



LIVING ON CAMPUS HANDBOOK

2023 - 2024

TEXAS  STATE
HOUSING AND
RESIDENTIAL LIFE



LIVING ON CAMPUS

WELCOME TO LIFE ON CAMPUS

A LETTER FROM THE EXECUTIVE DIRECTOR

On behalf of all staff members and student leaders of the Department of Housing and Residential Life (DHRL), we are happy to welcome you home! To make the most of your Bobcat Residential Experience we strongly encourage you to review the information presented here. This guide to your rights and responsibilities formally outlines many of the key factors in making your stay on campus comfortable and convenient.

We encourage you to find your niche and get involved. Living on campus provides many ways for you to connect to the university—through your individual Hall Council or the Residence Hall Association (RHA)—or maybe through another of the hundreds of student organizations offered across campus. Living on campus also provides you with direct access to our many full-time professional staff as well as over 200 student staff members. They are trained to assist you in navigating your way through the community.

Keep an eye on your Texas State e-mail account; DHRL will communicate with you throughout the year via your official Texas State e-mail address to inform you of important announcements, deadlines and meeting notifications. It is your responsibility to check your e-mail regularly and to comply with all information provided in those e-mails.

We are here to encourage your personal growth and development and to provide you with resources to enhance your experience at Texas State.

Have a great year!

A handwritten signature in black ink, reading 'Bill Mattera'.

Dr. Bill Mattera
Assistant Vice President
Executive Director
Housing & Residential Life



DR. BILL MATTERA

ASSISTANT VICE PRESIDENT,
EXECUTIVE DIRECTOR
HOUSING & RESIDENTIAL LIFE



LIVING ON CAMPUS

DEPARTMENTAL OVERVIEW

DEPARTMENT OF HOUSING AND RESIDENTIAL LIFE

Texas State Housing and Residential Life's (HRL) mission is to provide welcoming, inclusive living communities for our diverse student population that foster academic success, campus engagement, and personal development. Through HRL's departmental priorities of Quality, Mattering & Belonging, and Responsiveness. Professional and Student Staff work to create a supportive environment for students to grow personally and academically.

The Department of Housing and Residential Life is comprised of 4 main units. Each unit services a unique function for the department and reports to the Executive Director of HRL. The units of the department are as follows:

Residential Experience

The primary focus of this area includes the residence hall experience, community engagement, living-learning communities, behavioral concerns, residential conduct, and supervision of live-in student and full-time staff.

E: Resexp@txstate.edu
P: 512.245.3705

Housing Facilities Services

The primary focus of this area includes maintenance, custodial, furnishings, and life safety issues, as well as new construction and renovation efforts. This area works closely with the university's Physical Plant, off-campus contractors, and local vendors.

E: dhrl-hfs@txstate.edu
P: 512.245.4680

Housing Administrative Services

The primary focus of this area includes hall contracts, room assignments, hall prepayments and billing, and cancellation and exceptions. This area is also responsible for departmental publications and marketing.

E: reslife@txstate.edu
P: 512.245.2383

Housing Business Services

The primary focus of this area is to coordinate the overall function of the department including strategic planning, staffing, and administrative direction.

E: dhrlbusiness@txstate.edu
P: 512.245.4610



LIVING ON CAMPUS

COMMUNITY LIVING

TXST residence halls and apartments have established community standards, which are intended to promote the wellbeing and rights of all community members as well as maintain the facilities and physical surroundings in which the community exists. In-Community staff members lead their communities in upholding community standards.

Rights and Responsibilities

Housing and Residential Life is committed to providing students with an inclusive and welcoming environment that promotes academic success, personal growth, and connection to community. As a member of the living on-campus community, you have rights and responsibilities related to your interactions with other members of our residential community:

- The right and responsibility to be treated and to treat others with fairness, civility, and mutual respect;
- The right to a safe and secure room or apartment, free from instances of harassment, bias, prejudice, or discrimination, and without reasonable fear of harm, intimidation, or distress;
- The right to report instances of harassment, bias, prejudice, or discrimination;
- The right to exercise individual freedoms regardless of ability, age, race, sex, national origin, religious affiliation, gender identity/expression, sexual orientation, or political affiliation;
- The right to learn, study, and sleep in your room free of interference;
- The right to adequate privacy and the responsibility to respect the privacy of others;
- The right to have your property respected, and the responsibility to respect and maintain the condition of the physical facilities, equipment, and property of others;
- The right to have direct access to Residence Directors (RDs) and Resident Assistants (RAs) who can provide assistance, guidance, and support as needed, and to utilize those staff should violations of the roommate agreement, Living On Campus Handbook, or Code of Student Conduct occur to seek options for a timely resolution;
- The responsibility to ensure the safety of our community by maintaining cleanliness, and by following all guest policies;
- The responsibility to comply with reasonable requests made by community staff or university officials;
- The right to have living space concerns addressed with you directly and the responsibility to communicate with your roommate(s) and update the roommate agreement should a change in your preferences or circumstances occur (see page 7 for further information on roommate agreement purpose and expectations); and
- The responsibility to hold yourself and your roommate(s) accountable to all expectations and standards set for the space through this roommate agreement and to the expectations for all members of the TXST and Residential Life communities.



LIVING ON CAMPUS

COMMUNITY LIVING



Here To Help

The well-being of our Bobcat community is of paramount concern for Texas State. We are all Here to Help. As individual members of this community, we are often the first to recognize when a student is struggling. This site and initiative provides a way for faculty, staff, students or others to report concerning student behavior that may adversely impact a student or our university community. The report allows the university to take a proactive approach and surround the student with resources or other interventions. As a member of the Bobcat community, if you observe any concerning behavior, you may report the behavior using the online report form or contact the Dean of Students Office at 512.245.2124

This system is not monitored outside of working hours and should not be used for emergencies. If you are experiencing an emergency that requires medical, psychological or police services, call 911.

The university takes an individualized, holistic approach to assessing submissions and determining an appropriate course of action or referral based on the information provided in the submission. Whether a student is experiencing an academic setback, a personal crisis or challenge, or engaging in disruptive behavior to the university's educational mission, faculty, staff and students can report here. Students may also use this site to make a self-report, especially if they are unsure of where or how to seek help.



SUBMIT A HERE TO HELP REPORT



LIVING ON CAMPUS COMMUNITY LIVING

The Office of Equal Opportunity and Title IX

The office of Equal Opportunity & Title IX at Texas State University is responsible for overseeing and enforcing the university's equal opportunity policies and for investigating complaints of discrimination, harassment and retaliation.

Texas State prohibits discrimination and harassment on the basis of race, color, national origin, age, sex, religion, disability, veterans' status, sexual orientation, gender identity, or gender expression. Additionally, Texas State prohibits retaliation against a person who files a harassment or discrimination complaint, or who assists or participates in the investigation of a report.

Students who believe that they have experienced discrimination or retaliation by faculty, staff or contractors should report their concerns to the Office of Equal Opportunity and Title IX.

A report of suspected discrimination or retaliation may be made in person in the Office of Equal Opportunity and Title IX (Elliot Hall A, 3rd floor), or by filling out & submitting the form linked below. This link will redirect you to a secure portal. All reports will be reviewed by the Office of Equal Opportunity and Title IX to determine whether an investigation is warranted.

**SUBMIT A
DISCRIMINATION
REPORT**



Texas State University is committed to providing an environment free from discrimination on the basis of sex. The Office of Equal Opportunity & Title IX provides resources to students, faculty and staff to address concerns regarding discrimination on the basis of sex, which includes sexual misconduct.

Title IX of the Education Amendments Act of 1972 (Title IX) prohibits sexual discrimination in federally funded educational programs or activities. Sexual harassment, which includes sexual violence, is a form of sexual discrimination. Texas State University is committed to providing an environment that is free from all forms of discrimination, including discrimination based on sex. The protections of Title IX extend to students, faculty, and staff of Texas State University. Protection from discrimination on the basis of sex includes protection from being retaliated against for filing a complaint of discrimination or sexual misconduct to include sexual harassment.



LIVING ON CAMPUS COMMUNITY LIVING

The university firmly believes that the effects of discrimination, sexual harassment, and sexual misconduct are extensive, long-lasting, and destructive to the university's core values. For this reason, the university has restructured the Office of Equity and Inclusion to better meet the needs of the university community.

Under the leadership of the Director and Title IX Coordinator, Alexandria Hatcher, the Office of Equal Opportunity and Title IX serves as the university's central resource for addressing reports of alleged harassment and discrimination in all its forms; including those related to sexual harassment and sexual misconduct. University policies define prohibited conduct; provide informal and formal procedures for filing a complaint; and ensure a prompt and equitable resolution of complaints. The Title IX Coordinator for Texas State University is located in the University's Office of Equal Opportunity & Title IX

Reporting

Residential Life Staff Members are mandatory reporters. Mandatory reporters are employees who have been designated to report incidents of sexual harassment, sexual violence, interpersonal violence, stalking retaliation, or other incidents of power-based violence.

Additionally, Residential Life staff members are Campus Security Authorities (CSAs). As a CSA, Residential Life staff must report crimes that occur on campus to TXST Police Department. While staff must report the location, date, and nature of the crime, they are not required to disclose the name of the victim unless the victim consents to their name being given.

ON CAMPUS SUPPORT AND RESOURCES

THE COUNSELING CENTER

The Counseling Center supports the wellbeing and resiliency of students as they navigate life while enrolled at Texas State University. Services include consultation, crisis response, brief counseling, prevention activities and educational workshops/webinars.

The primary focus of the Counseling Center is to help students deal with personal and adjustment issues that may interfere with the ability to progress academically to their fullest potential. Students can meet with a counselor for a consultation appointment, receive assessment of their needs and recommendations for on and/or off campus services. Below are the areas of service offered for students at either the San Marcos or Round Rock locations. You can read more about our Scope of Practice and other Policies, Consent Information, Disclosure Statements and Counselor Forms.

Counseling Center - LBJ Student Center Room 5-THE 4.1
601 University Drive
Crisis / Urgent Support: 512.245.2208



LIVING ON CAMPUS

ROOMMATES AND SUITEMATES

LIVING WITH ROOMMATES AND SUITEMATES

Making the most of living in your new community starts with getting settled in and getting to know your roommate. TXST is committed to making living within the residential halls an enjoyable and growth-filled experience. Whether you and your roommate are old friends or you just met, developing a healthy relationship will help make living together more comfortable. While you and your roommate are not required to become close friends, sharing a living space will ensure you interact with one another on a daily basis.

Before You Move In

The relationship you have with your roommate should start before move-in day. Prior to arriving on campus, try discussing what each of you plan to bring and what kind of relationship you're hoping to have with one another. As excited or nervous as you may be to meet your new roommate, keep in mind that social media may not provide an accurate illustration of others. Grant yourself the opportunity to get to know this new person for who they truly are. Below are some discussion topics to begin developing with your roommate prior to living together.

ACTIONS

- How early will you be waking up?
- How late will you be staying up?
- How often do you plan to be in the room?
- What do you plan to use the room for?
- When and where do you plan to study?
- What kind of environment do you need to study?

GUESTS

- How do you feel about having friends and visitors over?
- How frequent do you plan to have guests and visitors over?
- What are your thoughts on having over-night guests?

SPACE

- How often will we clean the room?
- Who will clean what?
- What items are you willing to share?
- What items are you not willing to share?
- What is your ideal temperature for the room?

COMMUNICATION

- How should we address conflicts between us?
- How will we confront each other?
- Does in-person communication work better for solving problems?

Living Together

Once you have made it to campus, take time to get to know your roommate – this can be as simple as sharing a meal in the dining hall, attending a campus event together, or spending time together in your space.



LIVING ON CAMPUS

ROOMMATES AND SUITEMATES

Roommate Agreement

Residents are required to complete a roommate agreement within the first month of living together. The roommate agreement covers topics including ideal room temperature, guest preferences, privacy, and more. It is important to take this process seriously, and to be honest and realistic during your roommate agreement conversation.

Roompack

Roompack is a hub for resident activity that can be accessed through your TXST email account. You'll log in to roompack.com with your TXST credentials. Here you will be able to access your roommate agreement at any time, participate in community micro-surveys, and see upcoming events. <https://www.roompack.com/>

These agreements serve as a conversational starting point and should be revisited frequently as relationships between roommates grow.

Resolving Conflicts

Throughout the year, there may be times when you and a roommate or suitemate may come to some sort of conflict. Conflict is normal and is even part of the healthiest of relationships. Your success as roommates is not based on whether you've experienced conflict, but rather how you and your roommate respond to it.

DISCUSS

Great roommates openly communicate, respect one another, and willfully compromise. The first and most important step to conflict resolution is sharing concerns with your roommates; it is possible that your roommate may not be aware that you have this concern. When speaking to your roommate regarding the issue, be sure to keep these tips in mind.

- **Be Calm** – The ways in which you approach the conflict can make the issue easier to address or escalate the conflict. Remaining calm and using appropriate language will help you to solve the issue.
- **Go to the Source** – It's best to address problems with your roommate, rather than complain to others. Talking to others may only intensify the issue, instead of resolving it.
- **Use "I" Statements** – By using simple "I" statements, you can decrease any implied blame and increase your roommate's willingness to talk. "I" statements are simple and convey how you feel about the situation. For example, saying "Sometimes I can't get enough sleep because you have guests over," rather than, "You and your guests always wake me up and I can't get enough sleep. It's so annoying."
- **Time Sensitive** – It is important that you address the issues with your roommate(s) in a timely fashion. Typically, the sooner the better.



LIVING ON CAMPUS

ROOMMATES AND SUITEMATES

WORK TOGETHER

Even if you are the one initiating the conversation about a conflict, it is important to realize your role in the situation. Work with your roommate to solve the conflict and make a commitment to listen to one another. Listen – Even if you are the one bringing up the issue, it is important to listen to what your roommate has to say. Often, conflict is a two-way street - be willing to hear out their concerns, too. Compromise – More than likely, you and your roommate will not have identical preferences on the room. Be willing to compromise but stay true to yourself and your preferences. Think for the Future – Dwelling on a past issue will not help make the relationship with your roommate better. Create a plan to address any conflicts that may arise in the future.

CONSULT

You are not alone when living on campus, your resident assistant and other Residential Experience staff are here to support and assist you in resolving roommate conflicts.

- Use your Resources – If you have not yet resolved the conflict, your RA can give you helpful techniques to use when speaking to your roommate(s). Additionally, your RA and the other staff in your community are able to mediate conversations among roommates.
- Neighboring Residents – In-hall staff strongly encourages all residents to maintain contact and open communication with their neighbors next door, above, below, and across the way. This allows you to effectively communicate with neighbors regarding to resolve minor interpersonal conflicts such as noise, cleanliness of the hallway, or shared common areas.





LIVING ON CAMPUS

MEET THE STAFF



Residence Director (RD)

RDs are full-time professionals who live and work in each community. RDs oversee the day-to-day operations of the community and supervise student staff members. RD office hours are 10:00 a.m. to 5:00 p.m. weekly in each community. During non-business hours residence hall staff provide 24/7 on-call coverage to respond to student needs and assist with emergency situations.

Graduate Residence Director (GRD)

GRDs are graduate students who live and work in select communities. GRDs assist the RDs with day-to-day operations of the community.



Resident Assistant (RA)

RAs are student leaders assigned to individual floors, buildings, or communities. RAs are a student's go-to person for community living.

Desk Assistant (DA)

DAs are students who work at the community front desks. They can assist with lock outs, work orders, and escalate issues using the on-call protocol.



Custodial & Maintenance Staff

Custodians are full-time staff who maintain and clean the community facilities, including common areas, hallways, and hall and public bathrooms. Submit facilities work order via the housing portal for any maintenance needs.



LIVING ON CAMPUS

WAYS TO GET INVOLVED

Getting involved in your community is a great way to meet new friends, learn valuable skills, build your resume, and contribute positively to your living environment. Contact your residence director (RD) for details on getting involved.

Residence Hall Association

The Residence Hall Association (RHA) is the student coordinating body and umbrella organization for all of Texas State University's individual Hall Councils. It is the designated Chartered Student Organization for the Department of Housing and Residential Life. This makes it the voice for all on-campus students. RHA offers programming, leadership opportunities, and support for all students who live on campus. Additionally, RHA works closely with the Residence Life staff, and through legislation and community engagement, is charged with addressing the concerns of all residents and how to make their life on campus change for the better.

Hall Council

Hall council is a leadership opportunity and allows students to be involved within the community that the student resides in. Hall Councils reflect the interests and concerns of residents to propose changes beneficial to the community and also plan social and educational programs based on community interests. Hall Councils help foster engaging, welcoming, and developmental opportunities for all residents. Each residence hall and apartment complex is represented by a Hall Council, comprised of representatives from that community, who are elected at the beginning of the fall semester by residents of the community. Any resident may run for a Hall Council position.

National Residence Hall Honorary

The National Residence Hall Honorary (NRHH) is the premiere honorary supported by the leading international organization advocating for the interests and welfare of residence hall students, while also providing opportunities for their personal growth and development. NRHH strives to provide recognition for individuals who have contributed to the advancement of college and university housing. It ensures the advancement of member chapters through resource sharing, programming, and leadership development opportunities to contribute and support the vision of the National Association of College and University Residence Halls, Incorporated.





LIVING ON CAMPUS

WAYS TO GET INVOLVED



Programming

The in-community staff provide a variety of opportunities for you to get out of your room, meet people, and build a sense of belonging in your residential community and at TXST. Talk with your RA/GRD/RD about available programming to make the most of the time you spend outside the classroom. All programs that are held by Housing and Residential Life are free to on-campus living students. Students requiring special accommodations can work with the RA/GRD/RD of the student's community that they reside in.

Programming consists of everything from small educational events on your floor or lobby to large-scale social gatherings for everyone living on campus. Some of our favorite programs:

- Welcome Week
- Midnight Breakfast
- Football Game Tailgates

Hall Intramurals

The intramurals programs focus on recreational play with a heavy emphasis on competition. Sign up for a league with others from your residence hall community and compete against different communities. This is a great opportunity to provide exercise, fun, and connections with your peers within the different communities.

Stay in the Loop:

Hallway Bulletin Board

[Instagram.com/TXStateHousing](https://www.instagram.com/TXStateHousing)

[facebook.com/ TexasStateHousing](https://www.facebook.com/TexasStateHousing)

Search for your community's Instagram account too!



LIVING ON CAMPUS

WAYS TO GET INVOLVED



Student Staff Opportunities

The department hires student assistants to help facilitate daily operations, assist students within the halls and help maintain the facilities. We offer a flexible work environment where your academic success takes priority.

- **Resident Assistant:** The Resident Assistant (RA) is a student staff member of Housing and Residential Life who assumes major responsibilities in a residence hall for developing an environment conducive to comfortable living, academic excellence, and personal growth. Living-Learning Community (LLC) RAs additionally assume responsibilities for a specialized community designed with a particular focus.
- **Desk Assistant:** The Desk Assistant (DA) is a student staff member of Housing and Residential Life who assists in developing an environment conducive to comfortable living by providing excellent customer service at the residence hall front desk or mail room. DAs help residents by answering questions from students and guests, disbursing mail and packages, answering the phone, and checking out equipment.
- **Night Desk Assistant:** The Night Desk Assistant is a student staff member of Housing and Residential Life who assists in creating an environment conducive to comfortable living. Night Desk assistant are the primary communication between residents and HRL staff between the hours of 10 p.m. – 10 a.m.
- **Resource Room Assistant:** The Resource Room Assistant (RRA) is a student staff member of Housing and Residential Life who assists in the supervision and upkeep of the Resource Room located in the Department of Housing and Residential Life building.
- **Housing Ambassadors:** Housing Ambassadors are our front of line guest services student staff. Ambassadors will work the front desk of the Housing and Residential Life main office, and assits with tours on high-volume admissions event days.



LIVING ON CAMPUS

WAYS TO GET INVOLVED

- **Housing Facilities Services Student Employee:** The HFS student employee will assist in the warehouse and occasionally assist the HFS Moving Crew with the transportation of goods, supplies, residence hall furniture, office equipment, and related items within the university campus and off-campus as needed. This position requires extensive physical activity and heavy lifting.
- **Student Graphic Designer:** The Student Graphic Designer is responsible for designing posters, logos, shirts, banners, flyers, brochures, and other graphics.
- **Student Videographer/Photographer:** The Student Videographer/Photographer is responsible for capturing and editing pictures and videos of our residence halls, residents, staff, and events.
- **Student Social Media Specialist:** The Student Social Media Specialist is responsible for creating and scheduling content for our HRL social media accounts as well as monitoring social media activity.
- **Summer Conference Assistant:** The Student Social Media Specialist is responsible for creating and scheduling content for our DHRL social media accounts as well as monitoring social media activity.
- **Off-Campus Living Assistants:** The Off-Campus Living Assistant are students that work in Off-Campus Living to help educate students about moving off campus. They answer the phone, greet in person guests, give presentations on campus, table/market on campus, and assist in providing resources to students needing help and guidance with Off-Campus Living.





LIVING ON CAMPUS POLICIES

You will be held responsible for any activities or damage that occur in your assigned room. You are responsible for respecting the rights of your roommate/suitemate(s). You also have the right to confront others, in a polite manner, who are violating residence hall procedure or university policy, especially if the individuals are not residents. It is also your responsibility to report violations of university or residence hall regulations. Personal responsibility includes:

- Complying with all official signage posted in or around the residence halls
- Showing your university ID card if asked upon entry to the residence hall or by Residential Life Staff members.
- Reporting damages to your RA immediately.
- Treating residence hall property with as much respect as you would your own home.
- Reporting conduct that violates residence hall standards.

In addition to personal responsibility, we encourage residents to consider aspirational goals related to community. Looking for ways to encourage a positive floor that builds community spirit, while emphasizing concern and respect for others, is one approach.

Alcohol

Residents and Guests under 21 years of age:

Residents and/or guests under 21 years of age are prohibited from possession, consumption, distribution, being in the presence of, and/or sale of alcoholic beverages.

Residents and Guests 21 years of age and older:

Residents 21 years of age and older, living with roommates who are all 21 years of age or older, may possess and consume alcohol in the following places only: resident's room or in their shared common area of their contracted living assignment.

Residents 21 years of age or older living within a residential community where their roommates are not all the age of 21 or older can possess and consume alcohol within their individually contracted bedroom, but are prohibited from doing so in their contracted space's living room, kitchen, or common area. This only applies to students living within a private bed space.

Consumption and/or possession of alcoholic beverages are not permitted in/on balconies, stairways, hallways, courtyards, parking lots, laundry rooms, or any public area within or around residential communities. Alcohol containers must be unopened or closed when being transported throughout the community. Common source alcohol (kegs, funnels etc.) is prohibited.

Students may possess a maximum of two empty beverage containers (i.e. bottle, can) per resident of the room/apartment. The containers must be cleaned and repurposed for decoration only. Decoration is defined as the container with items (i.e. flowers, marbles, stones, etc.) on display on the inside of the container. The container must remain consistent throughout the duration of the year.



LIVING ON CAMPUS

POLICIES

Animals

Pets: Fish which can be housed in containers no larger than 10 gallons are the only type of pet allowed in a housing facility; each student is allowed one tank. All other pets, including visiting pets, are not permitted within on-campus housing communities. Unauthorized pet owners (and others who knowingly permit pets in their rooms, suites, or apartments) are subject to disciplinary action and up to a \$50 per day fine. Additional charges may be assessed for damage, cleaning, or pest control.

Assistance animals, in accordance with the Fair Housing Act, are allowed in a student's room/apartment. Assistance Animals include Emotional Support Animals (ESAs). Assistance animals must be approved through the Office of Disability Services and the Department of Housing and Residential Life before being brought to campus.

Contact the Office of Disability Services at 512.245.3451 or ods@txstate.edu

Appliances

Residents who are uncertain if an appliance or electronic is allowed on-campus should contact Housing and Residential Life regarding the item prior to bringing it to campus.

Appliances and electronics may be present within on-campus communities under the following conditions:

- Appliance does not have an open heating element or flame
- Appliance does not create/emit grease and/or is used for frying
- Appliance does not override the room/apartment's electrical outlet
- Appliance does not interfere with TXST Wi-Fi signal
- Appliance does not need to be professionally installed and/or replaces an appliance provided by the Department of Housing and Residential Life

Electrical appliances must display the "Underwriters Laboratory" (UL) approval.

The following items are not allowed in residence halls and apartments unless specified below or are provided by the Department of Housing and Residential Life:

- Air conditioning units
- Candles, incense, and candle/wax warmers
- Ceiling fans
- Electronic indoor grills with automatic shutoff (Allowed in apartment kitchen areas only; not allowed in residence halls at all.)
- Dishwashers
- Electronic skateboards, including self-balancing boards/scooters
- Halogen lamps, light bulbs, neon signs
- Pressurized items (e.g., scuba equipment, CO2, helium and propane canisters, etc.)
- Space Heaters



LIVING ON CAMPUS POLICIES

Balconies and Porches- Apartments

Students residing in residential communities with balconies, porch/patios, or exterior entrance passageways are not allowed to hang or attach items such as towels, clothes, rugs, mats, etc. from the railings or barriers. Students are not allowed to throw, toss, or drop anything from the balcony and are responsible for keeping this area clean.

No item may be stored in a manner that will cause deterioration of university property. If you have questions about balcony storage, contact your community front desk. The only items permissible to be stored outside, which must be directly in front of your apartment, are listed here:

- Clothes Racks Only When in Use: Clothes racks are permitted only when clothes are drying on them. Racks must be stored inside your apartment when not in use.
- Outdoor Door Mat: You may have a doormat on your balcony.
- Outdoor Furniture: Furniture designed for outdoor use (2 chairs, or one bench, and one table) may be stored outside apartments with adequate concrete patio surfaces to permit storage of such outdoor furniture on concrete. All outdoor furniture must be specifically designed for outdoor use and may not be left unattended on the grounds.
- Potted Plants: A limited number of potted plants are permitted but should not take up more than a 3' x 3' area altogether. Personal landscaping on the grounds is not permitted. Plant stands that fit within the allowed 3' x 3' space are allowed as long as living plants are present.
- Charcoal and propane grills are not allowed on the balcony.
- University furniture may not be moved onto these spaces.

Breezeways and Public Walkways

Breezeways and public walkways should not be blocked with personal items such as bikes, kayaks, furniture, or tubes.

Bicycles

Bicycles may be stored in the resident's space with roommate's agreement or properly secured in a bike rack on campus. Bicycles being transported through residential communities must be walked or carried. It is recommended that residents register bicycles with Transportation Services Bike Cave.

By university policy (UPPS 05.02.07), bicycles are not to be chained to railings or other permanent exterior building fixtures.

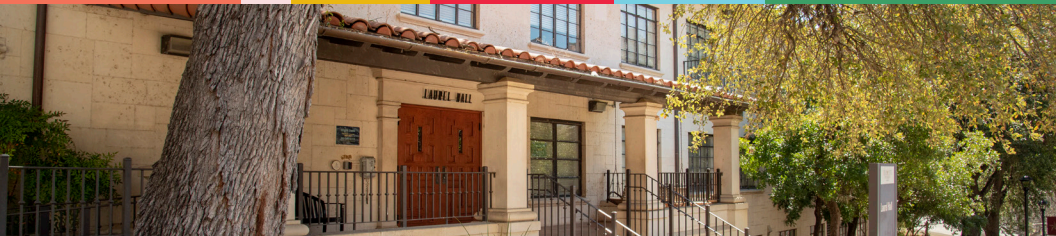
Bullying

Behaviors with the purpose to bully, intimidate, harass, and/or physically harm any member of the University community either in-person, verbally, or through electronic medium (including, but not limited to, social media websites, text messages, email, and/or instant messaging) are not permitted. See reporting options on page 6.



LIVING ON CAMPUS

POLICIES



Candles and Incense

Candles, incense, and candle/wax warmers are not permitted in on-campus communities. Battery-operated candles, potpourri, oil scented reed diffusers, room sprays, and scented electrical plug-ins are permitted within residence halls and apartments.

Cleanliness

Residents are responsible for maintaining the cleanliness of their room or apartment, including regular vacuuming, sweeping and general cleaning.

Cooking

Residents are authorized to cook in the following areas on campus:

- Residence Halls – Personal rooms with microwaves, hall kitchenettes, and outdoor grilling areas
- Apartments – Apartment kitchen, personal rooms with microwaves, and outdoor grilling areas

All cooking with grease, such as frying, is not permitted within on-campus residential communities. Residents are responsible for maintaining the appearance and cleanliness of all used cooking areas.

Except for coffee makers and electric tea pots, cooking appliances (including induction cook tops) are prohibited in individual residence hall rooms for safety and sanitation purposes. Small kitchen appliances are allowed in apartments.

Damages

Residents are encouraged to accept responsibility for their own and their guests' behavior. Students will be charged for repair (or replacement if necessary) of all damage that occurs in their unit, regardless of whom or what caused the damage (other than damage caused exclusively by a failure of university owned machines).

Prior Damages are noted on the online Room Condition Form (RCF), and each student must submit a Room Condition Form before the second week of the semester.

In common areas, whenever it is not possible to charge the damage of university property to a specific individual(s), those charges will be divided evenly among the members of the floor or hall (depending on where the damage occurred).

The Resident Hall Director, in consultation with the building's Facilities staff, will make the final determination of the costs and how the amount will be divided in an equal manner.

Your charges will be found on your student bill.



LIVING ON CAMPUS POLICIES

Decorations

Residents are encouraged to decorate their living space by adhering to the following guidelines:

- Decorations may not be permanently affixed to any surface or leave damage to any surface within a residence hall or apartment
- Empty food containers of any kind must be disposed of and are not to be used as decoration
- Live trees and wreaths are not permitted in or near residential communities
- Contact paper may not be used within communities.

Walls

- Decorations hung on walls must not leave marks of any kind including chipped paint
- Wall decals may be used within communities as long as no damage occurs to the wall
- Decorations may not be hung from a room's ceiling
- Utilizing materials to cover the walls is limited to 25 percent of the total wall space
- Residents are not allowed to mount electronics to walls
- Residents are strongly discouraged from placing street and traffic signs in their housing assignments as these items can often be identified as stolen or inappropriately obtained property. These items include, but are not limited to: street signs, traffic signals, road cones and construction barriers. While it may be possible to legitimately obtain street and traffic signs, providing proper documentation identifying this ownership may be difficult.

Doors

- Each student may hang one door decoration (supplied by their resident assistant) outside their door. In addition, one dry erase marker board (17" x 23" or smaller) per door.
- Students may not post, hang, or otherwise attach any material to the outside of their room door. Students seeking temporary exemptions to this policy (birthday, anniversary, special occasion, etc.) may submit a request to their residence director stating the purpose and the duration of time for which the exemption is sought.
- Due to fire safety considerations and damage concerns, posting on the inside of the residence hall room doors are limited to signs, posters, etc., which cover no more than 25 percent of the door.
- Door decorations cannot obstruct the room number, peephole, locking mechanism, and/or doorknob



LIVING ON CAMPUS

POLICIES

Doors

Tampering with, forcing, or disabling a door's locking mechanism, or propping a main entrance or locked door and leaving it unattended, is prohibited. See above for door decoration information.

Drones

The use of drones is prohibited within Residential Life communities.

Drugs

Illegal use, possession, distribution, or manufacture of drugs or controlled substances is not permitted within or near on-campus communities. Possession or use of drug related paraphernalia (including bongos, grinders, hookahs, and pipes) is also prohibited.

Elevator

Tampering with elevator safety systems, placing furniture in or in front of elevators, or engaging in activities that damage or interfere with the operation and safety of the residence elevators is prohibited.

Email

Residents are responsible for all material sent to their TXST email account by The Department of Housing and Residential Life and should check their email at least once every 24 hours.

Evacuation

Residents and guests are required to evacuate a building when an alarm sounds, emergency flashing lights have been activated, or when instructed to do so by TXST staff members or emergency personnel. Re-entry into a building is prohibited until approved by TXST staff members or emergency personnel. See evacuation locations on page insert 35 in this handbook.

Extension Cords

All extension cords must have the UL label approval. There is a limit of one extension cord per electrical outlet. Extension cords may not be plugged into one another. Residents may not run cords under rugs or mattresses, over sinks, through doorways, or through windows

Flammable Items

Items with an open flame, heating source and/or flammable items, such as lighters, charcoal, and lighter fluid, are not allowed within on-campus residential communities.

Failure to Comply

Residents and their guests must comply with all written and verbal requests and instructions from Department of Residential Life staff or any other University Official. This includes any request to produce valid identification.



LIVING ON CAMPUS POLICIES

Furniture

Residents are responsible for all furniture and its condition upon checkout of their space. All provided furniture must remain within the assigned room or apartment. Furniture must remain within the space where it is placed within the community.

University housing facilities do not provide storage space for luggage or unused furniture. Personal belongings, such as suitcases, trunks, etc. may not be stored in any space outside the assigned room or apartment.

Bed Risers and Lofts

Lofts not provided by the Department of Residential Life are not allowed. Commercially available bed risers (not to exceed 12 inches) are permitted provided they do not contain a pass-through electric plug or charging station. Cinder blocks and other homemade devices are not permitted.

Food Preparation and Disposal

All residence halls have kitchen facilities and microwave ovens in designated common areas. Stoves and ovens should be kept clean to prevent fire hazards.

Students are expected to clean up after using kitchen facilities. Apartment residents who do not clean their stove or oven properly are subject to cleaning charges.

Food items should be stored properly (within your residence hall room or apartment) to keep pest problems under control. Students who store food in their room or apartment are strongly advised to use sealable containers to avoid pest issues.

No food should be left or stored in the common areas.

Items need to be cleaned in the vicinity of either a kitchen sink or a non-bathroom sink. Food particles, such as noodles, rice, and grease must be disposed of in the garbage and not in a sink.

Gambling

Texas law prohibits raffles, lotteries or games of chance that do not meet strict state regulations. Gambling, which includes any exchange of money for a chance at a greater prize, is prohibited.

Grills

Barbecue grills of any kind are not allowed in university apartments or residence hall rooms. This includes use on balconies and in walkways.

Some residential communities provide grills in designated areas for student use. Their use is prohibited between 10:00 p.m. and 7:00 a.m. Lighter fluids, charcoal or other types of flammable liquids and materials are also not permitted to be stored in any university residence area; students may purchase small amounts for onetime usage. For safety reasons, use of the barbecue grills may be limited or prohibited, depending upon drought-related weather conditions.



LIVING ON CAMPUS POLICIES

Harassment

Activity (verbal, written, graphic, and/or physical) that is threatening in nature or any form of harassment is prohibited.

ID Cards

The Texas State University ID card is used for a variety of purposes, including admission to the housing and dining facilities, recreational facility privileges, and entertainment and athletic events. The card is nontransferable and may not be used by anyone other than the one to whom it was issued.

Lost ID cards should be immediately reported to the ID Services office, 512-245-2297 or email IDServices@txstate.edu.

The ID Services office is located in the LBJ Student Center in room 2-9.1. Office hours are Monday-Friday 8:00 am to 5:00 pm





LIVING ON CAMPUS POLICIES

Keys

For the safety of all residents and their belongings, residents must lock the doors to their rooms when not present. Students are NOT permitted to install their own locks in their rooms, apartments, and bathrooms.

Copying of Keys

- Copying of keys or key cards issued by the Department of Residential Life is prohibited.

Lost or Damaged Keys

- Residents must immediately report a lost or damaged key to their community's front desk for proper replacement. A lock and key replacement charge will be assessed to the resident's fee bill. Residents are liable for fees to replace any key not returned to the Department of Residential Life upon check-out.

Responsibility

- The key(s) to a resident's room is to be used/possessed only by the resident. Residents are responsible for all keys issued to them by the Department of Residential Life.
- Students may not give or loan these keys to a guest or other student nor should a student be in possession of any residence hall key not specifically granted as authorized use by hall staff. The student may only deliver, surrender, or relinquish these keys to a residence hall staff member.

Lockouts

- If the student misplaces their key(s) or gets locked out of their room, the front desk can provide them with another key to their room for a limited length of time. A fee will be charged for lockouts that occur after the 12th day of class. The fee is \$5.00 between 10:00 a.m. and 10:00 p.m.; \$25.00 between 10:00 p.m. and 10:00 a.m. The staff will provide the student with a temporary key(s) to access their room. They must return the key(s) within 24-hours. The student will need to show their room key(s) when they return the temporary key(s) so staff know that their key(s) is not lost. If the temporary key(s) is not returned, we will assume your key(s) is lost and the student will be billed for the lock change(s) to their room and/or suite. Costs vary due to the room styles and the number of locks per room and/or suites. Charges for both the lockout fee and lock change costs are nonrefundable.

Litter

Littering anywhere on campus, inside and outside, is prohibited.





LIVING ON CAMPUS POLICIES



Musical Instruments

Students who wish to practice or play musical instruments are encouraged to utilize practice rooms located in the Music Building.

Medical Supplies

Residents are responsible for properly disposing of hypodermic needles, syringes, or other biohazardous materials needed for medical reasons

Residents are responsible for the proper storage, management, dispensing, and ingesting of prescription and over the counter medication. Residents with prescriptions for controlled substances should keep their medications secured in a lock box. Use or possession of prescription drugs by someone other than for whom they were prescribed is illegal and strictly prohibited.

Noise and Quiet Hours

Courtesy Hours

Courtesy hours are in effect 24-hours a day within on campus communities.

Quiet Hours

Quiet hours are defined as a period during which each resident or guest is responsible of ensuring their noise level does not disturb any other resident in the hall. There should be no screaming, singing, events, parties, music, or other noise-making activities taking place when quiet hours are in effect. Lounges are not to be used during this time unless it is for study purposes. Quiet hours are in effect as of:

- Sun.–Thu.: 11:00 p.m.–7:00 a.m.
- Fri.–Sat.: 12:00 a.m.–7:00 a.m.

Final Exam Quiet Hours

During final exams, 24-hour quiet hours will be set to help with the successful completion of exams.

Noxious Odor

Noxious odors are any aroma of such intensity that it becomes apparent to others. I.E: cigarette, cigar, or pipe smoke; incense; perfume; air freshening spray; or copious amounts of dirty laundry. When a noxious odor can be localized to a particular room/apartment, the student(s) and/or guests of that unit may be in violation of policy



LIVING ON CAMPUS POLICIES

Operation of a Business

Residents are not permitted to operate a business from their room, apartment, or on-campus community. Personal solicitation for tickets, apartments, books, etc. is prohibited.

Personal Safety Items

Residents and guests can possess pepper spray, mace, and tasers for safety in on-campus residential communities. The use of these items to intimidate or harm another person is prohibited.

Personal Transportation Devices

Skateboards, Skates, Scooters (non-motorized) - Skateboarding and skating is not permitted in and/or around Residential Life property and communities. These items must be stored within a resident's room or vehicle.

Electronic Skateboards - Electronic skateboards, including self-balancing boards/scooters, and any similar equipment are prohibited from being used, stored and/or charged in any Residential Life building.

Scooters, Motorcycles - Scooters and motorcycles must follow parking and traffic rules and are not permitted on sidewalks. Scooters and motorcycles are not permitted inside of any Residential Life building. Scooters and motorcycles must be parked in accordance with regulations set forth by Parking & Transportation Services.

Private Room and Vacancies

If a space becomes available in a student room or apartment, Housing Administration may assign another student to that space at any time during the semester with little or no notice. Until then, the vacated space must be kept move-in ready. If the student in the room wishes to have a private/single room, the student should contact Housing Administration to discuss availability and single room rates, when available due to occupancy.

Room/Apartment Entry

Students must permit any authorized employee of the University to enter their room or apartment for the purpose of inspection and, if necessary, to enforce reasonable rules and regulations ensuring the safety, welfare and comfort of all students and the University. University staff may enter and search student rooms without permission and/or consent of student if reasonable suspicion exists of violation of university policy, concerns about safety of the student(s) and/or guest(s), and/or situations that may cause harm to others.

Smoking/Use of Tobacco

The Texas State University campus is a tobacco-free campus, tobacco use is not allowed inside or outside of any residence hall or apartment, academic, student-service, or administrative building. All smoking paraphernalia and apparatus (i.e. shisha pipes, vapor and electronic cigarettes, hookahs) are prohibited in university housing.



LIVING ON CAMPUS POLICIES

Safety Equipment

Safety equipment including sprinklers, smoke detectors, emergency doors, heat sensors, fire exit signs, fire extinguishers, pull stations, hoses, alarm bells, and any other safety equipment is necessary to safeguard residents. Deactivating, handling, using, or interfering with any fire or safety equipment for any reason other than an emergency is prohibited.

Sprinkler System

- Residents are prohibited from hanging items from, covering, or otherwise tampering with fire sprinkler devices and emergency doors.
- Balls, frisbees and other items that can damage the sprinkler head are not to be thrown in living spaces, hallways, or other public areas.
- Items should not be hung or stored within 18 inches of the sprinkler head.

Solicitation

Commercial solicitation is prohibited within on-campus residential communities. Report solicitation to a Residential Experience staff member or UPD (University Police Department). More information regarding posting flyers in the residence hall can be found here: <https://www.reslife.txst.edu/resources/advertise.html>

Sport Activities

Sports should be played in designated recreational areas and facilities. Residents may not engage in sports or sports-related activities within residence hall living space, lounges or other public areas. Sports include, but are not limited to, playing Frisbee, tossing balls, wrestling, rollerblading, and skateboarding.

Throwing, dropping or shooting any object or projectile at, into or from within the residence halls is strictly prohibited.

Setting up pools, pits, or other vessels to hold liquid, fire, or other substances is prohibited.

“Slip and slide” type activities are also not permitted.

Playing sports in confined areas such as living spaces and hallways can lead to student injury, activation of sprinkler system, and/or damage to personal and university property.

Subleasing

Residents are prohibited from subleasing their room/apartment to another person through any means, including rental websites and/or apps.

Suite and Apartment Bathrooms

Residents are not permitted to enter a bedroom through bathrooms in suite-style rooms and apartments without the permission of the occupants of the room. Entering another student's room without permission can result in administrative sanction and/or arrest for a felony offense. Residents are not permitted to install locking mechanisms on bathroom doors.



LIVING ON CAMPUS POLICIES

Technology

Students are prohibited from downloading media and/or participating in file sharing that violates copyright laws. Specific information concerning university policy can be located at bit.ly/TXSTcopyright.

All students are responsible for the information they post online. Housing staff may take into account information posted on online communities (e.g. Facebook, Twitter, Instagram, Snapchat, GroupMe) during administrative review.

Trash Removal

Students must take all trash to the designated trash areas. Room trash should not be placed in community, hall, bathroom or public area trash receptacles. Bags of trash are not to be kept in the hallways, stairwells, or balconies. Offenders may be subject to disciplinary action and/or be assessed a cleaning and/or a trash removal fee of \$150

Trespassing

Within each on-campus community, there are areas that residents are not allowed to enter such as the roof and maintenance closets/hallways. Residents are responsible for contacting a Residential Life staff member to determine the areas that are off limits within their community. Residents are also not allowed to enter another resident's room without permission from that resident. Entering another student's room without permission can result in administrative sanction and/or arrest for a felony offense.

Visitation and Guest Policy

The presence of a guest in a residence hall, apartment, or room must not compromise the personal or academic well-being of roommates, suitemates, or other building residents. Guests are welcome in a resident's room, suite or apartment, only upon agreement of all roommates/suitemates. A roommate/suitemate has the right to ask a guest to leave at any time. Guests may be present in common areas within a community as long as they are escorted by a resident of the community





LIVING ON CAMPUS POLICIES

Guest

- A guest is defined as any individual who is not a contracted resident of the specific residence hall, apartment, or room in question. Each guest must have a resident host and be escorted at all times within the residential community. Residents are responsible for notifying guests of university and Residential Experience policies and procedures and will be held accountable for the behavior of their guests. Guests will be asked to leave the building or community by Residential Experience staff members if they are found to be disrupting the community or in violation of Residential Experience or TXST policy.

Escort Policy

- All guests are required to adhere to visitation hours and be escorted by their resident host at all times within on-campus communities. Guest must use the gender appropriate rest rooms in the community. Bathrooms located within suites are designated to the gender of the occupants of the suite. Guests cannot be left in the building, residence hall, or apartment when a resident host is not present.

Cohabitation

- Cohabitation exists when a person who is not assigned to a particular residence hall room or apartment uses that room or apartment as if they were living there. Cohabitation is a violation of the housing contract and is not permitted.

Weapons

All students and guests living on or visiting Texas State's campus must abide by the University Policy and Procedure Statement 1.04.45 related to the legal possession of firearms on campus. More information can be found here: <https://policies.txst.edu/university-policies/01-04-45.html>

No person shall openly carry firearms or illegal weapons (as defined in Texas Penal Code 46.05a) or display a deadly weapon in a manner calculated to cause alarm (as prohibited by Texas Penal Code Section 42.01) while on university property. Exceptions to this prohibition include persons commissioned as peace officers in the state of Texas and federal law enforcement personnel.

Effective August 1, 2016, concealed carry of a handgun by license holders is allowed on Texas public university campuses subject to the restrictions imposed by statutes and by the University President. Concealed carry is prohibited in some buildings on Texas State University Campuses. Please see www.txstate.edu/campuscarry.

Any facsimile weapon or weapon replica is prohibited in University housing. Facsimile weapons and weapon replicas include but are not limited to water pistols, pellet guns, and B.B. guns.

Presence of any knife or blade longer than 3 inches is prohibited within any university housing building.



LIVING ON CAMPUS POLICIES

Windows

For more efficient heating and cooling, residence hall and apartment windows are not to be opened.

Residents are not permitted to throw anything from windows within on-campus communities. Screens must always remain on windows.

It is not permissible for residents to hang or place anything in or on windows that may be viewed from the outside of the building other than blinds or curtains.

Individuals are not permitted to enter or exit through a window. Students and guests are required to enter and exit buildings through designated doors.





LIVING ON CAMPUS PROCEDURES

Conduct Process (Student Conduct)

Texas State students and residents are responsible for understanding and following the Student Handbook, Living on Campus Handbook, and the housing contract.

The Student Handbook and Housing Guidelines can be found at dos.txstate.edu and reslife.txstate.edu. Housing and Residential Life work along with the Dean of Students Office to address possible violations.

Assistance or Service Animals

Texas State University recognizes the importance of service animals that provide physical or emotional support to individuals with disabilities, as defined by the Fair Housing Act.

Although university policy prohibits animals of any type in university housing, the university will consider requests submitted by a person with a disability and if the accommodation is reasonable. However, emotional support animals may not be kept in university housing without prior approval. Unauthorized pet owners (and others who knowingly permit pets in their rooms, suites, or apartments) are subject to a \$50 per day fine.

Emotional Support Animals (ESA) are permitted in the Residential Facilities when the ESA is approved by the Office of Disability Services and the owner has met with a representative from the Department of Housing and Residential Life.

Authorized pet owners will be responsible for properly maintaining the hygiene, health and vaccination of the approved animal. It is also the student's responsibility for the cleanup and disposal of the animal's waste. Per the student code of conduct, the student will be held responsible for animals that are disruptive to the community.

For specific information concerning the approval process please refer to bit.ly/odshousingtxst.

Damage Appeals

The Department of Housing and Residential Life will assess charges for damage beyond normal wear and tear, and vandalism that is deemed intentional, unintentional, or excessive.

Residents may be billed for common items including but not limited to:

- Missing keys
- Excessive cleaning
- Missing or damaged furniture
- Damages to walls, floors, ceilings, windows, etc.
- Unauthorized alteration to a room, apartment, suite or floor
- Common area damage



LIVING ON CAMPUS PROCEDURES

Individual Room/Apartment Damages:

Resident Assistants will conduct the initial room inspection during check out with the resident to determine if any damages are present. If there are damages present, the Residence Director will conduct a final room inspection and make an assessment of the final charges for the damages after the halls close.

Suitemate or Apartment Damages:

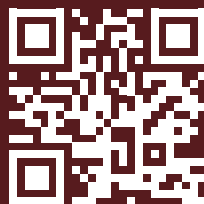
In situations where one roommate or suitemate vacates before the other(s) and there is damage assessed to a common area (living room, kitchen, bathroom, etc.), all residents assigned to that apartment, room or suite will be charged equally until the person responsible can be identified in writing. Residents must come to an agreement and the responsible party must provide signed documentation acknowledging their responsibility to the Department of Housing and Residential Life via email to ResExp@txstate.edu from the individuals Texas State University Email Account.

If a resident is billed for closing damages, the Department of Housing and Residential Life via the Residence Director for the resident's hall, will send a notification email to the resident's University Email informing the resident to review their student account to view the charges. The resident is responsible for payment of these charges. Students can view their account and make online payments using the Student Business Services site. (SBS) site.

Charges are inclusive of time, labor, institutional grade materials and professional facilities staff who complete the work.

Damages under \$5.00 will not be billed to student accounts.

**ACCESS YOUR
SBS ACCOUNT
MAKE PAYMENTS, VIEW
CHARGES**





LIVING ON CAMPUS PROCEDURES

Appeal Process:

1. Once the student receives notification of the charges via email to their Texas State email account, they have ten (10) business days from the date of the email to request an appeal for charges indicated in the email they received.
2. The appeal must be emailed to ResExp@txstate.edu through their Texas State email address within 10 business days of the notification email from the Department of Housing and Residential Life. Due to FERPA regulations, a parent/guardian cannot submit an appeal on behalf of the student.
3. If a resident disagrees with the damage charges assessed, they have the option to appeal these charges if they meet at least one of the following criteria:
 - a. The charge amount is not appropriate for the damage incurred,
 - b. The resident did not reside in the space during the time the charge was placed, and/or
 - c. The resident is not the responsible party for the damage and a roommate is taking full responsibility for the damages charged.
4. Informal questions regarding the origin and cause of a charge are not considered an appeal.
5. Appeals will only be considered for charges specific to Residential Experience practices including:
 - a. Temporary card and key lockout fees
 - b. Lock change requests
 - c. Damage billing
6. Appeals will not be reviewed or accepted after the 10th business day. Failure to submit an appeal within the appeal deadline because they did not or do not check their email regularly will not be accepted.
7. After a formal appeal has been submitted, the appeal will be forwarded to the Residence Director supervising the community from which the charge originated. If there is no Residence Director currently overseeing the community, the appeal will be forwarded to the Assistant Director overseeing that area.
8. The Residence Director or appropriate designee will review the request for appeal and investigate the charges. The Residence Director or appropriate designee will render a decision on financial responsibility related to the damage charge. Following the rendering of a decision, the Residence Director will reach out via email with the outcome of the appeal and any appropriate next steps.



LIVING ON CAMPUS

POLICIES

Room Change Requests

Students interested in a room change may submit a request in the Housing Portal after the 12th class day of the Fall or Spring semester. A request does not guarantee a room change. Students who submit a room change request will meet with their Residence Director to discuss the request and then receive an offer if availability permits. An offer must be accepted within 24 hours, students will typically be cleared to move over the nearest weekend period. If a student declines or fails to respond to the offer, then the student will need to submit a 2nd request.

The Room Change request process is dependent on availability and can take several weeks, especially when housing is experiencing extended occupancy, at the beginning of the semester.

Room/Apartment Entry by Staff

The Department of Housing and Residential Life holds the right for authorized employees of the University to enter resident's room or apartment for the purpose of inspection and, if necessary, to enforce policy for the safety of all students and the University. This could include but not limited to

- When occupant in a room/apartment provides permission
- When there is an immediate threat, or reason to believe that there is a threat, to the health and/or safety of residents or property
- When it is necessary to preserve campus order, security, or discipline
- By search warrant issued by an agency of the law
- During fire drills, alarms, or severe weather evacuations
- For purposes of routine maintenance repairs or inspections
- To shut off unattended loud stereos, radios, alarm clocks, telephones, or other noise-producing devices, after attempting to contact the residents of the room/apartment
- To open doors for suite-bathroom lockouts
- To conduct health and safety inspections after sending at least 24-hour notice
- To clean bathrooms within suites over winter break
- To complete maintenance requests or repairs
- To conduct end of the semester room inspections
- To conduct room inspection prior to a resident moving out
- To conduct room inspections after a resident moves out
- To conduct room inspections prior to a resident moving in

University staff may enter and/or search resident rooms without permission and/or consent of student if reasonable suspicion exists of violation of university policy, safety concerns of the student(s) and/or guest(s), and/or situations that may cause harm to others.

Residential Life staff members will lock any unsecured doors found during the room/apartment entry process.



LIVING ON CAMPUS

FERPA

Student Privacy

The Family and Educational Rights and Privacy Act (FERPA) is a federal law regarding the privacy of student records and the obligations of the institution, primarily in the areas of release of the records and the access to these records. Any educational institution that receives funds under any program administered by the U.S. Secretary of Education is bound by FERPA requirements. Institutions that fail to comply with FERPA may have funds administered by the Secretary of Education withheld.

What is FERPA?

The Federal law, Family Educational Rights and Privacy Act (FERPA), protects the privacy of the student education records and guarantees students' access to their own records. These rights include:

1. The right to inspect and review the student's education records within 45 days of the day Texas State receives a request for access. Students should submit to the Registrar, Academic Dean, Department Chair, or other appropriate official, written requests that identify the records they wish to inspect. Texas State will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not maintained by the university official to whom the request was submitted, that official shall advise the student of the correct official to who the request should be addressed.
2. The right to request the amendment of the student's education records that the student believes are inaccurate or misleading. Students may ask the university to amend a record that they believe is inaccurate or misleading. They should write to the university official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the university decides not to amend the record as requested by the student, the university will, within a reasonable time, notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. A school official is a person employed by the university or the Texas State University System in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff) a person or company with whom the university has contracted (such as an attorney, auditor, or collection agent); a person serving on the Board of Regents, Texas State University System; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the university discloses education records without consent to officials of another school in which a student seeks or intends to enroll.



LIVING ON CAMPUS

FERPA



4. The right to file a complaint with the U. S. Department of Education concerning alleged failures by Texas State to comply with the requirements of FERPA.
5. The right to know the types of personally identifiable information that Texas State deems directory information that it may release without consent. Texas State has designated the following information as directory information: (1) name; (2) fields of study, including major and minor; (3) enrollment status (actual hours enrolled, undergraduate and graduate, etc.); (4) degrees, certificates, and awards received; (5) type of award received (academic, technical, continuing education, etc.); (6) dates of attendance; (7) student classification; (8) name of the most recent previous educational agency or institution attended; (9) telephone number; (10) Active, local and permanent addresses, excluding e-mail address; (11) weight and height of athletes; (12) participation in officially recognized activities and sports; (13) names of prospective graduates; (14) names of parents; (15) photographs of students, and (16) any other records that could be treated as directory information under FERPA.
6. The right to refuse to let Texas State designate the types of directory information. Any student may refuse to let Texas State designate any or all of the above types of information about the student as directory information. To do so, the student should file a written request in the Registrar's Office during the first twelve (12) class days of a fall or spring term, or the first four (4) class days of a summer term. The student should specify in his or her request the types of information that should not be designated as directory information, or the student may direct that all of the above types of information not be designated as directory information. Texas State will apply the request to the student's records until the student notifies the Registrar's Office otherwise. Texas State may release the results of campus disciplinary proceedings concerning alleged perpetrators of violent crimes to the victims of those violent crimes.



LIVING ON CAMPUS

SAFETY

Safety

Your health and safety is a priority at Texas State University. Emergency call-light boxes are located throughout campus for student use, residence hall staff provide 24/7 on-call coverage to respond to student needs, and electronic access systems limit hall access for those who do not reside on campus. However, all students play a part in maintaining a safe environment on campus. Reporting suspicious behavior, locking your door, and being aware of emergency response protocols are some of the ways in which you as a TXST student can take an active role in protecting yourself and your fellow Bobcats. Please review and utilize the safety guidelines included in this section of the handbook to ensure that our campus remains an environment that is conducive to student learning and success.

Annual Security and Fire Safety Reports

In compliance with the Higher Education Act of 1965, as amended by the Higher Education Opportunity Act of 2008, Texas State University publishes a combined Annual Security and Fire Safety Report, which contains up to three years of data concerning campus security and personal safety including topics such as: crime prevention; university police law enforcement authority; crime reporting policies; programs to prevent dating violence, domestic violence, sexual assault and stalking; the procedures the university will follow when one of these crimes is reported, and other matters of importance related to security and safety on campus. Go to the link below and click “Download Annual Security and Fire Safety Report” to view the material. <https://compliance.txst.edu/clery/annual-security-and-fire-safety-report.html>

Emergency Communication

Emergency Text Messaging and Email System (TXSTATE Alert)

The TXState Alert system notifies the university community about emergency situations. Sign up by navigating to the QR Code, clicking “Sign Up,” and logging in to add a phone number and email to receive alerts



Broadcast Email

All members of the TXST community will receive broadcast emails.

Website

The “Safety and Emergency Communications” page displays emergency updates for the San Marcos and Round Rock campuses. Scan the QR code to review updates:





LIVING ON CAMPUS

SAFETY

Bobcat Guardian App

The Bobcat Guardian App is a free mobile app that creates a virtual safety network between those you trust. The app allows you to set a safety timer for periods of time, such as walking across campus at night or meeting someone new for the first time, and allows those in your circle to check in on your status. If the timer runs out before you deactivate, the app notifies UPD and the “guardians” you have designated with your GPS location. UPD can also be called with a press of a button directly within the app. More details about the app and frequently asked questions can be found by clicking on the link: <https://www.police.txst.edu/campus-safety/bobcat-guardian.html>

Emergency Preparation

Save important numbers in your phone and post them in a visible location within your residence. Some numbers include but are not limited to:

IMPORTANT NUMBERS:

DHRL Night Desk: 512.245.3337

TXST PD: 512.245.2805

SMPD: 512.753.2108

Nite Cats: 512.245.7777

**Counseling Center Crisis/Urgent
Support (24/7): 512.245.2208**

Prep an emergency supply kit – Having a “go-bag” with materials that would allow you to survive for several days on your own is an important part of disaster preparedness. The federal government provides materials lists and maintenance and storage recommendations for emergency kits, which can be accessed at this link: <https://www.ready.gov/kit>.





LIVING ON CAMPUS

SAFETY

Personal safety – what you can do to protect yourself

- Avoid walking alone at night unless necessary. When walking, keep to well lit, commonly traveled routes.
- Familiarize yourself with campus. Avoid taking shortcuts through dark, isolated areas, especially at night. Walk purposefully, know where you are going, and project a confident image.
- If you feel threatened, contact police via the Bobcat Guardian App or an emergency phone.
- Have your room and car keys ready; carry them in your pockets or have them easily accessible.
- Lock your doors and windows when you are not in your room or are sleeping.
- Do not post personal contact information such as phone numbers or your on-campus address on public web sites or social media.
- Share your itinerary with people you trust, especially if you are meeting someone new. If meeting someone new, arrange to meet in a public place.
- Consider calling Nite Cat for late-night transportation: The Nite Cat hours of operation, routes and schedules, and information about how to request a ride can be found by clicking on this link: <https://www.transportation.txst.edu/alternative/nitecats.html>

Community safety – what you can do to protect your community

- If you see suspicious persons in or around your residence hall or apartment or feel threatened at any time, contact the TXST University Police Department immediately and report it to the front desk of your residence hall.
- Never prop open a door.
- Never let someone you do not know into a building. Be mindful of tailgating.
- Tailgating occurs when someone enters a building after another individual has opened the door. This often occurs when a student is not paying attention or when students hold the door open for others, assuming that they live in the building. It is important that all persons scan into the building.
- Observe all policies and procedures.

Report any security concerns to a Housing and Residential Life staff member.



LIVING ON CAMPUS

SAFETY

Emergency Procedures

Texas State University operates under a standard plan of action to help community members stay safe during emergency situations. These response actions fall into four categories: lockout, lockdown, evacuate, and shelter. The standard response protocol for a variety of emergency situations, including but not limited to active shooter events, hostage situations, fire, flood, tornados, gas leaks, and medical emergencies, are available on the “Emergency Procedures” page of the TXST website. Click the link provided below and click the name of each emergency event to see instructions for your emergency response: <https://www.police.txst.edu/campus-safety/emergency-procedures.html>

In the event of an emergency, the university will provide instructions via the TXST website,

emergency text messaging system, and Housing and Residential Life emails. In all severe weather and other crisis situations, be sure to stay in contact with and follow the instructions of Residential Life staff members.

Evacuation Procedures

The following locations will be used in the case of an evacuation, such as a fire alarm. Please find the nearest exit and stand at your community’s assigned meeting area and wait for further instructions. All individuals in the building must follow the directions of the staff and other emergency personnel and may not re-enter the building until the supervisor of the residence gives permission. University, state or city officials may enter rooms to verify evacuation of residents. When a fire alarm or evacuation alarm is activated, you are required to immediately evacuate the building:

Residence Hall	Evacuation Zone
Arnold/Smith Complex	Arnold Hall: Across Russell Street to Smith Hall Courtyard Smith Hall: Across Russell Street to Arnold Hall Courtyard
Bexar Hall	Academy Street Garage
Blanco Hall	Moore St. Or by Falls/Sayers Dumpster
Bobcat Village	Building 3,4,5,6,7: Backside of Parking Lot (towards Mill St./Mill St. Parking Lot) facing building Buildings 8,9, 10,11,12: Center of Parking Lot facing building (in the horseshoe parking lot) Buildings 13,14,15,16,1: Backside of Parking Lot facing building (towards the Campus Rec Field) Main Office, Gym, Club House: Backside of Parking Lot (towards Mill St.) facing building



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SAFETY

Residence Hall	Evacuation Zone
Brogdon/ Mesquite Complex	Brogdon: Commons Dining Hall and the Nursing Building Mesquite: Commons Dining Hall and the Nursing Building
Butler Hall	across the N Edward Gary St, near Sterry or the Education Building
Chautauqua/Gaillardia Complex	Chataqua: Student Health Center Parking Lot Circle Gaillardia: Student Health Center Parking Lot Circle
College Inn	Gaillardia Street
Elena Zamora O'Shea/ First Five Freedom Complex	Elena Zamora O'Shea: Speck St. First Five Freedom: Speck St.
Falls/ Sayers Complex	Falls: Blanco Parking Garage Sayers: Blanco Parking Garage
Jackson Hall	Jackson Green Parking Lot and LBJ Parking Garage
Lantana Hall	Concho Green near Butler Hall
Laurel/Retama Complex	Laurel Hall: Area between Brogdon Hall and Brazos Hall or The quad past mesquite. Retama Hall: The quad past mesquite or the lawn by the bus stop
San Jacinto Hall	Woods Street Garage or the concrete area in front of Tower Hall
San Marcos Hall	In the parking lot on Llano Circle or across Academy St
Sterry Hall	Concho Green near Butler Hall



LIVING ON CAMPUS

SERVICES OFFERED

Laundry

Laundry rooms are located in a central location in the halls and are equipped with high efficiency washers which require the use of High Efficiency (HE) detergent. In Bobcat Village, a washer and a dryer are provided in each unit. Your room rates include the cost of using the laundry equipment, so it is expected that these facilities are used solely by the residents of the assigned hall. Non-residents are prohibited from using these laundry facilities.

It is encouraged and recommended for you to stay with your laundry when using the washer and dryer. DHRL is not responsible for laundry left unattended. If laundry is left unattended for 24-hours or longer, the unclaimed laundry will be considered abandoned property, at which point custodial staff will bag, label, and bring the laundry to the front desk of the hall. Unclaimed laundry will be held behind the front desk for a week, after which point the unclaimed laundry will be donated to a local charity.

It is your responsibility to learn the proper operation and care of the items by reading the appliance guidelines. You are responsible for your own laundry items and for following the proper procedures in washing and drying.

Insurance—Property

Texas State assumes no responsibility for any loss or damage to your personal property. If your belongings at school are not covered by a parent's homeowner's policy, we encourage you to visit with your current insurance agent about options, as well as review student-specific insurance vendors to make the best choice for your family.

Dining services

If you live on campus in a residence hall (other than Bobcat Village) you are required to have a Resident Dining Plan (Bronze Option 1 or higher) for each semester you live on campus. You can learn more about dining services and the different meal plans by visiting their website.

<https://www.auxiliaryservices.txst.edu/services/dining/Meal-Plan-FAQ.html>

Equipment Rental

Every community front desk has different items, such as board games, kitchen supplies, vacuums, etc., available for checkout. In order to check out these items stop by the front desk to sign an item out. All items must be returned in the same condition checked out.

Front Desk

Each residential community and apartment have a desk, but it may be housed in a building other than your own. Front desk locations are noted in the "Important Numbers" section at the end of this publication. Your community's front desk can assist you in placing maintenance requests, issuing a temporary key to your room or apartment, and locating other on-campus resources.

Front desks are staffed from 10 AM-10 PM. Phone numbers will be posted at the front desk should you need assistance outside of those hours. In case of emergencies, you can also contact TXST Police by dialing 911.



LIVING ON CAMPUS SERVICES OFFERED

Distribution of Advertisement

Fliers and posters promoting events must be approved by DHRL, during regular business hours. Fliers must clearly designate the sponsor of an event and may not discriminate or encourage illegal activity. Postings without approval will be removed. Advertising on the digital screens in the residence halls must be submitted at least 10 business days prior to posting and be formatted correctly. All requests must be submitted online at bit.ly/advertiseinhalls.

Mail Delivery

U.S. Mail is delivered to each residence hall or apartment Monday through Saturday. Deliveries such as UPS or FedEx are accepted—check with your hall front desk for daily package pick-up hours and locations. The student's name and mailbox number must be on all mail and packages. A notification email will be sent to alert for both mail and packages. Bring a picture ID to claim packages. Non-mail deliveries (with the exception of flowers) are not accepted.

How to address your mail:

Student Name (First & Last Name, no nicknames)

Residence Hall Street Address, Room #

San Marcos, TX 78666

Maintenance

The Department of Residential Life staff provides safety equipment inspections, general maintenance (painting, plumbing, electrical maintenance, and carpentry), and custodial services. Residential Life custodians clean all public areas of residence halls and apartment communities, including lobbies, community bathrooms, corridors, study rooms, kitchens, and laundry rooms.

Residents who have private or suite style bathrooms are responsible for cleaning.

If you have maintenance needs or damages, report them online via a maintenance request. If the problem is not resolved, the RD should be contacted. If emergency repair work is needed after 5:00 p.m. on weekdays or anytime on weekends, consult the front desk.



SUBMIT A MAINTENANCE REQUEST

Vending/ice

For your convenience, there are vending and ice machines located in most residence halls. Please see your RA for location.



LIVING ON CAMPUS

CONTACT INFORMATION

Residence Hall	Front Desk Location	Front Desk Phone	Email
Arnold Hall	Smith A Hall Lobby	512.245.2256	ArnoldSmithRD@txstate.edu
Bexar Hall	Bexar Lobby	512.245.2640	BexarRD@txstate.edu
Blanco Hall	Blanco 3rd Floor	512.245.2055	BlancoRD@txstate.edu
Bobcat Village Apartments	BCV Office Building 2	512.245.1440	BobcatVillageMGR@txstate.edu
Brogdon Hall	Brogdon Hall Lobby	512.245.2213	ResCollege@txstate.edu
Butler Hall	Butler Hall 2nd Floor	512.245.2216	ButlerRD@txstate.edu
Chautauqua Hall	CGC Admin building	512.245.1000	ChautauquaRD@txstate.edu
College Inn	College Inn Lobby	512.245.2270	CollegelnnRD@txstate.edu
Elena Zamora O'Shea Hall	EZO/FFF Admin Building	512.245.1110	ZamoraOSheaRD@txstate.edu
Falls Hall	Falls/Sayers Admin Building	512.245.1020	FallsRD@txstate.edu
First Five Freedom	EZO/FFF Admin Building	512.245.1110	First5FreedomRD@txstate.edu
Gaillardia Hall	CGC Admin Building	512.245.1000	GaillardiaRD@txstate.edu
Jackson Hall	Jackson Hall Lobby	512.245.2253	JacksonRD@txstate.edu
Lantana Hall	Lantana Hall -2nd Floor	512.245.2226	LantanaRD@txstate.edu
Laurel Hall	Laurel Hall Lobby	512.245.2229	LaurelRD@txstate.edu
Mesquite Hall	Mesquite Hall Lobby	512.245.2100	ResCollege@txstate.edu
Retama Hall	Retama Hall Lobby	512.245.2231	RetamaRD@txstate.edu
San Jacinto Hall	San Jacinto Hall Lobby	512.245.7676	SanJacintoRD@txstate.edu
San Marcos Hall	San Marcos Hall Lobby	512.245.3369	SanMarcosRD@txstate.edu



LIVING ON CAMPUS

CONTACT INFORMATION

Department of Housing and Residential Life	Phone	Email	Website
Housing and Residential Life	512.245.4663	reslife@txstate.edu	reslife.txstate.edu



