



**Residential Life Manual**  
**August 2023 – July 2024**

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## **RESIDENTIAL LIFE**

**Philosophy:** As a vital part of a liberal arts education, the Concordia University Texas (CTX) Office of Residential Life (ORL) exists to challenge and support the personal wellness and the educational wholeness of residents by inspiring diverse understandings of the world, encouraging critical thinking, and promoting meaningfully engaging living. Our goal is that residents become civically minded, life-long learners, and committed community members.

**Values:** We value diversity, kindness, creativity, and growth. We encourage residents to become active members of their communities. The things we do affect others, therefore participation with and commitment to neighbors is essential. We want our community to succeed academically, spiritually, physically, and emotionally. We have well-trained staff and have intentional guidelines, policies, and procedures to help you make the most of your residence hall experiences.

**Purpose:** Our purpose is foremost educational. We seek to provide a challenging yet supportive, and safe environment, where residents are allowed to grow as responsible and respectful individuals. We seek to promote a resident culture, where residents are encouraged to be generous with their time, talents, and resources in service to others in their residences, the campus community, and the world at large.

## **RESIDENTIAL LIFE STAFF TEAM**

**DIRECTOR OF RESIDENTIAL LIFE (DORL):** The Director of Residential Life implements the Residential Life Housing Program, supervises student workers, and supports activities in the Residence Halls. The Director of Residential Life lives in an apartment in housing and is responsible for enforcement and adjudication of policies and services, alongside both the Director of Resident Life and Dean of Students.

**DIRECTOR OF STUDENT LIFE (DOSL):** The Director of Student Life supports students in the administration of housing assignments and billing for housing. This role supports students with interactive activities, student clubs/organizations, and campus events. As a member of the Residential Community, their role provides another layer of support for resident workers, and residents.

**GRADUATE ASSISTANT (GA):** The Graduate Assistant assists with the daily operations of the Residence Hall community. The GA is a live-in para-professional staff member who helps further the mission and vision of Residential Life through supervision of RA Staff, oversight of Hall Council, and other administrative duties.

**RESIDENT ASSISTANT (RA):** Resident Assistants are trained undergraduate students who

demonstrate maturity, responsibility, as well as a good understanding and knowledge of the University. RAs (Resident Assistant) reside in the residence halls. The RAs have training in assisting students with academic, personal, and social issues and are responsible for rostering a sense of community and promoting a quality environment for all residents. The RAs are available and serve in an on-call rotation each evening. The “on-call” RAs will be in the residence hall and/or on-campus 5:00 pm - 8:00 am.

### **RESIDENTIAL STAFF RESOURCES**

- [Organizational chart](#)
  - PAGE 1: A diagram of all ResLife staff
  - PAGE 2-3: A brief job description with live links to contact email addresses

### **RESIDENTIAL REQUIREMENTS**

- Concordia University Texas is committed to providing its residents with a rewarding college experience that supports student success. Residential life includes activities, safe housing, connections, community and opportunities for growth.

**Enrollment:** All residents must remain enrolled as full-time undergraduate CTX residents (12 credit hours). Residents solely enrolled in online courses are not permitted to reside in the residence halls.

**Incoming Freshman/Continuing Sophomores:** Research shows, for most four-year residents, living on-campus has numerous resident success benefits. Due to this data, incoming first-year and continuing sophomore residents are expected to live on campus in residential housing. Incoming first-year students sign a 2-year housing agreement. This housing agreement requires all full-time residential residents to remain and reside in housing for their entire 1<sup>st</sup> and 2<sup>nd</sup> academic year. This requirement excludes residents from remaining on campus during summer sessions, although summer housing is available for a nominal fee. Residents desiring to live off campus may request an application for exemption from their admissions counselor or the Director of Residential Life.

**Transfer/Juniors/Seniors:** Students who are transfers, juniors and/or seniors are encouraged, but not required to live on campus. Current residents who have finished their 2-year requirement to reside in housing and are interested in living on-campus must renew their application for housing prior to the established deadline(s). These deadlines are found on the residential life calendar. All residents are required to sign a yearlong housing agreement and abide by all residential policies. Note that once the housing agreement is signed, it functions as a legal document and the signer is required to fulfill the housing agreement for the entire academic year.

### **ROOM POSSESSION/MOVE IN POLICIES**

The first day of occupancy is determined by the Office of Residential Life, on an annual basis, in accordance with the academic calendar. This date is the official start of residents’ housing

agreement. All residents will check into their room accompanied by Residential Life Staff.

**Prior to move in:**

- 1) Complete and sign housing agreement
- 2) Submit any [accommodation requests](#) (if needed, including ESA/Service animal paperwork).
- 3) Submit and acquire their resident ID and Parking pass
- 4) Label all items with last name
- 5) Purchase renters' insurance (optional)

**During the move in process, the resident will:**

- 1) Be issued their key/fob from the RA or ResLife Staff
- 2) Complete the Room Condition Report with RA or Residential Life Staff
- 3) Remove all [trash](#) related to move to the external dumpster

**After move in:**

- 1) Attend a hall meeting
- 2) Review the code of conduct policies
- 3) Review the week of welcome activities schedule
- 4) Complete any remaining business with resident central

**Failure to move-in:**

If a Resident will not be able to arrive during the move in period, it is important that they contact the Office of Residential Life at 512.313.4085 or [residentiallife@concordia.edu](mailto:residentiallife@concordia.edu) no later than the Wednesday prior to the official start date for move-in. Without contacting the office, the resident may be subject to room reassignment, or transfer to a different hall and [fees](#) may apply.

**ROOMMATE AGREEMENT**

The Office of Residential Life is committed to making residence hall living an enjoyable and growth- filled experience. All resident residents who share a room or living quarters (roommates) must complete a Roommate Agreement within two weeks of moving into the space in order to ensure a positive and respectful interaction between roommates.

If conflict between roommates occurs, ORL staff will first seek to empower the residents to

manage the conflict on their own. The ORL staff may offer to assist in the mediation of the conflict or in helping roommates come to a compromise. Roommates may be asked to update their "Roommate Agreement" to address specific concerns.

If the conflict between roommates becomes difficult to resolve, or when an aggressive roommate is involved, the ORL staff may remind all parties involved of their room change request options. It is the prerogative of the Complex Coordinator to move one or both residents from the room.

An aggressive roommate is one whose acts or communication are intended to harass, intimidate, or humiliate. One or both roommates may be moved under the following circumstances:

- One of the roommates is an aggressive party and the person(s) being harassed refuse(s) to pursue appropriate action.
- Both roommates are violating each other's rights
- One or both roommate(s) refuse(s) to complete a Roommate Agreement or adhere to agreements contained within the Roommate Agreement
- A violation of ORL procedure(s) has occurred

The Office of Residential Life may recommend sending a case to the Office of the Dean of Students and may elect to cancel a resident's contract should the resident be involved in similar circumstances after a move has occurred.

### **ROOM CHANGE POLICY**

When a resident becomes curious about changing rooms for any reason, they should begin communications with their assigned RA. Please remain patient throughout the room change process and be prepared to communicate your reasons for wanting to move. In some cases, room changes can be an effective way to improve life on campus, however, it is not the first step in resolving conflict between roommates if that has occurred.

Please note the following regarding room changes:

1. A resident must complete a Room Change Request Form (see ResLife Staff) prior to reassignment to a new residence room and roommate.
2. The resident is not guaranteed their preferred new room or roommate.
3. A room or roommate change will only occur if space is available.
4. A resident should never change rooms without authorization from the Office of Residential Life. If a resident switches room/roommate without completing the

Roommate and Room Change Request Form and/or notifying the Residential Life Staff of this move, \$100 will be charged to the Resident's Account.

5. Once approved, residents are expected to follow the check-out and check-in policy for each room
6. Each resident is responsible for moving their belongings to the room and takes sole responsibility for items that may be lost, stolen, and/or damaged due to transitioning and changing rooms.
7. Any approved change may be subject to cost adjustments based on the fees related to the new location.

### **VACANT ROOM OR BED POLICY**

If a student finds a vacant room unlocked, it is their duty to report this to the staff on duty.

In cases where:

- A) A resident is paying for a double room, and has not been assigned a roommate
- B) A resident is living in Regents hall and the room adjacent to the bathroom is vacant;
- C) A resident is assigned to a triple room, but beds are not filled

it is expected that the unassigned spaces are not

- 1) inhabited by the existing resident
- 2) damaged by the existing resident
- 3) occupied by the existing student's property, or their trash
- 4) used by an overnight guest (this can be permitted however when requested in writing in advance to the Director of Residential Life, and where permission is provided in writing from the DoRL. This written permission must also include the date(s) in which the guest is permitted to use the unoccupied space).

All residents should recognize that vacant spaces are property of the university, and these spaces may be assigned to a new student at any time during the school year without notification or approval of the existing resident. We highly recommend that the student with no roommate or suite mate act as though a new student can arrive any day. When possible, students will be notified in advance of the new persons arrival, but that is not a condition of the university assigning the space to another student. Any violation of this policy may result in a warning, sanctions, and/or subsequent [fees](#).

### **MOVE-OUT POLICY**

Students are permitted to move out when:

- A) They are no longer enrolled at the university

B) They are assigned to another residence hall room (refer to room change policies)

All residents agree to surrender the room in the same condition or better than their move-in date (reasonable wear accepted). The Resident is responsible for all expenses related to the repair or replacement of damaged or lost University property. The residents should plan to take all their belongings as the university does not provide storage space. The disposal of any abandoned furniture, décor, clothing, books, food, or other personal belongings, and the clean-up of any excessive trash or debris is expected. Fees may be charged to cover the cost of removal of any items left behind. Additionally, if cleaning other than routine cleaning is needed; the University will assess an additional charge. The University may bill the resident or pursue legal remedies as the circumstances may permit.

The University and Resident agree that any personal property remaining in the room assigned to the Resident after the Resident vacates the room shall be conclusively presumed abandoned. The Office of Residential Life will make efforts to contact the resident to retrieve abandoned property. The University will dispose of unclaimed and/or abandoned property in its sole discretion.

#### **EVICTION POLICY**

In rare cases, residents' inability to live within the rules of the Residential Life Policy, a resident may be sanctioned to move out of the residence hall. This process will follow the regular move out policy listed above and early termination of contract [fees](#) will be applied to the student's account. When occupancy is terminated, the resident must vacate his or her room within twenty-four (24) hours of his or her receipt of a termination notice. An extension longer than 24 hours may solely be granted in writing from the Dean of Students. The resident will return all keys and arrange for a room inspection by the Resident Assistant staff member or the appropriate Residential Life Official who will complete a Room Condition report within twenty-four (24) hours. Residents will complete a Residential Life Withdrawal Form prior to vacating his or her room. Residents who vacate without following these procedures will be \$275 refer to fees page.

#### **HOLIDAY AND/OR SEMESTER BREAKS**

All residents will be required to conduct a move - out procedure prior to leaving for semester break (i.e., Christmas break). The move-out form will be made available after the Resident Assistant holds a mandatory hall meeting. Failure to comply with the checkout procedures will result in a [fee](#).

During semester breaks (e.g., WinterBreak), housing is available, but meals are not. Residents must sign up in advance to remain in the residence halls over the break. If a resident will not

be staying and does not stay to remain in the residence hall for the break, they are expected to vacate for the residence halls within 24 hours after their last final or class. For safety reasons, access cards are deactivated, and residents are not allowed to return earlier than the advertised return date to the residence halls. Residents who have exceptional need may pre-register to return from break earlier than the advertised return date.

Early return after a semester break or holiday must be approved in advance by the Director of Student Life or the Director of Residential Life.

Residents who fail to comply with these rules will be considered trespassing and will be in violation of the code of conduct. Additionally, if the resident fails to notify the Office of Residential Life of his or her arrival to campus early from vacation this will result in a [fee](#) that will be placed onto the Resident Account and further disciplinary actions may be taken.

#### **HALL MEETINGS AND FLOOR MEETINGS**

Residential residents are required to attend a Residence Hall meeting each semester. These meetings are scheduled by the Director of Residential Life and/or the Resident Assistant (RA), who is located and lives on each hall. These hall meetings are an opportunity for residents to become aware of important housing information, address any residential concerns and/or issues regarding the hall and/or building, and is a time to continue to develop a residential community within housing. If a resident cannot make the scheduled hall and/or building meeting it is vital that the resident informs his or her RA, via email 4 hours prior to the meeting. If the resident does not communicate with his or her RA, that he or she will not be attending the hall and/or building meeting; the resident can be fined (see fees page) and will require an individual meeting with the Director of Residential Life and or RA. Missing multiple meetings may have additional consequences for the resident.

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#### **GENERAL ROOM POLICIES**

- 1) **Good Order:** Residents are responsible for maintaining their assigned room in good order, including but not limited to, the interior and exterior of any doors providing entrance or exit to or within the room, as well as damage to or loss of fixtures, furnishings, or properties furnished. The resident agrees to accept responsibility for the acts and omissions of the resident and of the resident's guests. The resident may be held jointly and severally liable with other residents who cause damage, loss, or cleaning charges or to pursue other legal remedies as the circumstances may permit.
- 2) **Cleanliness:** Residents must maintain the assigned space in a clean condition by periodic



cleaning, including mopping, vacuuming, or wiping hard surfaces with household cleaners.

**3) Furniture:**

- a. Removal of University furniture from resident rooms is prohibited. No alterations are to be made to the furniture or fixtures provided by the University, and no construction or alteration of any type (including, but not limited to, disassembling furniture, lofts, etc.) may take place within the room.
- b. Furnishings may not be moved out of the common areas or residence hall rooms, nor may they be transferred by residents from one room to another or placed in storage. Some resident rooms will have furnishings for three residents but only two occupants. Some rooms will have furnishings for two residents but only one occupant. In these instances, room furnishings may exceed the needs of the occupant(s), but there is no charge for extra furniture.

**4) Decorations:** We encourage residents to make their rooms feel welcoming and homey. Command Strips or small tacks that will not damage the paint are recommended for adhering posters and other decorations to painted surfaces. Sticky-tac, tape, nails, screws, are not to be used to adhere items to the walls. TVs are prohibited from being mounted on the walls. Objects of any kind should not be placed on or hung from the ceiling, sprinkler system, or any component of the fire protection system. Any decorations using the windows should be visible only to the residents of the particular room. Residents are not allowed to paint their room and will be required to pay restitution for the cost of repainting. Any damage, including but not limited to, nail holes, sticky-tac residue, stickers, holes or gouges and graffiti to the room walls, floor, ceiling, windows, screens and room door becomes the financial responsibility of the resident(s).

**5) Custodial Services:** Custodial workers clean hallways and public areas. Residents are required to empty their own trash and recycle to the dumpsters located outside Alumni/Founders. Residents are required to furnish their own cleaning supplies including vacuum cleaners for their space. Residents should report malfunctions of equipment, and or untidy common areas to the Resident Assistant, Graduate Assistant, Office of Residential Life, and/or Facilities Management as soon as possible. If the Office of Residential Life requires a room to be professionally cleaned by custodial workers, the resident(s) will incur the additional charge – see fees list.

**6) Smoking/Tobacco:** Concordia University Texas prohibits all forms of smoking on any area of campus including, but not limited to, the trails, parking lots, and residential halls. All violations connected to smoking are considered serious and are managed by the Dean of Students.

- A) Smoking includes but is not limited to, cigarettes, marijuana, cigars, pipes, water pipes (hookahs), bidis, kreteks, and electronic smoking devices, including e-cigarettes, e-cigars, e-pipes, e-hookahs, or vape pens, or under any other product name or

description.

- B) Smoking and tobacco use is prohibited in all residential housing facilities, including but not limited to all living areas, common area spaces, hallways, lounges, lobbies, stairwells, laundries, vending areas, balconies, breezeways, connectors, and courtyards.
- C) Hookahs and e-cigarettes (vaping) are strictly prohibited in the buildings on campus. Tobacco chewing and/or spitting is prohibited in residential housing hallways, common areas, breezeways, lounges, courtyards, connectors, and stairwells.
- D) The scent of marijuana, tobacco or other smokiness is considered a violation of the smoking policy. Those found to be emitting a smoky odor from their person, their room, or their possessions will be in violation of this smoking policy.

**7) Drugs:**

- A) The use, possession, or distribution of narcotics or other controlled substances/illegal drugs, as well as drug paraphernalia (including hookahs and gummies) except as expressly permitted by law, is strictly prohibited on campus and in the residence halls. Marijuana, which is legal in several US states, is illegal in the state of Texas and as such is not allowed in the residence halls in any form.
- B) The abuse, misuse, possession, sale, or distribution of prescription or over-the-counter medications for which the resident does not have a prescription is prohibited in the residence halls.
- C) The scent of marijuana, tobacco or other smokiness is considered a violation of the smoking policy. Those found to be emitting a smoky odor from their person, their room, or their possessions will be in violation of this smoking policy.

**8) Alcohol:** Concordia University Texas abides by Texas state laws concerning the sale, possession, and use of alcohol. Alcohol is not allowed in the common areas of residence halls. All residents present in a private room or suite where alcohol is openly present or being consumed must be of legal drinking age (21 or older). The consumption or possession of alcoholic beverages by persons 21 years of age or older on Concordia's campus is restricted to the following areas and conditions:

- A) Those of legal age (21 or older) may use alcohol only in the privacy of their own rooms.
- B) Alcohol is not to be consumed outside of residence rooms for any reason at any time.
- C) The room is automatically DRY if one of the roommates is under 21 years of age.
- D) Residents may not provide alcohol to minors in any situation.
- E) A minor may not, under any circumstances, be present in a room or area where alcohol is present or being consumed.
- F) Minors are responsible for leaving immediately if they detect alcohol consumption in a room or area in which they are present.
- G) No resident, regardless of age, may be intoxicated on campus property owned and maintained by Concordia University Texas. No resident may be intoxicated at

university sponsored activities of any kind at any location.

- H) Drinking games involving alcohol are prohibited.
- I) Drinking paraphernalia including, but not limited to, funnels, and beer bongs, are not permitted.
- J) Regardless of ownership or origin, any of the following items found in the residence halls will be confiscated and disposed of unauthorized alcoholic beverages such as alcoholic beverages found in the possession of minors, kegs, beer balls, taps or other mechanisms used to dispense alcohol. Residence hall staff are authorized to confiscate and dispose of such items.
- K) Residents are not permitted to keep empty alcohol containers in their rooms at any time for any reason, including decorative purposes.

**9) Appliances:** Most electrical appliances will place strain on the wiring system which creates a fire hazard. All appliances used in residence halls must be UL-listed and should be properly maintained by the resident. The use of any appliance with open heating coils or surfaces is prohibited. Residents found in violation of policy will be directed to immediately remove prohibited items and may be subject to disciplinary action. For more information about accepted and unaccepted appliances please refer to the [Residential Appliance List](#).

**10) Fire Alarm and Emergency Policy:** All persons including residents, guests and staff are expected to vacate the facilities every time a fire alarm is activated as per the local fire code. Failure to vacate the facility will result in the submission of an incident report as well as a follow-up meeting with Residential Life professional staff. As safety is a priority, we expect all residents to respond to every alarm as if it were an actual emergency regardless of time of day.

*During an alarm:*

- All students and guests should move in a calm and orderly manner to the nearest exit and vacate the building
- No student should interfere with staff or fire personnel as they are executing their duties to secure the residents and the building. If you have concerns, complaints or suggestions, please email them to your RA, or wait to share them until the alarm has been deactivated
- Residential staff may enter any room to ensure that residents have vacated the building
- *Regarding ESA's:* Residential students with ESAs should only remove their animal if they are already with the animal when the alarm is sounded. It is not permissible for residents to move away from the nearest exit towards their ESA, or for them to re-enter the building to retrieve their ESA. Residents who violate this policy will be written up and subject to a review of their ESA status. In the event of an actual emergency and not a drill, efforts will be made to safely remove registered ESAs and service animals within the building.

11) **Room Check Expectations:** Periodically residential staff will conduct room checks to ensure there are no health and safety violations, or code of conduct violations happening in the rooms of residents.

12) **Room Check Violations:** When there is evidence supporting the suspicion that a resident has violated the University code of conduct (e.g., unauthorized animal in room, marijuana smell radiating from room, or on a person, alcohol bottles present in a room of an underage resident, guest present without permission etc.), the following actions will be taken by Residential Staff:

**A. First time suspected:**

- The suspected resident will receive a verbal warning
- The suspicion is documented
- An email is sent to the resident
- A meeting between the Residential Director and the resident will occur

**B. Second time suspected:**

- An incident report will be sent to the Dean of Students and appear the resident's record
- Residents involved will meet with the Residential Director and/or the Dean of Students
- Residents will be notified in writing using University email of the suspected violation
- Room check status will be elevated to "random check" meaning that Residence Hall staff may search the room of this resident without prior warning to the resident for the next 2-6 weeks. This timeline can be extended with permission of the Dean of Students.
- Investigation into the incident, along with charges and appropriate sanctions

*\*\* Note: Residents who are living in a shared room (including shared bathrooms) with a resident who has an elevated random check status will also receive an elevated room check status and a letter stating that staff may enter their room without prior notice of random check of the room.*

**C. When guilty of a code of conduct violation:**

- An incident report will be sent to the Dean of Students, and it will appear on the residents' record
- Residents involved will meet with the Residential Director for an investigative meeting
- Residents will be notified in writing using University email of the suspected violation
- Room check status will be elevated to "random check" meaning that Residence Hall staff may search the room of this resident without prior warning to the resident for the next 6 weeks. This timeline can be extended with permission of the Dean of Students.
- Investigation into the incident, along with charges and appropriate sanctions
- Resident will meet with the Dean of Students

### **COMMUNITY LIVING POLICIES AND GUIDELINES**

- 1) Abandoned Property:** Property left in a residence hall room after a resident has checked out will be removed and stored for 30 days. The resident will incur improper checkout charges. The resident will be notified in writing and given 30 days from the date of notification to claim all items in person. To claim items, the resident will need to provide proper identification. The items will only be released to the resident to whom they belong unless the resident has provided written notification to ORL to have another individual retrieve the items. Items will not be mailed. If items are not claimed within 30 days, ORL will dispose of these items in accordance with university policy.
  
- 2) Campaigning and Election Activities and Resident Advocacy:** Speakers' forums on political issues may be held in designated public areas of residence halls when co-sponsored by the University Residence Hall Association or the Residence Hall Council of the building where the event is held. Only registered resident organizations can sponsor advertisements in the University Residence Halls. Organizations may not campaign in public areas of the halls or door-to-door. Display of signs and posters in the window of individual resident rooms is permissible provided they are not in violation of the Resident Handbook. A resident or resident organization not affiliated with the University Residence Hall Association may not distribute petitions, handbills or literature in any residence hall or dining room. Residence Hall Councils may distribute information with approval.
  
- 3) Email:** Email is a mechanism for official University communication to residents. The University will exercise the right to send email communications to all residents, and the University will expect that email communications will be received and read in a timely manner. Every resident must provide the University with their official email address. The resident's official email address is the destination to which the university will send official email communications. It is the responsibility of every resident to keep the university informed of changes in their email address. Consequently, email returned to the University with "User Unknown" is not an acceptable excuse for missed communication.
  
- 4) Lost and Found:** Lost items found in the residence halls will be taken to the Student Development Center (Building F) Library Desk. Please contact Library staff to inquire regarding belongings that become lost.
  
- 5) Mail:** Incoming mail should be addressed as follows:  
[Resident First and Last Name]  
11400 Concordia University Dr.  
Austin, TX 78726

- Mail is delivered to Regents Hall Mail Center daily except weekends, national holidays, and university holidays. The Mail Center will only accept mail and packages delivered by the U.S. Postal Service or a certified shipping company. Only packages that do not require a 21+ signature will be accepted by the mailrooms and desks. If you receive registered mail or a package, you will receive written notification from your residence hall staff by email. Instructions for pickup from the mail center will be provided in the email. Packages cannot be delivered to your room. If your package is missing, notify your front desk and file a report with the University Police Department.
  
- **Special Deliveries**

The Mail Center and desks will only accept mail and packages delivered by the U.S. Postal Service or a certified shipping company. It is the responsibility of other delivery/courier services to contact the resident to arrange pick-up. The Office of Residential Life is not responsible for special items such as flowers, cakes, and fruit baskets delivered to desks by vendors. Concerns regarding delivery should be addressed directly to the vendor.

- 6) **Quiet Hours:** Quiet hours, in and around the residence halls will be observed by all residents and their guests, according to the following schedule:

**Sunday to Thursday: 10:00pm until 8:00am**

**Friday to Saturday: Midnight until 8:00am**

- **During Exams:** Twenty-four (24) hour quiet hours begin the night before the first final exam of each semester through the close of the residence halls. All other hours are courtesy hours (residents shall comply if a staff member or another resident asks for quiet).
- **General Noise:** Due to varied resident schedules and lifestyles it is essential to always be courteous and abide by a policy of 24-hour courtesy hours which are always in effect. Noise should always be contained in resident rooms so as not to disturb other residents. The Quiet Hours policy must be maintained throughout the year regardless of vacation days and/or holiday breaks.
- **Amplified noise:** The use of equipment, such as stereos, radios, amplifiers, video game players, sports equipment, and musical instruments, in a manner that violates a standard of quiet conducive to study or sleep is not permitted and may cause such equipment to be removed from a room. Stereo equipment or stereo speakers may not be placed facing out of an open window. Residence hall staff members reserve the right to confiscate these or any other items that interferes with the observance of quiet and courtesy hours in the residence halls.

## 7) Pets

- **Residential Animals:**
  - Pets are not permitted in the residence halls. The prohibition on pets includes all mammals, birds, and reptiles.
  - With the consent of all roommates, 1 freshwater fish tank less than 10 gallons is permitted/room.
- **Emotional Support and Service Animals:** The prohibition on pets does not apply to service animals and/or emotional support animals. In compliance with Section 504 of the Rehabilitation Act and the Fair Housing Act, Concordia University Texas will consider on a case-by-case basis requests for housing an emotional support animal (ESA). Residents requesting an ESA **MUST** first register with the [Office of Accessibility](#). Residents will also need to review the [policy for ESA's](#). Contact the Office of Residential Life to obtain the Service and Emotional Support Animal procedural guidelines and forms.

- 8) **Babysitting/Pet sitting:** Care for the animals or children of others is not permitted in Concordia Texas residence halls. Residents who wish to babysit or pet-sit should make arrangements to do so off-campus.

9) **Businesses, Private Enterprises, and Sales:** No food products are to be sold in the residence rooms, halls, and/or buildings. Conducting businesses of any kind in residence rooms or residence hall spaces is prohibited. This includes, but is not limited to, door-to-door selling, phone solicitation, or display tables. Personal gain or the use of Concordia University Texas facilities for personal gain is not permissible. No outside, third party vendor is allowed to perform services within the residence hall rooms or the public living areas of Concordia University Texas. This includes, but is not limited to, laundry and moving services. These vendors will not be considered guests of residents or Concordia University Texas. Service deliveries (pizza, flowers, etc.) may be picked up in the main lobby of the residence halls.

## 10) Guest and Visitation

- **Guest Policy:** CTX Residential Residents not assigned to a room are considered “guests.” Please refer to [quiet hours](#).
- You may host an overnight guest in your room provided:
  1. The guest is of the same sex as the resident host
  2. The guest is not romantically involved with any resident of that room
  3. Permission from your roommate is obtained
- All guests are the responsibility of the resident with whom they are staying and are bound by the same principles, guidelines, and rules that apply to residents. A guest may stay for no longer than three (3) continuous nights within any seven-day period and no more than six (6) nights per semester. Overnight guests are not permitted during final examination days, or during vacation periods and other days established by the University. Guest [fees](#) will be assessed for each night a guest stays past his or her registered stay or for the guest not being registered with the Office of Residential Life. The guest charge(s) will be assessed to the resident hosting the guest.
- The number of visitors to a room at any given time is limited to three (3) per resident. No resident room should reach a capacity of over six (6) people total at any given time.

11) **Visitation:** Residence hall visitation hours to individual rooms, upon invitation by the resident, and are set within the established timelines and parameters:

***Opposite sex &/or romantically involved: 10:00 am – 9 pm***

***Same sex and not romantically involved: 10:00 am – midnight***

- Note that visitation to common areas is permitted 24 hours a day. Visitation hours must be maintained throughout the year regardless of vacation days and/or holiday breaks with the exception of three-day holidays such as Martin Luther King Day, Labor Day, etc.

12) **Room Search and Entry:** While respecting your personal privacy at all times, the University reserves the right to authorize entry into your room by Office of Residential Life or emergency response staff for the following reasons:

- To investigate violations of university regulations or federal, state, or local laws
- For fire and life safety room inspections
- When your welfare and/or that of the residence hall is at risk
- To ensure proper care, maintenance, and safety of the facility as well as make necessary repairs. Every effort will be made to give advance notice.
- When the door is open and a violation of university policies or Residence Hall procedures



is in plain view, observed, or alleged contraband will be confiscated.

- In the event that the room is left in a condition such that maintenance or pest control cannot be performed as scheduled, the resident may be assessed a [fine](#).

**13) Garbage/Trash:** Under no circumstances are residents to place, or allow to be placed, garbage cans or bags in the hallways outside resident rooms or on stairways. Residents are expected to empty their own garbage on a regular basis and may be charged for cleanup of unreasonable messes. Residents need to place their garbage in bags and place it in the designated dumpsters located outside the residential buildings. Residents must keep their residence and shared campus spaces free from trash and garbage.

**14) Living by a Preserve:** Residents need to understand that excessive garbage left outside their rooms, breezeways, hallways, connectors, lounge areas, and in their personal room will attract pests, insects, rodents, and animals. It is important that residents maintain their room in a tidy manner and the outdoor areas of housing are left in good condition. If the Office of Residential Life and/or Facilities Management finds that a resident's room is not in good condition, the resident(s) will be charged an amount that will be placed in his or her resident account. Please take special care to ensure that trash is not falling out of your vehicle.

**15) Mold and Water:** According to the Center for Disease Control, *"Molds are fungi that can be found both indoors and outdoors. No one knows how many species of fungi exist, but estimates range from tens of thousands to perhaps three hundred thousand or more. Molds grow best in warm, damp, and humid conditions, and spread and reproduce by making spores."* To prevent mold growth and potential health problems for others, it is imperative that residents do the following:

- Maintain a clean-living environment, including the vacuuming/sweeping of floors and the cleaning of bathrooms.
- Minimize humidity by utilizing (and not tampering with) bathroom fan while showering and not placing anything over the air conditioning vents.
- Clean any spills immediately and thoroughly dry affected surfaces.
- Immediately report to the ORL staff any leaks from plumbing, windows, or air conditioning and any spill that is too large to contain or clean up.
- Failure to report any spill, leak, or abnormal water buildup may result in the Resident being liable for damages and/or cleanup costs.

**16) Responsibility for Common Area:** "Common areas" shall include but are not limited to hallways, stairwells, elevators, lounges, study areas, utility and storage rooms, kitchens, grounds, and building exteriors. No items are to be placed in or attached to any common area without the written consent of the University, including, but not limited to, any type of satellite dish.

- The resident is responsible for all damage and loss caused by the resident or his or her guests in common areas, including damage to and loss of fixtures and furnishings in the common areas as well as damage to the common areas themselves. The resident agrees to accept responsibility for the acts and omissions of the resident and of the resident's guests. The resident may be held jointly and severally liable with other residents who cause damage. The University shall have the right to charge a resident's resident account for such damage or loss including repair, replacement, cleaning, or other charges from such damage or loss or to pursue other legal remedies as the circumstances may permit. Removal of common-area furnishings or equipment from their proper location constitutes theft of university property and may result in discipline and/or filing of criminal charges. Items left in the common areas for more than 24 hours

will be presumed abandoned. The University in its sole discretion may dispose of any items left in common areas.

**17) Public Kitchen:** Cleanliness is a major concern in group kitchens; thus, all dishes and pots and pans should be washed and stored immediately after use. If dishes are not washed and left in the kitchen area for more than 24 hours the dishes will be thrown away or donated. Counters should be cleaned following use, and garbage should be disposed of properly. Garbage should not be flushed down sink drains.

**18) Laundry Facility:** The laundry facility is only for residential residents. CTX non-residential residents, and guests of the residence hall are not permitted to use the laundry facilities. If non-residential residents are found using the laundry facilities the resident(s) will be removed from the laundry facility and further institutional disciplinary action may be taken.

- Residents are required to provide their own laundry supplies (soap, basket, etc.) as these are not provided by the university. Concordia University Texas assumes no responsibility for lost or stolen articles of clothing.
- Residents must remove their clothing from the laundry room in a timely and sufficient manner. Residents are responsible for remaining mindful of laundry times. Residents who have not removed laundry from machines after the machine time has expired are in violation of community standards of living and disciplinary action may be taken. Failure to remove clothing within twenty-four (24) hours will result in clothes being given to a local charity.
- Residents should place lint and other discarded items into the garbage. Used dryer sheets should also be placed in the garbage. Residents should respect the laundry room and others by keeping the laundry room clean and tidy. Residents in violation could face disciplinary action.

**19) Firearms and Explosives:** The use, possession, display, or transportation of any rifle, shotgun, stun gun, TASER, handgun, paintball gun, airsoft gun, knife, other edged weapons, live ammunition, or other lethal or dangerous instruments capable of maiming and/or casting a projectile by air, gas, explosion, mechanical means on any property or in any building owned or operated by the University are prohibited. Regardless of proximity to campus, illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals, or use of any such item, even if legally possessed, in a manner that harms or threatens others, is not permitted. Residents owning firearms and live ammunition must arrange to store them off-campus.

Residents are not allowed to engage in activity, which shall endanger the lives or safety of resident(s) or of others. This includes, but is not limited to, the possession or false reporting of firecrackers, fireworks, gunpowder, or any other dangerous chemicals or explosive materials.

**20) Fire Protection and Fire Evacuation:**

- Fire Protection:
  - Disciplinary action, up to and including suspension, will be taken against those found tampering with fire sprinklers, smoke detectors/alarms, heat detectors, AED units, fire-alarm mechanisms,

and/or fire extinguishers, and/or refusing to vacate a building in the event of a fire alarm. Tampering includes but is not limited to removing the batteries of any alarm system; disconnecting wire from any alarm system; muffling the sound of any alarm system. The Residential Life staff may assess residents, either collectively or individually, an [inspection charge](#) for tampering with fire sprinklers, false alarms and/or damage to alarm mechanisms or extinguishers.

- Candles and Incense:  
Candles, incense, smoking of any kind, and other combustible materials may not be used in any residential room and/or facility. For the safety of all, the University will not tolerate residents starting fires in rooms, hallways, stairwells, elevators, lounges, study areas, utility and storage rooms, kitchens, grounds, and near building exteriors.
- Fire Evacuation:
  - When residents hear the fire alarm, they should leave at once, vacating the building in the safest possible manner. Failure to evacuate during any fire alarm may result in disciplinary action including fines and/or expulsion from the residence halls. Exit routes can be found on all room doors and near entry/exit ways throughout the residence halls.

**21) Severe Weather and Evacuation:** When residents hear a whistle or Residential Life staff using a megaphone to communicate, they should leave at once. To vacate in the safest possible manner, residents should:

- Close the door when leaving the room, proceed to the nearest exit, descend to street level, and leave the building. Move to the designated evacuation area.
- The designated evacuation area for Alumni and Founders is the tunnel near the cafeteria.
- If residents are unable to evacuate due to severe weather, residents should move into the bathroom and close the door. Residents should go and sit in the bathroom tub and wait until they receive word from the Residential Life Staff.
- When ice accumulates on the outside stairwells of Alumni/Founders and the walkways/connectors between Alumni/Founders, Residential Life staff will temporarily block access to those areas. Blocking access to those icy areas is for the safety of the entire residential community. Blocking access to the stairwells and walkways/connectors are by displaying flyers and putting up caution tape informing residents temporary access is being denied to those icy areas.
- Tearing down the caution tape, flyers, and not following the directives made by Residential Life staff may result in disciplinary outcomes.

**22) Security and Safety:** Security is the responsibility of all residents, and all residents are responsible for abiding by the security policies pertaining to residence halls. Residents who compromise the security of residence or living areas, who disable security devices, or who violate University policy may be subject to discipline, a fine, or criminal charges as the circumstances may permit.

- Residents who enter or leave by locked security doors are responsible for leaving the doors in a locked position. Doors should not be propped. Residents responsible for propping a door may [be fined](#).
- Residents are encouraged to keep their residence hall room, windows, and wing door locked at all times when the resident and his or her roommate(s) are not present in the room. Keys should be carried at all times and are not to be loaned or duplicated.
- Residents should report anyone or anything suspicious or any lost or stolen articles to

Residential Life Staff and/or Concordia Police. Residents are required to always carry their University ID Cards and to present it to University and Residential Life officials on request.

- No security measure is fail-safe, and the University denies any express or implied warranties of security. The University does not assume responsibility for loss of or damage to personal items, or for personal injury.
- Residents are expected to follow the directives of University Staff, including resident staff. Failure to do so may result in disciplinary action.

**23) Keys and Entry:** Key replacement will result [in a fine](#). Failure to surrender a key may result in assessment of a charge by the University for improper check-out, key replacement, and lock charge. If the University needs to change a lock due to an individual not returning their room keys, the fee is significantly higher. Resident(s) who wish to have their locks changed (i.e., personal reasons), will need to pay for the lock change and key replacement out of their own pocket. These lock changes and key replacement charges will go onto the resident's account. An additional charge will be made for the replacement of lost or damaged identification/entry cards, which will result in a fine.

**24) Responsibility for Personal Property:** The University does not assume and hereby denies any and all liability and/or responsibility for personal injury or illness to residents, guests, or visitors, or for damage, theft, or loss of personal property that occurs in its buildings or on its grounds. The resident shall indemnify and hold the University, its officers, and employees harmless from the liability on account of any accident, injury, illness, property damage, theft, or other loss caused by a University Employee, the resident and/or the resident's visitors' intentional or negligent acts or omissions. Residents and their parents or guardians are encouraged to carry appropriate insurance to cover losses.

**25) Retaliation and Harassment:** Threats or other forms of intimidation and/or retaliation against a resident or employee for bringing a complaint of any alleged violation of the *Resident Handbook*, *the Housing Agreement*, or other University policy are prohibited. This includes threats or other forms of intimidation and/or retaliation against the family or friends of a resident or employee who brings a complaint, those who assist a resident or employee in bringing a complaint or those who participate in an investigation and/or resident discipline process for an alleged violation of the *Resident Handbook* or other University policy.

Retaliation is a violation of university policy and may also be a violation of the law. All incidents that are believed to constitute retaliation should be reported immediately to the Director of Residential Life and/or The Dean of Students (when the individual alleged to have engaged in retaliation is a resident) or to the Director of Human Resources (when the individual alleged to have engaged in retaliation is a non-resident).

**26) Physical Violence:** The Office of Residential Life holds a no tolerance policy toward any act of physical violence. For the safety of residents, staff and faculty physical violence will not be tolerated on campus, particularly in the residence halls. Residents who are found to commit violent acts are subject to immediate dismissal. Campus visitors who commit acts of violence on campus will be considered criminally trespassing and handled under the authority of the campus police. Witnesses of acts of violence are required to report and comply with investigations toward any and all acts of violence on campus.

**27) Online Community (Facebook, Twitter, etc.):** Residents should remember to be prudent and safe when using these online communities. Postings such as threats or other forms of intimidation, retaliation, illegal activity, or whatever affects the health and safety of residents is a violation of university policy should be

reported immediately to the Director of Residential Life and/or Associate V-P for Resident Development.

**28) Wireless Information from the Helpdesk (IT Services):** There are 24 access points that provide internet service to the residence halls in Resident Housing. All devices (i.e., computers, wireless printers, smart phones, etc.) that utilize internet service continually “roam” to seek and find the “best” wireless connection point. These devices may select an access point that actually has a weaker signal but has fewer other devices connecting to it. This roaming functionality is built into the devices and is not usually adjustable by the owner/user of the device.

- The connection that the device selects automatically may not, in fact, be the best selection for the user, depending on what the user is trying to use the device for (i.e., email, video gaming, producing a document, etc.).
- Other devices interfere with the strength and continuity of the internet signal strength and this interference impacts the user’s experience. Even devices that are not using the internet connection can impact the user’s connectivity, such as microwaves. The structure of where the user is operating may provide physical obstacles that make it difficult for wireless coverage to operate at peak performance. Concrete, rock, and steel infrastructure all affect wireless coverage. In addition, other residents may own and operate devices that compete and interfere with the 24 access points and therefore affect the user’s ability to connect to the internet. The Helpdesk continually monitors the access points that the Helpdesk owns and controls to maintain their performance.
- While wireless service offers the convenience of mobility, it does not offer the security or continuity of a wired connection. The Helpdesk continues to maintain the wired connections in the residence halls because they are still the most reliable and safe way to connect to the internet. If the user is using the internet connection to transact any business or utilize any information that the user wants to keep confidential, the Helpdesk recommends the user use a wired connection. If a user needs an internet cable to utilize a wired connection, he or she can purchase one and/or come by the Helpdesk (located on the 1<sup>st</sup> floor of Building D), to borrow and the Helpdesk can provide the user with an internet cable. Contact the Helpdesk at 512.313.HELP (4357) or [helpdesk@concordia.edu](mailto:helpdesk@concordia.edu) if you experience any issues or have questions about the wireless service and/or IT services.

**29) Medical Related Needs/Disability:** The University complies with all laws prohibiting discrimination against residents with disabilities. Residents who have medical needs or disabilities that may affect their assignments or accommodations must contact and register with the Resident Success Center. The Resident Success Center will access the resident request and work with the resident regarding implementation of reasonable accommodations.

**30) Bicycle and Wheeled Vehicles:** Skateboarding, rollerblading, scooter, hoverboard, and bicycle riding, or the use of any wheeled vehicle (except approved wheelchairs) is prohibited in all the residence halls. These activities have the potential to create excessive noise, inflict damage to university property, and can cause physical injury.

- Residents can store bicycles only in the designated bicycle rack areas. Residents are expected to exercise caution when using the bicycle racks by providing the necessary locks. Bicycles are not to be ridden inside university buildings, including residence halls. All bicycles must be registered with Concordia Police. Residents are also responsible for removing their bicycles when vacating the residence halls. When a bicycle is not removed within a twenty-four-hour (24) period of vacating the residence halls (i.e., summer break), it shall be conclusively presumed abandoned. The University will dispose of unclaimed and/or abandoned bicycle(s) in its sole discretion.

**31) Parking:** Residents who intend to maintain and park a vehicle on campus shall be required to properly register the vehicle in accordance with and adherence to all policies and parking fees as outlined by the CTX Police Department. Residents must always park in areas designated as parking spaces and must not park in any reserved parking area for which they do not have proper credentials.

**32) Internet Usage:** No resident and no guest may use CTX internet connections to post, disburse, gather, or reproduce any material that is racist, sexist, inflammatory, or simply illegal. CTX assumes no liability for damages, penalties, fines, or any actions taken as a result of illegal or inappropriate internet use. The illegal downloading of pirated software, movies, music, games, or other copyrighted material may be cause for disciplinary action, including but not limited to dismissal or removal from the residence halls and further legal action. CTX takes no responsibility for damage to devices arising from the use of internet connections.

**33) Disciplinary Decision(s):** Residents who fail to comply with any disciplinary outcomes imposed by the *Associate V-P for Resident Development, Dean of Students, Director of Residential Life, or the Disciplinary Hearing Committee* may face additional outcomes. Violations include, but are not limited to, not attending or being late for required educational classes, failing to complete assignments, or failing to follow the guidelines of outcomes.

**34) Resident Assistant (RA) Grievance Policy:** Resident(s) who have a grievance and/or complaint regarding their current Resident Assistant and/or other Resident Assistants are encouraged to first speak openly with the Resident Assistant(s) that are directly involved in the grievance and/or complaint. Following that action, the resident can submit, in writing, the grievance and/or complaint to the Director of Residential Life. This written submission is a detailed account of the event or behavior in question, the name of the Resident Assistant(s), the location and date of the incident in question, a list of all parties involved including any witnesses, and any written evidence. All written submissions of grievances and/or complaints are to be typed in and signed by all parties involved. The resident(s) have 5 business days from the date the incident occurred to submit their written submission to the Director of Residential Life. After the grievance and/or complaint has been submitted to the Director of Residential Life, there will be a meeting with the resident(s), the Resident Assistant(s), and the Director of Residential Life and/or Dean of Students. An appropriate resolution to the matter will then be determined. Important to note, throughout this process, the identity of the resident(s) who brought forward a grievance and/or complaint will be made known to the parties involved.

**35) Rules and Policy Changes:** Residents will be made aware of policies or regulation changes at the beginning of each semester. Other changes will be shared through one or more the following:

- University assigned e-mail accounts
- postings on the university webpage
- posted notices throughout the residence buildings
- a building/hall/floor meeting

**36) Fees:** The following list contains fees for a variety of infractions. If the fee varies, it is directly related to fair and reasonable charges including labor to fix or repair the item to a usable form. These charges are determined by the University.

**Move Out:**

- Not following move-out procedures \$275.00

**Holiday/semester break:**

- living on campus w/o permission \$50.00 per day
- living on campus with permission \$18.00 per day

**Hall Meetings**

- Absent for hall or building meeting w/o permission Fine up to \$75.00

**Roommate/Room change request:**

\$100.00

**Room/Building Conditions:**

- Repair or replacement to any CTX property Varies: minimum \$25
- Additional Custodial Services Varies: minimum \$50
- Room in condition where staff can't enter and do a job Varies: minimum \$50
- Failure to report any room issues may be held liable Varies: minimum \$25
- Responsible for any damage in common area Varies: minimum \$25
- Key replacement Flat: \$25.00
- Damaged lock to a door and needs replacement Varies: Maximum \$300.00

**Guests:**

- Overnight guest past approved stay time \$25.00 per night

**Safety:**

- Fire protection equipment tampering \$400.00
- Security tampering Varies: \$100-\$400
- Propping open a gate/door \$50

**Student ID replacement:**

Flat: \$25.00

**Parking fees/fines:**

Varies based on violation

## Appendix I. List of Approved & Prohibited Supplemental Room Items

### APPROVED ITEMS

#### KITCHEN APPLIANCES

Blenders  
Coffee grinders  
Electric blankets  
heating pads  
Electric can openers  
Food dehydrators  
Juicers

#### OTHER

Lava lamps  
Clothes steamers  
Air fresheners

### PROHIBITED ITEMS

#### KITCHEN APPLIANCES

Any appliance with open heating elements/coils including:  
Air Fryers  
Bread makers  
Broilers  
Camp stoves  
Coffee/drink warmers  
Convection ovens  
Crock pots  
Deep fryers  
Egg cookers  
Electric sandwich makers/presses  
Electric skillets, griddles, or waffle makers  
Electric woks  
Induction cooking appliances  
Hot oil popcorn poppers  
Hot plates  
Rice cookers  
Toasters/toaster ovens  
George Foreman style grill  
Propane, charcoal, wood-fired

#### OTHER ELECTRICAL

Extension cords without a built-in circuit breaker  
Electrical appliances, equipment, or other devices that are not UL-listed  
3D Printers  
Clothing Irons with no auto-cut-off  
Soldering irons  
Space heaters  
Warmers (e.g. wax or potpourri)  
Plug-in air fresheners  
Multi-USB plugs

### PROHIBITED ITEMS CONT

#### Decorative lighting

OPEN FLAMES: Candles or burning incense  
Black light bulbs  
Glow lights  
Halogen lamps  
Incandescent bulbs  
Lanterns with bulbs  
Neon lights  
Paper lamp shades  
Rope/string/strip lights (including LED)  
Torchiere lamps

#### Explosives

fireworks  
weapons  
Ammunition  
Airsoft weapons  
Facsimiles of weapons  
Weapons (Firearms, swords, knives etc.)

#### Toxic chemicals

Flammable or combustible liquids, solids, gases  
Hazardous materials

#### Room Decorations

Excessive amounts of paper on door or wall (larger than two 8x11" sheets)



