Resident Name
302 Ball Street Apt. # _____
College Station, TX 77840

Gardens Buildings M, N, P, and Q
Resident Name
1100 Hensel Apt. # _____
College Station, TX 77840

White Creek Apartments
Resident Name
225 Discovery Drive
Building ___ Apt. # ___
College Station, TX 77845

Make sure to file a change of address/forwarding address form with the US Postal Service and update your address on your Texas A&M University student record before you move or transfer mail so delivery will not be interrupted.

Meeting Room Reservations

The Department of Residence Life offers students who live on campus the opportunity to reserve rooms in many of our facilities at no cost. We have meeting/conference rooms, individual and group study rooms, kitchens, presentation spaces and music rehearsal spaces.

Rooms may only be reserved by students living in on-campus housing, Department of Residence Life (DRL) student organizations, DRL staff, DRL sponsored camps/conferences and Texas A&M University departments. Reservations can be made on line.

Package Delivery

FedEx and UPS are allowed to make deliveries to student rooms and apartments. We suggest that residents are in their room or apartment at the time of delivery. FedEx and UPS are not allowed to leave packages for residents at the office. Area offices will not accept packages for residents.

Parking

The Department of Residence Life is not responsible for the regulation of on-campus parking. For more information on parking, contact the Department of Transportation Services at (979)862- PARK located in room 108 of the John J. Koldus Building, or visit them online at transport.tamu.edu. All vehicles including motorcycles and scooters parked on campus are required to have a valid parking permit.

Bicycle Parking

Bicycle parking is restricted to available bicycle racks located throughout campus. Bikes should not be left in walkways or on sidewalks because these areas are designated as fire escapes. Blocking these fire escapes is a violation of Texas law. Bicycles can be stored inside an apartment or residence hall room.

Visitor Parking

Visitor parking passes can be purchased at <http://transport.tamu.edu/parking/visitor.aspx>.

Recycling

See the following website for Department of Residence Life sustainability and recycling information visit <http://reslife.tamu.edu/living/sustainability/>.

Television

Texas A&M University is excited to announce that we have partnered with Philo to bring all students living on campus a new, cutting-edge way to watch TV. Philo IPTV is live TV and DVR on any device (laptops, tablets, smartphones and TV sets) — anywhere on campus.

White Creek Apartments and Hullabaloo Hall: Residents in these buildings will only have access to TV via Philo IPTV (any device, anywhere). However, residents will not have traditional coaxial cable TV in their rooms. To watch TV on a television set, cadets will need to utilize a Roku streaming device or Apple TV via AirPlay.

Gardens Apartments and All Residence Halls, except Hullabaloo: Residents in these buildings will have access to TV via Philo IPTV (any device, anywhere) as well as having access to traditional coaxial cable.

To see what devices can be used with IPTV, or for more information on setting up and watching IPTV, visit <https://tamu.service-now.com/tamu-selfservice/> and search IPTV.

If you have more questions about IPTV, contact TAMU-IT Help Desk Central at (979) 845-8300 or helpdesk@tamu.edu

Telephones

Convenience Phones

A convenience phone is located near at least one entrance of each White Creek apartment building and residence hall. These phones are provided for guests to contact residents, who can then open exterior doors and properly escort the guest to their room/apartment. These phones have a red emergency button, which when pressed places the caller in immediate contact with the University Police Department. Convenience phones at the Gardens Apartments are located in the middle of each breezeway.

Emergency/Blue Light Phones

Emergency or blue light phones have been installed at various locations across campus. These are distinguished by the 12-foot pole with the blue light on top. These phones have "EMERGENCY" written on the front and sides.

- For Emergencies: Press the button or dial 911. The University Police will immediately know your exact location. Talk directly into the speaker.
- For Non-Emergencies: Blue light phones may be used for requesting vehicle repair help, calling Corps escorts or calling a friend for assistance. Push the desired local telephone number on the touch tone pad. There is no charge. You have three minutes before the phone automatically shuts off.

Local Phone Service

Residents have the option to purchase local landline phone service in their apartment or residence hall room and may request installation of the service by submitting a Connect Landline Telephone Service form.

The cost is \$ 90 for the fall and spring semesters, or \$45 for either the spring semester or the summer. Once the service is connected, the full amount of the payment is non-refundable. Additional information can be found at <http://reslife.tamu.edu/livingOnCampus/amenities/phone>.

Vending Machines

Vending machines for snacks and drinks are located in community spaces in the apartments and residence halls. Ask your hall or apartment staff members for specific locations.