

Housing Handbook

2014–2015



Dear Resident,

Welcome to Portland State University and the Residence Hall community! If you are new to PSU, we extend a special welcome and are so glad you have become a member of our supportive campus community. If you are a returning student, we thank you for living with us again – you are the heart of the energy, traditions, and on campus culture which are just some of many benefits of living on campus.

Our mission is your success. So we can help you better, please get to know your neighbors, student staff, and professional staff. Year after year, students who report the highest satisfaction living on-campus are those who engage with their community. Our student staff and student leaders in the residence halls and at University Success (in Ondine) will be happy to lend a hand to help you find opportunities to get involved.

In this Housing Handbook, we offer an overview of the services and processes that will help you navigate your living experience in our halls and apartments. Our processes are put into place to create safe, secure, educational and purposeful living environments. Please get to know our services and seek out a staff member to help you with any questions you have.

Again, best wishes for a successful year!

Sincerely,

Michael Walsh

Director of University Housing and Residence Life

Portland State University



The Mission of University Housing and Residence Life

As champions of the student experience, our mission is to provide a unique living experience in Portland's urban environment through actively engaged residential communities that promote student success



The Mission of Portland State University

The mission of Portland State University is to enhance the intellectual, social, cultural, and economic qualities of urban life by providing access throughout the life span to a quality liberal education for undergraduates and an appropriate array of professional and graduate programs especially relevant to metropolitan areas. The university conducts research and community service that support a high quality educational environment and reflect issues important to the region. It actively promotes the development of a network of educational institutions to serve the community.

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PSU Residential Communities

The Living Learning Communities

First Year Experience

Located in Ondine and Broadway, the First Year Experience (FYE) program provides first time first year students intentional academic and social support through programming provided by Resident Assistants and Learning Community Assistants. These Residence Life staff members are trained to help students get oriented to PSU life, navigate University Studies, and achieve academic success. The FYE contract includes a full meal-plan.

FRINQ Community

Nearly all first year students at PSU will take a year-long course, called a FRINQ (Freshmen Inquiry Course). These courses are supported by great faculty and undergraduate Peer Mentors, meeting general education requirements, while being interactive and theme-based. FYE is excited to be able to offer a number of these courses specifically for FYE students.

The FRINQ courses for FYE allow participating students to live on the same floor with their classmates and benefit academically from the relationship with these students in and out of the classroom. The courses are supported by faculty who create meaningful class communities and foster the relationship they have with the students by participating in field trips, class lunches, and dinners, and serving as an academic resource. The courses are also supported by an LCA (Learning Community Assistant), a student staff member who attends all classes and events, and serves as a resource for academics in the hall, and conveniently lives down the hall from students in the class.

The four FRINQ communities available are:

Global Leadership, taught by Professor Chris Carey. The goals of this class include civic engagement and leadership studies, exploration of global citizenship, and examination of democratic concepts and values. Some field trips and projects offered in the past include: Involvement with World Affairs Council, Engagement with Mercy Corps, and the Portland Underground Tour. Students who choose this community must maintain enrollment in this FRINQ course.

Sustainability, taught by Professor Jones Estes. The focus of this course is exploring the possibility of maintaining a sustainable relationship between human communities and the natural world. Some field trips and projects offered in the past include: Visiting local organic farms and the Columbia Gorge, touring the Eco-roof on Broadway, and teaching lessons at local schools. Students who choose this community must maintain enrollment in this FRINQ course.

Work of Art, taught by Professor Sarah Wolf Newlands. The focus of this course is to explore the function that art plays in our lives. Some field trips and projects offered in the past include: visiting the Portland Art Museum, utilizing the community garden, and supporting the Open Engagement Conference. Students who choose this community must maintain enrollment in this FRINQ course.

Race and Social Justice, taught by Professor Beth Tarasawa and Courtney Sandler. The goals of this course include civic engagement and leadership on social justice work, examination of racism and other forms of oppression from multiple perspectives and constant deep reflection on one's role and social responsibility in promoting social justice. We will explore our own values, beliefs, and behaviors, and how they might affect future work with people of difference. We will also focus on our social roles and interactions of power and privilege, and returning constantly to the questions: What does this mean for me as an informed citizen of our community? What does this mean for those I work with? Students who choose this community must maintain enrollment in the FRINQ course.

Themed Communities

Themed Communities are a great way to explore areas of passion or lifestyles. Themed Communities allow students with similar interests or lifestyles to live together, meet others with similar interests, and move into the community confident they will find a home at PSU. Themed Communities are supported through regularly scheduled weekly outings, and monthly campus events. Students in a Themed Community must agree to participate in themed events but can choose the level of their participation and involvement in these events, providing for flexibility for other campus involvement.

The three Themed Communities are:

The *Health and Wellness Floor* allows residents the opportunity to build a community focused on an active and healthy lifestyle. Residing in a Healthy Living Community is an experience that offers students the chance to enhance their sense of responsibility to self and community. This community is located in Ondine.

The *STEM Floor* allows residents the opportunity to build a community focused on an interest in Science, Technology, Engineering and Math. Residing in the STEM community allows you to interact with others with similar interests and career goals, focus on academics in a supportive environment, and engage with the STEM community in and out of the Residence Hall.

Viking Floors are for first-year students who have a variety of interests and want to experience the breadth of what PSU and Portland have to offer. Students on the Viking Floors will be supported by staff in their social and academic transition to PSU. Students will meet others with a variety of interests and lifestyles and have the opportunity to develop relationships with a diverse population.

Global Village

Global Village brings together international and domestic students interested in issues related to international studies and intercultural communication. Residents will have opportunities to participate in leadership opportunities, as well as social events and service projects.

Urban Honors Program

The Urban Honors Program is a living community directed at residents who are a part of the University Honors College. This community seeks to provide an academically-focused learning environment for students to engage and challenge each other in learning, inside and outside the classroom. Residents of this community will have increased interaction with faculty and focused programming to promote learning.

The Buildings

Blackstone

Easily recognizable for its architecture, Blackstone occupies a prominent place on campus on the Park Blocks. 12 small single rooms, 14 studios, 20 one-bedrooms and 6 two-bedrooms make up this building that was built in 1931. Community bathrooms and a kitchen are located on the ground floor for the use of residents in the small single rooms.

Blumel

Blumel 1 bedroom apartments have new kitchens and bathrooms. Blumel Hall was completed in 1988. This nine-story building contains a parking garage and a large lounge.

Broadway

Three hundred and eighty-three studio units make up this 10-story hall. Broadway is Silver LEED Certified, which recognizes that it was built and is maintained with environmentally friendly practices. The first floor consists of retail space. The second floor has classrooms, a 24-hour computer lab, and the Housing and Residence Life office.

King Albert

Containing 64 studio units, King Albert was built in 1918. On the ground floor of King Albert is The Meetro, a coffee shop that also includes a convenience store.

Montgomery

Montgomery Court was built in 1910, making it the oldest building on campus. It contains 143 small single rooms with shared bathrooms on each floor. The first floor offers a newly renovated community kitchen and lounge for residents, the Montgomery Desk, and the Residence Hall Association office. The Women's Resource Center is located in the basement of Montgomery.

Ondine

Ondine was known as Viking Hall when it opened in 1967. It became a residence hall for women in the 1970s and the name was changed to Ondine. Ondine houses the First Year Experience program on floors 3–7. Floors 8–15 contain 120 units available to any PSU student. Each unit has a private bathroom on floors 3–6. On floors 7–15, every two units share a bathroom and a kitchen. Victor's Dining Hall and a convenience store that accepts dining dollars is located on the first floor. University Success (the after hours academic resource center) and academic classrooms can be found on the second floor of Ondine.

Parkway

Parkway was built at the same time as Blackstone --1931 -- with roughly the same floor plan. There are 13 single-resident rooms, 10 studios, 24 one-bedrooms, and seven two-bedroom units in the building.

St. Helens

This five-story building on Montgomery Street was built in 1928. St. Helens contains one single resident room, 35 studio units, and 15 one-bedroom units.

Epler

Named for the founder of Portland State University, Epler is home to 130 studio units, including the Urban Honor's community. There are three classrooms and academic offices on the first floor. Epler is Silver LEED Certified and opened in 2003.

Stratford

Stratford was built in 1927 on the corner of Market and Tenth Avenue. Twenty-one studios and 10 one-bedrooms make up this charming building.

Administrative Services

The University Housing and Residence Life Main Office (also known as the Student Services Office) is located in Broadway 210. The Main Office offers assistance and information about all aspects of Housing including housing contract information, rates, room changes, check-in/check-out, ADA accommodation (in collaboration with the Disability Resource Center), billing appeals, staff and programs, maintenance, and other housing concerns. We also provide tours beginning at 1:30pm Monday-Friday.

In addition to our Main Office and Maintenance staff, Housing and Residence Life employs in-hall staff, listed below, who are available for you most directly in your residence hall.

Resident Assistants

Resident Assistants (RAs) are full-time students who live in residence to provide resources and assistance that will make each residence hall community a place that supports and enhances your success. RAs receive intensive training on campus resources, academic procedures, counseling, roommate troubles, facilities issues, and many other topics. Residents may contact their RA at any time with issues.

Learning Community Assistants

Learning Community Assistants (LCAs) live on floors of the First Year Experience (FYE) program to provide additional academic and social support and to offer more programs for first-year students. LCAs are responsible for the development and implementation of First Year Experience programs with specific goals around diversity, critical thinking, and service learning. LCAs are responsible for providing programs, resources, and assistance that will support and enhance a global perspective, civic responsibility, and academic success. The LCAs are well trained in Residence Life procedures, counseling services, and available campus resources. Residents should feel free to discuss any issues concerning their housing or academic experience with the LCA.

Area Coordinators

Area Coordinators (ACs) are full-time professional staff members who supervise the Resident Directors and student staff. Area Coordinators are skilled in community building, advising and counseling, crisis management, and residential education. They also conduct student conduct hearings based upon incident reports submitted by RAs and others.

Resident Directors

Resident Directors (RDs) are full-time professional staff members who assist in supervising the student staff within Residence Life or provide leadership for one of the UHRL residential programs. Resident Directors are responsible for assisting in the implementation of the UHRL mission for a specific area of campus, residential education, community development, crisis management, student conduct, and community operations.

Getting Involved

Leadership and Employment Opportunities within University Housing and Residence Life

Student leadership opportunities include Resident Assistants, Learning Community Assistants, as well as the following:

Office/Front Desk/Montgomery Desk Staff

A variety of student office/front desk staff positions exist within Housing and Residence Life. Their primary role is to provide excellent customer service and support the functions of the office.

Residence Hall Association

The voice of on-campus residents, the Residence Hall Association (RHA) is the student government of University Housing. Opportunities for involvement include being an Executive Board member or a community liaison. Students have a unique opportunity to help shape the future of on-campus living through their involvement. Interested students can contact rha@pdx.edu or speak with their RA or a Housing and Residence Life staff member for more information. Three dollars of your housing charges each term will be deposited into an RHA programming fund to sponsor activities within the residence halls, attend student leadership conferences, and sponsor other initiatives within the residence halls.

National Residence Hall Honorary

National Residence Hall Honorary (NRHH) is a national organization that encourages outstanding contributions to student leadership, academic success, community service, and recognition within the residence halls. NRHH members consist of the top 1% of student leaders living within the PSU residence halls. Interested students can contact nrhh@pdx.edu or speak with their RA or a Housing and Residence Life staff member for more information. Twenty-five percent of RHA's programming budget is allocated to NRHH for programming in the residence halls, conference attendance, and recognition within the residence halls.

University Success

University Success Office Assistants work directly with the in-hall academic support center, providing superior customer service and support to students utilizing the space. Some of the duties include checking in students to the center, answering the phone and email, as well as being a resource to students related to academics, the PSU campus and Portland community. University Success is located at Ondine 207.

Housing Ambassadors

The Housing Ambassadors are residents who assist during on- and off- campus marketing efforts, by drawing upon their actual resident experiences in order to tell their story of living on-campus at PSU. Housing Ambassadors also inform and enlighten current and prospective students and/or their families by providing individualized customer service, personal housing tours, and information about Portland State University Housing and Residence Life amenities, services, and policies.

Community Garden

Located across from Epler Hall on the corner of 12th Avenue and Montgomery Street, the Community Garden has individual plots that may be cultivated by members of the residence halls. The garden is administered by RHA. Interested students can contact psucg@pdx.edu or speak with their RA or a Housing and Residence Life staff member for more information. Periodic upkeep is expected, and neglect may result in the termination of your access.

Services

Residential Services Desk

Residential Services Desk is in Montgomery Hall at 1802 SW 10th Avenue. The Residential Services Desk provides the following services:

- Room Check-In/Out
- Temporarily key check out, access badges, carts, and other equipment
- Package receipt and notification
- Maintenance concerns
- University Housing information and referral
- Customer service, answering all questions and directing students as needed

University Housing and Residence Life students staff the Residential Services Desk. Feel free to contact the desks with any questions you may have. The Montgomery Desk is open daily from 9:00am–12:00am Midnight. Holiday and breaks hours will vary. The Montgomery Desk is closed on University holidays. Residents will be notified if these hours change.

Residential Services Desk phone -- (503) 725-4385

Mail

Upon check-in, you will receive a key for your mailbox, located in or near the front lobby of your building. Mail is delivered through the US Postal Service to this mailbox. The Montgomery Desk does not have access to your mailbox. **If your name is not written in your mailbox, the United State Postal Service (USPS) will not deliver mail to the box. Please take a moment when you move in to write your name on a slip of paper and tape it to the inside of your mail box.** Please direct all issues related to your mail delivery, except for lost mailbox keys, to the United States Post Office – Forest Park Station located at 1706 NW 24th Ave.

The United States Postal Service recognizes these addresses as the proper mailing address for each hall. Please use the following format when having mail addressed to you.

*First Name Last Name
Street number and Street Name
Room/Apt Number
Portland, OR 97201*

Example for a student living in Broadway 316

*Suzie Student
625 SW Jackson St
#316
Portland, OR 97201*

Building Street Addresses:

| | |
|---------------------------|---------------------------|
| Blackstone..... | 1831 SW Park Avenue |
| Blumel..... | 1705 SW 11th Avenue |
| Broadway..... | 625 SW Jackson Street |
| King Albert..... | 1809 SW 11th Avenue |
| Montgomery..... | 1802 SW 10th Avenue |
| Online..... | 1912 SW 6th Avenue |
| Parkway..... | 1609 SW Park Avenue |
| St. Helens..... | 1131 SW Montgomery Street |
| Stephen Epler..... | 1136 SW Montgomery Street |
| Stratford..... | 1609 SW 10th Avenue |

Packages

Package deliveries are accepted on the resident's behalf at the Montgomery Desk. **Packages addressed to residents not listed on a current housing contract may be returned to sender.** Packages addressed to a nickname or alias will be returned if the name preference has not been submitted to the UHRL Office. The desk will send you notification of the package with your package number via your @pdx.edu email account. Package pick-up is available during desk hours. Please bring your photo ID and package number, as they are required for any package pick-up. Packages not claimed within twelve (12) days may be returned to their place of origin.

Certain items cannot be received at the Montgomery desk, such as alcohol, tobacco, items that require refrigeration, including flowers and some medications, as well as other perishable items. Students seeking delivery

of these items should contact the delivery source to plan for how to ship and receive such items. Items delivered that cannot be accepted may be denied and returned to their place of origin.

Laundry

Laundry machines and service are provided in each building for the exclusive use of residents in your building. In order to help us properly maintain the washers and dryers, please follow these simple guidelines:

- Immediately notify the 24-hour service line listed on the laundry equipment in case of any malfunction. Please be specific: provide the vendor with the unit number of the machine that is not functioning properly and the nature of the problem.
- Carefully follow the directions listed on the front of the machine.
- Check that the lint screens on the dryers are clean and in place.
- Every machine has a load limit. Exceeding this limit reduces the quality of your wash and adds to your drying time.
- Do not leave your laundry unattended.

The laundry machines operate on laundry cards you “load” with money at one of the three “add-value” stations located on campus: Montgomery lobby (credit card only); Ondine lobby (cash only); and the Smith Memorial Union Convenience store (cash only). The credit machine accepts Visa and MasterCard with a minimum transaction of \$10. The cash-only machines accept \$5, 10, 20 bills. A laundry card can be purchased from a station for \$2.50, and all remaining money will be credited to the card. There is no additional fee for re-loading a card.

The price to wash will vary based on the amount and water temperature selected for each load. The price varies from \$1.25 to \$1.75 per load, based on volume and temperature of water needed. The dryers are \$1.25 per load.

Common Area Use

Use of common areas is contingent on adherence to applicable noise policy and building/area regulations (prohibition of alcohol, etc.) Lounges in Blumel, Montgomery, and Ondine Halls may be reserved by contacting the Housing and Residence Life Student Services Office at (503) 725-4375. Any individual or group requesting the use of a common area must take responsibility for assuring the cleanliness of the area upon completion of the activity. Common area space may not be used for any commercial purpose (i.e., Amway, Tupperware, Mary Kay, etc.). Misuse of a common area or removal of furniture from a common area will warrant warnings, fines, and/or loss of future rights to common area space.

Parking

Parking is limited on campus. Housing residents may purchase permits for Blumel, Ondine, Parking 3, University Place and the Fourth Avenue garage. Residents are not guaranteed a parking permit; they are sold on a first-come, first-served basis. For more information about parking, contact Transportation and Parking Services (TAPS), at 503-725-3442 or visit them at the 1st floor of ARSC.

Garbage

After you have recycled what you can, please throw your garbage away in the proper receptacle. No organic items of any sort should be washed down drains. The subsequent clogged drain may cause damage for which you may be held financially responsible. You should empty your garbage regularly to keep everyone’s living environment clean and pest-free. Garbage chutes are located on each floor in Blumel and Broadway Halls. Garbage dumpsters are located outside near all other buildings. All large items that you no longer want (including furniture) should be placed in the dumpster as well.

Pest Control

You may request pest control service by completing a work request if you notice pests in your unit. In most cases, this service is provided free of charge. You will be asked to prepare your unit/room for the pest control contractor. If you request treatment of your unit and do not prepare it properly, you may be charged up to \$200. **When necessary, entire buildings or floors are treated for pests. These "clean outs" require that all units be treated at the same time to ensure effectiveness.** All units will be serviced at least once a year for pests. If a problem or potential problem is noted, you may be required to have your unit treated by our pest control contractor and/or clean up any pest-attracting problems. Failure to comply with cleaning or treatment requirements may result in a charge up to \$200 or termination of your housing contract.

Cable Television

Cable television is provided in Blumel, Broadway, Ondine, and Stephen Epler.

Internet and Web Communities

Private or personal wireless/network routers or servers are prohibited in all residence halls. Routers are automatically identified by the Office of Information Technology and will be confiscated. Student Conduct charges may be applied to this behavior as well.

Use of internet and computers on-campus are contingent upon adherence to applicable user policies for Housing, Student Conduct Code and the PSU Computer and Network Acceptable Use Policy (www.oit.pdx.edu/aup/). High speed internet is provided in all housing facilities. A computer lab is available to all residents in Broadway. Wireless internet service is accessible from many rooms.

Social media and web communities provide opportunities to interact with friends and an expansive cyber community of new people. Please remember that your information is accessible to everyone, including University personnel. While UHRL does not monitor information on any website, we act upon information that may violate housing policy and/or Student Conduct Code. PSU expects students to be positive members of the college community, and that community extends to your online presence.

Lost and Found

The University does not assume responsibility for personal items that are lost, misplaced, or stolen from within housing communities. For your safety and to prevent the loss of property, do not prop building doors open; keep your room doors and windows locked when you are not home. Please contact the Campus Public Safety Office if you lose or find an item. CPSO provides a lost and found service and should be contacted immediately to report any lost or stolen items.

Personal Information

It is important for you to know that a significant amount of your personal directory information is considered public, including phone numbers, e-mail addresses, and permanent addresses. PSU's Office of Registration and Records in Neuberger Hall can assist you with managing the confidentiality of your personal information.

Posting Regulations

Announcements and publicity items for the Montgomery desk, lobby, and/or floor bulletin boards must be submitted to the Housing and Residence Life Student Services Office for approval prior to posting. PSU Departmental sponsored publicity items should have an educational purpose and/or connection to university mission in order to be approved. Non-PSU related publicity will not be approved.

All posted materials within University Housing and Residence Life:

1. Must be stamped and approved by UHRL staff. Contact the University Housing and Residence Life Student Services office in Broadway 210 to seek approval for posting.
2. Must have a removal date no longer than 2 weeks out.
3. Materials will be removed every two weeks or after the event has taken place, whichever is first
4. May be posted only in designated areas.
5. Must list the sponsoring organization or individual.
6. Is subject to rejection for posting.

All posters and publicity items must be dropped off at the Housing and Residence Life Student Services Office for approval and if approved will be posted by UHRL staff within three days.

Information that may not be posted any time or anyplace:

1. Materials mentioning alcohol or implying its use.
2. Materials concerning establishments whose primary purpose is the sale of alcohol.
3. Materials that are obscene, profane, or vulgar.

Posting that does not follow all the above regulations will be taken down and forwarded to UHRL staff for possible disciplinary action against the sponsoring organization.

Music Practice Rooms

We do not allow musical instruments to be played in the common areas of the residence halls due to the noise impact on the community. Music practice rooms are provided in Lincoln Hall. Arrangements can be made through the Music department to use these rooms. Non-music majors currently must pay a fee to use the practice rooms.

Utilities

Electricity, water, heat, sewer, trash, phone, and internet service are included in the rates billed for UHRL charges.

Storage

UHRL does not provide any additional storage space.

Environmental Stewardship

PSU is committed to stewardship of our environment and cultivating a culture of sustainability within the campus community. With a growing recognition that our way of life as a society is not sustainable and with an increasing pressure on natural resources facing our planet, we want to encourage you to do your part. By preventing waste and using energy and water efficiently, you can help preserve precious natural resources and have a positive impact on the ecological well-being of your residential community. Energy efficiency and resource conservation not only reduce our impact on the environment, but it can also save money. UHRL spends several thousand dollars per month on utilities, and the price of energy is continually rising. You can help reduce the cost of utilities by promoting efficient practices. This may also reduce our overhead costs, which in turn could affect housing rates.

Your Actions Matter, Help Do Your Part

The following are some simple, practical tips to help you make a difference living on campus:

- Turn off or unplug lights, stereos, computers, TVs, and appliances when you are not using them. Instead of brightly lighting an entire room, focus light where you need it. Study with a desk lamp instead of overhead lights. Take advantage of natural light by adjusting your blinds throughout the day.
- Activate power management settings (sleep) on computers, monitors, and printers.
- Recycle your paper, bottles, and cans. UHRL provides several convenient recycling locations in or near our buildings. Please remember to rinse containers thoroughly!
- Turn off running water as often as possible while doing household chores, such as brushing your teeth, washing dishes, or shaving.
- Try shortening your shower. Turn off water while shampooing/conditioning your hair.
- Purchase high post-consumer recycled content paper products, refillable pens, remanufactured toner cartridges, and rechargeable batteries.
- Use durables and reusables in your kitchen and for when you're on the go.
- During the winter months, open your window coverings (blinds or drapes) to let in the sun and close them at night to keep the heat in.
- Wash clothes in cold water. Run the washing machine only when it is full. Look for non-toxic or least toxic laundry detergents and bathroom/kitchen cleaning products.

Our Part

PSU is doing its part to prevent waste and conserve resources. We have installed low-flow showerheads wherever possible. Our newly built buildings are LEED™ certified and designed and constructed to minimize the use of energy, water, and other natural resources. If you have suggestions about ways to better conserve resources or support environmental stewardship, please share it with a member of our staff.

Health and Safety

Emergency Situations

In an emergency the Campus Public Safety Office (CPSO) can be reached at (503) 725-4404. The CPSO non-emergency phone number is (503) 725-4407.

Contacting the Resident Assistant (RA) On-Call

An RA is available on call for situations that need staff response, but may not need Emergency Response. The RA on-call is available 5:00pm to 9:00am on weekdays and 24-hours a day on weekends, holidays, and extended closure periods. The RA On-Call carries a cell phone and is immediately accessible at the following numbers:

| | |
|---|---------------------|
| Broadway | 971-246-1599 |
| Broadway | 971-246-1386 |
| Ondine | 971-246-1598 |
| Ondine | 971-246-6028 |
| Blumel Hall | 971-246-1387 |
| Blackstone, Montgomery, Parkway, Stratford | 971-246-1585 |
| King Albert, St. Helens, Stephen Epler | 971-246-1388 |

These numbers are subject to change. Any changes in duty phone information will be communicated as quickly and efficiently as possible to residents, which likely would include emails to pdx.edu email addresses.

Between 9:00am and 5:00pm, staff assistance is available through the Montgomery Desk and the Housing and Residence Life Student Services Office (Broadway 210). The Montgomery Desk continues service until midnight.

Security Cameras

To enhance safety and security efforts within the halls, family housing, and dining centers, a security camera may be placed in a hall, lobby, or other public areas. To ensure personal privacy, the cameras are located and record data only in areas that are considered public within UHRL and PSU Dining spaces. While many of these areas are off limits to non-residents and their guests, they are areas that people would not expect to be private (e.g., cameras are NOT placed in restrooms, student rooms, etc.)

These cameras are not continuously monitored but are intended to be used to investigate actions, behaviors, or incidents. If issues arise and images are needed to address property damage or personal security concerns, the Campus Public Safety Office is the coordinating agency assigned to control access to that information.

Personal Safety

Taking responsibility for your personal safety is imperative in a community living environment. Although the RAs do rounds at night and campus public safety officers are available, you need to take action to safeguard yourself. Please be aware of the necessity of abiding by the following list of safety measures:

- Do not allow non-residents to enter the building. Ask if they are a resident if you do not know.
- Carry your keys at all times.
- Lock your door even if you are merely going down the hall.
- Do not lend your keys to anyone.
- Do not prop/hold open elevator doors for an extended period of time.
- Avoid walking alone at night. Walk with a friend or call Campus Public Safety at (503) 725-4407 to be escorted.
- Avoid parking or walking in unlit areas.
- Do not prop open interior or exterior doors.
- Do not use the handicap accessible button to open front doors unless necessary.
- Report any non-locking doors and windows to the Montgomery Desk or RA On-Call immediately.
- Report any unsafe or suspicious items or persons to the Montgomery Desk, RA On-Call, or Campus Public Safety.
- Do not attach bikes or other items to stairwell railings.
- Do not store items in hallways or obstruct doorways.

Emergency Blue Phones

Emergency Blue Phones are available throughout campus for a direct emergency line to the Campus Public Safety Office. These phones, once activated, automatically let the dispatcher know the location from which you are calling. Elevators in residential buildings are also equipped with direct-line calling buttons to Campus Public Safety.

Fire Alarm Evacuation

When you hear the fire alarm, you must leave the building immediately. Do not use the elevators. If you see or detect a fire or any reason to evacuate, pull the handle on the nearest red fire alarm station in the hallway (smoke from a fire activates the overhead detection system in Blumel Hall). Do not attempt to fight the fire yourself. Use the nearest safe, smoke-free stairwell marked "EXIT." If you cannot find a safe exit, stay in your unit and make yourself obvious at the window for firefighters below. If you feel you must open a window, first place damp sheets or towels in the door crevices that open to the fire or smoky area to avoid fueling the fire. Fire drills are held at least once per term, during which every resident **MUST** exit the building and convene at the designated evacuation location.

Notification of Medical Issues

In order to better service and provide assistance in potential emergency situations, University Housing and Residence Life asks that residents disclose any relevant medical information. Please speak with your Area Coordinator or Resident Director about your medical issue or send an e-mail to housing@pdx.edu to have this information recorded for your profile. Medical information that may be relevant includes but is not limited to: allergies which can lead to anaphylactic response, conditions that may require additional support or assistance during emergency evacuations (fire, earthquake), conditions that require refrigerated medication, or hypodermic needles. Residents should be aware that this information is a backup for emergency purposes only; University Housing and Residence Life does not provide medical care and providing this information is not a substitute for appropriate self-management of medical conditions. For safety reasons, students who must use hypodermic needles or other skin piercing tools must dispose of them in a properly labeled, puncture-resistant, leak-proof container.

All residents should be aware of the potential dangers of communicable diseases being spread in any area of high population density such as a residence hall. Residents should inform a staff member of any suspected or actual cases of contagious disease such as hepatitis, meningitis, or chicken pox. Residents are encouraged, though not required, to be vaccinated against meningitis, hepatitis, and other diseases. Your medical professional or the Student Health and Counseling Center on campus can advise you on these decisions.

Disability Accommodation Requests

Students with disability accommodation and service requests should contact the Disability Resource Center (DRC) at [\(503\) 725-4150](tel:5037254150) and by email at drc@pdx.edu.

Earthquake Preparedness

The city of Portland lies in an area with a potential for earthquakes. The best protection from an earthquake is good preparation. In the event of a major earthquake, you should be aware that professional emergency services may be limited. You should be prepared to survive at least 72 hours on your own. 72hours.org (Bay Area Emergency Resources) is a very good resource for learning about and preparing for earthquakes. The City of Portland Emergency management website (<http://www.portlandoregon.gov/pbem/>) provides some helpful information about local emergency resources. The following tips for earthquake preparedness should be helpful in the event that an earthquake does occur:

Preparation for an Earthquake

- Identify hazards in places where you spend most of your time: heavy objects on high shelves, tall bookcases that could fall over, etc. Know danger areas such as windows, skylights, brick walls, and furniture. Remove such hazards and do not place objects from above your bed.
- Select areas in each room that are safer during an earthquake: under tables or desks, or against inside walls and supported doorways.
- Know the location of stairways. Do not use elevators in an earthquake.

- Gather adequate emergency supplies for at least 72 hours. A battery-powered radio, flashlights, extra batteries, canned food, bottled water (one gallon a day per person), first aid kit, and extra supplies of any medications you take.
- Learn where fire extinguishers are and how to use them.
- Develop a personal communication plan and choose a location to unite with family members or friends should you be separated.

During an Earthquake

- STAY CALM.
- If you are inside, stay inside. Take refuge in a hallway or door frame, or get under strongly secured furniture to reduce the chance of being hit by breaking glass or falling objects. DUCK, COVER, AND HOLD ON.
- If you are outdoors, get in an open area away from buildings, power lines, and trees.
- Be prepared for the lighting system to fail within seconds of an earthquake.

After an Earthquake

- Check everyone for injuries. Apply first aid as necessary.
- Be prepared for aftershocks. Although they are usually milder than the initial shock they can still cause additional damage.
- Wear shoes at all times. There could be broken glass, etc.
- Do not smoke or light a match unless you are certain there is no natural gas leakage.
- Do not use elevators until qualified personnel have inspected them for safety.
- Do not use your phones unless there is a life-threatening emergency.
- Turn on your radio for basic instructions and other information.

Building Emergencies

Your first contact in a building emergency is an RA. If your RA is unreachable, you should call the RA On-Call cell phone at the number posted in your building and near your RA's door. The RA will contact the appropriate personnel to fix the problem.

Occasionally, there may be a problem with a building system after regular business hours that will cause a significant amount of damage if left unattended. If one of the following problems is happening in your building or unit, please call a staff person immediately so that appropriate Maintenance personnel may be reached. Examples of building emergencies include:

- Security problems (doors will not lock, ground level windows broken)
- Broken common area glass or collapsed wall
- Roof leaks (major leaks posing potential damage to the building or residents' property).
- Fire system or equipment does not work
- Exposed wiring
- No heat in room (after checking to see if radiator/baseboard/fan is turned on.); no heat in building; no hot water.
- Water flow causing damage to the building or to resident's property; resident cannot use their toilet for an extended time (greater than 12 hours when alternative facilities are not available)
- Water or waste line is broken; no water.

*Contacts, earrings, and wedding bands down the drain do **NOT** constitute an emergency (though residents should not use the drain until Maintenance personnel can respond).*

Sprinklers, Smoke, and Heat Detectors

Each student should be aware of the sensitivity of the sprinklers, smoke detectors, and heat detectors that are present in their room or hallways. These can be activated by heat, smoke, water, force, pressure, or sudden shock. When hallway smoke or heat detectors are triggered, they activate the building alarm system alerting residents, Campus Public Safety, and the Fire Department.

Personal Property and Renter's Insurance

The University is not responsible for loss or damage to personal property in University housing facilities due to fire, theft, water, interruption of water or heat, other utility problems, damages caused by other residents, or other causes. **Residents are strongly encouraged to carry personal property or renter's insurance.** Residents are also encouraged to remove all valuable items from the unit during any extended absence.

The University Housing Process

This section is intended to assist you in understanding your University Housing and Residence Life contract.

Information about housing can be found at the UHRL Student Services Office, located at 625 SW Jackson Street in Suite 210 of the Broadway Building. Housing information is also located on our website at: www.pdx.edu/housing.

Submit a University Housing and Residence Life contract

Once you have been admitted to PSU, you may complete an online UHRL contract using your PSU ID number. The UHRL contract is a legally binding agreement. Please read the *Contract Terms and Conditions*, along with the building descriptions and rate information, before you sign your contract.

| | |
|---|-----------|
| Non-refundable contract processing fee | \$ 50.00 |
| Refundable Advance Payment (see <i>Contract Terms & Conditions</i>) | \$ 150.00 |

Room/Unit Viewing

Please visit the UHRL website www.pdx.edu/housing for specific building information and virtual tours. In addition to the tours, there are also pictures and floor plans available on the website.

We offer daily housing tours of Broadway, Ondine, and Blumel, Monday through Friday at 1:30pm. Tours start at the Housing and Residence Life Student Services Office on the 2nd floor of Broadway, Suite 210. Viewing outside of these times is limited and based on staff availability. We are currently only able to offer tours of show rooms in the Broadway, Ondine, and Blumel; please check the UHRL website for information including pictures and virtual tours for our other buildings.

Disability Accommodation Requests

We are committed to providing accessible housing to students with disabilities, at the same cost as we provide to students without disabilities. This includes offering sufficient quantity and variety of housing, such as rooms with carpets or wood floors, so that the scope of living accommodations for students with disabilities is, as a whole, comparable to that of students without disabilities.

In addition to the UHRL Contract, any student who would like disability-related services in housing must register with the Disability Resource Center (DRC) and submit a UHRL Disability Services Request Form to the DRC

It is recommended that students register with DRC and submit the UHRL Disability Services Request Form to the DRC as soon as possible after admission, and at least 30 days prior to attending PSU, to ensure that we have adequate time to make qualification decisions and to develop and implement appropriate disability-related services, including any relating to University Housing and Residence Life.

The DRC will determine whether a student qualifies as a student with a disability and, if so, will engage in an interactive process to determine what disability-related services or modifications are needed to ensure equal access at PSU, including in University Housing and Residence Life.

The DRC can be reached at [\(503\) 725-4150](tel:5037254150) and by email at drc@pdx.edu. Information about PSU's policies and procedures for students with disabilities can be found online at: www.drc.pdx.edu.

Housing Eligibility

The UHRL Accounts Coordinator performs regular checks each term to verify students' eligibility for living in the residence halls. If a resident does not meet the eligibility requirements to live in UHRL spaces, the resident will eventually be required to move out. The only residents exempt from the below requirements are spouses, domestic partners, and dependents of registered students.

Financial Eligibility

In order to be eligible to live in UHRL spaces, residents must have a *prior* term PSU account balance of less than \$100 and be in good financial standing at PSU. All current term charges (including tuition, housing, and other fees) must be paid in full by the Friday of finals week. If your PSU account is currently in collections, you are automatically ineligible for housing. Prospective residents with a prior term balance of \$100 or more will not receive a housing assignment.

Enrollment Eligibility

All residents, except non-student spouses, domestic partners, or dependents, are required to be registered for the minimum credit requirements in each of the three, consecutive terms of the academic year (Fall, Winter, Spring) beginning with the Fall Term. Undergraduate students are required to complete at least eight (8) credit hours per term, while graduate students are required to complete at least four (4) credit hours per term. For those students enrolled in advanced degree programs or working on a thesis, a written letter from the project advisor may be submitted as proof of registration. *Documentation must be in writing.*

Summer Eligibility

Residents who live in UHRL spaces continuously from Spring Term through the following Fall Term are not required to be enrolled during the Summer Term to remain eligible for housing. Residents who initially move in during Summer Term are required to meet the minimum credit requirements listed above. All summer residents must maintain financial eligibility as expected during the academic year.

Non-Student Residents

Non-students in the following three categories may live in UHRL spaces *after* they have registered with the University Housing and Residence Life Student Services Office. Documentation is required for all non-student residents. Please submit documentation to the UHRL Student Services Office as soon as possible.

- 1) The spouse of a student: proof of marriage will be required (such as a marriage license).
- 2) The domestic partner of a student: The purpose of the Domestic Partnership policy is to allow unmarried partners in significant, long-term relationships to live together in UHRL spaces. Residents wishing to have their domestic partner live with them will be required to complete a Domestic Partnership Declaration form and provide two (2) of the forms of proof listed on the Declaration form.
- 3) A legal dependent of a student: proof of dependency will be required (such as a birth certificate, passport, or proof of legal guardianship).

For more information about the documentation required, please visit the UHRL Student Services Office. Keys and access badges for family members will only be checked out once documentation has been submitted and approved.

Spouses, domestic partners, and legal dependents of students are only allowed to live in UHRL spaces when living with an eligible PSU student. If the eligible PSU student moves out, the non-student may not continue living in

UHRL spaces. There may only be a one-to-one ratio of student to non-student in a unit, with the exception of dependent children.

Check-In

Whether you are transferring rooms or moving in for the first time, Check-In starts at the Montgomery Desk. For fall move-in, please visit our move-in guide at <http://www.pdx.edu/housing/move-in> for more specific check-in information and locations. Please bring a government issued photo ID. We are not able to provide early check-ins. Please prepare to move-in on your scheduled check-in date. If you need an earlier or later check-in date, contact University Housing and Residence Life immediately. At Check-In you will receive:

- Keys: Including room key, mailbox key, and in some buildings, front door, laundry room, lounge, bathroom, or bike room keys.
- Room Condition Report: This records the condition of your room upon Check-In. See below for more information about Room Condition Reports.
- Welcome Sheet: Please read as it has useful information, such as your phone and mailbox number, where to take your trash and recycling, how to contact your Resident Assistant, and more.

Access Badges

The following buildings require access badges to open the front door and/or operate the elevators: Blackstone, Blumel, Broadway, Montgomery, Ondine, and Stephen Epler. If your assigned building requires an access badge (not your HigherOne card), please visit ID Services in Neuberger Hall to obtain an access badge. Once you have your access badge, you can call UHRL at 503-725-4375 to have it activated for your building. In some cases, such as Fall Move In, your access badge may be pre-printed and waiting for you at your check-in station.

Keys, Room Condition Reports, and Checking In

After you are issued the keys for your new room at the Montgomery Desk, you will be asked to sign a Room Condition Report for your new room. If you would like to make any additions or changes to it, you must do so within 48 hours (two days) of checking in by emailing housing@pdx.edu. Your signature on the Room Condition Report indicates that you have received your keys and take responsibility for the condition of the room. You may be charged for any damages found after your Check-Out that are not recorded on this form, so pay attention!

Once you have accepted your keys and signed the Room Condition Report, you are officially checked-in. Please speak with the University Housing and Residence Life Student Services Office if you have questions about your contract or billing.

Late Arrivals and No-Shows

If you do not check into your assigned room on your scheduled check-in day or the first day of the term, UHRL may cancel your reservation and offer your assignment to another student. If you are transferring rooms, it is very important that you check into your new room on time so you can complete your transfer by your scheduled date. Transfer schedules are very important, so be sure to complete your move by the check-out date listed on your assignment notification. **If you need a late/early check-in, contact the UHRL Student Services Office as soon as possible.**

Check-Out

Contract Cancellation: Your UHRL contract is a legally binding agreement between you, PSU, and University Housing and Residence Life. If you decide to move out of your room or apartment prior to the end of your contract, *you must cancel your contract at the UHRL Student Services Office before moving out.* Moving out without canceling your UHRL contract may result in an Improper Check-Out fee of up to \$100. Be aware that contract cancellation petitions are rarely approved and only under certain circumstances.

Checking Out

It is your responsibility to make sure that you complete the Check-Out process and return your keys on your scheduled Check-Out day to Montgomery Desk during the hours of operation. Failure to do so may result in an improper Check-Out fee of up to \$100 and housing charges until Check-Out is complete.

Step 1: Either sign up for a Walk-Through or plan to complete an Express Check-Out.

Express Check-Out: Express Check-Outs are a good option for residents who are unsure about the date or time they plan to move out and need extra flexibility. If you choose to complete an Express Check-Out, you will return your keys in an Express Check-Out envelope to the Montgomery Desk (between 9am – midnight) or the UHRL Office in 210 Broadway. Staff will complete a Walk-Through of your room after you have moved out, and you will be unable to appeal any charges for damages or extra cleaning in your room.

Walk-Through: Walk-Throughs are a good option for residents who believe there may be cleaning or damage charges in their room, and/or know when they plan to have their room cleaned and belongings moved out. During a Walk-Through, RAs will check the room for damages and cleaning needs while the resident is present. *Residents must have their belongings out of the room before a Walk-Through can be completed.* **Appointments are required for Walk-Throughs and may be made with an individual RA or at the Montgomery Desk.**

Step 2: Thoroughly clean your room (see the checklist at pdx.edu/housing) and remove all garbage and personal belongings. You may not leave items behind to pick up later or for the next occupant to use. Anything remaining in the room will incur charges for removal. Furniture removal will cost \$250 per item.

Step 3: Check out of your room.

If you made a Walk-Through appointment, you will meet an RA at either Broadway 210 (Ondine & Broadway residents) or the Montgomery Desk (all other residents). You must return your keys to Broadway 210 or the Montgomery Desk with an RA, immediately following your Walk-Through. You will complete all check-out paperwork at this time.

Keys

Failure to return all UHRL issued keys to the Residential Services Desk in Montgomery or the UHRL Student Services Office on your Check-Out date may result in a daily charge for each day you are in possession of your keys past your Check-Out date and/or an \$80 fee for a lock change and a \$100 improper check out fine.

Moving Carts

A limited number of hand-trucks or dollies are available for Check-Out at the Montgomery Desk. For safety reasons, propping doors open is not allowed. It is also your responsibility to ensure that building doors close properly after entering and exiting the building.

Preparing your room for Check-Out

Room Condition on Check-Out

You are expected to remove all of your belongings from your room and return it to its original cleanliness prior to Check-Out. Please remember to remove all wall-hangings, nails, and tacks, and turn off all electrical items before you leave. Every unit/room undergoes standard cleaning upon Move Out (appliances, carpets, etc.) to make the room/unit ready for the next resident. Residents will be charged for excessive cleaning in rooms/units that require additional work. The additional charges include but are not limited to: each piece of furniture, box, and bag removed from the room after check-out. Also, an hourly rate for staff to remove these items may apply.

UHRL staff will complete a Room Condition Report and will compare the room's condition to the condition reported on the Room Condition Report. The cost of repairing any damage not recorded on this form at Check-In and for cleaning or repair costs for damage exceeding normal wear and tear will be charged to your Portland State University student account.

Abandoned Goods

It is your responsibility to remove all of your personal belongings when you check out. You will be charged for the removal of any personal belongings, valuables, or unwanted property left in the room. Any personal belongings, valuables, or unwanted property left in the unit or in the building after the expiration of your contract is deemed to be abandoned property and may be retained by the University as its property or may be disposed of by sale, donation, or in such other manner as the University in its sole discretion may determine. Any proceeds derived from the sale of such property will be the property of the University.

Changing Rooms

Room Freeze

During the first and last two weeks of Fall and Winter Terms, and all of Spring Term, a Room Freeze will be in effect while UHRL prepares for term Move In and Move Out. During a Room Freeze, no room transfer requests will be processed, except in the case of emergency. Residents may submit Room Transfer Requests during this period, however, they will not be processed until after the Room Freeze period is lifted. Room Transfer Requests are not accepted during Spring Term or Summer Term.

Room Transfers

Room Transfer Requests will be accepted by Area Coordinators and Resident Directors after each Room Freeze period ends. No room change requests will be accommodated until after the waitlist and/or temporary housing has been cleared, nor during the last term of the academic year, except in the case of emergencies.

All room transfers must be approved by the UHRL Student Services Office via the process described below. Transferring without UHRL approval may result in a lock change, an improper check-out fee of up to \$100, and extra housing charges.

1. **Set up an appointment with your Area Coordinator or Resident Director to get an approved Room Transfer Request form.** Appointments can be setup by calling the Housing and Residence Life Student Services Office at 503-725-4375. Please tell the receptionist what building you currently live in, in order to schedule your appointment with the appropriate staff member. If the Area Coordinator or Resident Director approves your transfer request, it will be forwarded to the UHRL Student Services Office for processing. If you are requesting a transfer to a specific room with a roommate, your new roommate will need to sign your Room Transfer Request before it is forwarded to the Student Services Office.
2. **Wait:** Your Transfer Request will remain on file for the Fall and Winter terms. Requests will be accommodated in the order in which they are received and as space is available.
3. **Accept or Decline Room Transfer Offer:** If your request can be accommodated, the UHRL Student Services Office will e-mail you with a new room assignment and transfer dates. You are required to accept

or decline your room transfer offer via e-mail or in writing within 48 hours of receiving the offer. If you decline two offers in a row, that Room Transfer Request will be canceled, and you will need to submit a new Room Transfer Request if you still want to be considered for a room change.

4. **Check-In:** If you accept a new room, take a picture ID to the Montgomery Desk to complete a check-in and pick up the keys to your new room on the date indicated in your offer email.
5. **Move:** It is of the utmost importance that all transfers are completed on schedule. You will typically have two days to complete your room transfer, depending on UHRL maintenance needs. Failure to return the keys to your old room and complete a check-out by the date indicated in your offer e-mail may result in double housing charges, an \$80 lock change fee, and an improper check out fee of up to \$100.
6. **Check-Out:** After you move your belongings to your new room, complete a room walk-through with your Resident Assistant (appointment necessary), or an Express Check-out if available, and return the keys to your old room to the Montgomery Desk during normal desk hours to complete a Check-Out.

Roommates and Room Capacity

Room Capacity and Unregistered Residents

For building structural and safety reasons, each room type has a designated number of residents it can usually accommodate. Requests to exceed this number are not permitted. Residents in units that are exceeding capacity may face contract cancellation and a fee of up to \$250 per unregistered resident, and any unregistered residents may be required to vacate immediately or make other arrangements with UHRL if available.

University Housing and Residence Life Occupancy Guidelines

| Unit | Maximum Occupants | Maximum Adults | Maximum Children |
|-----------------------|-------------------|----------------|------------------|
| Sleeper | 1 | 1 | 0 |
| Modern Studio | 2 | 2 | 1 |
| Historic Studio | 1 | 1 | 0 |
| Studio Suite (single) | 1 | 1 | 0 |
| Studio Suite (double) | 2 | 2 | 0 |
| Modern 1 Bedroom | 3 | 2 | 2 |
| Historic 1 Bedroom | 3 | 2 | 2 |
| Historic 2 Bedroom | 4 | 2 | 3 |

Adding Roommates

If you would like to add a roommate who is not currently living on campus, come to the UHRL Student Services Office with your new roommate to request a Roommate Addition. Your roommate must complete a UHRL contract and be eligible to live on-campus (see *Eligibility*). UHRL reserves the right to deny a roommate addition request if it does not meet room-capacity requirements or appears to be a Room Takeover (see below). If you have a roommate already, you will likely be required to move to a new room with your roommate, as availability allows.

Vacancies in Double Rooms

If you are in a room paying the double rate and your roommate moves out, creating a vacancy, you have the following options:

- 1) **Request a Specific Roommate***: You may **request a specific student/resident** to move in with you by at the UHRL Student Services Office.
- 2) **Consolidate**: You may **choose to move into another room** where there is an empty space by submitting a Room Transfer Request form. In some cases, consolidation moves may be required by the UHRL Office (see *Consolidation* below).
- 3) **Accept an Assigned Roommate***: You may elect to **accept a roommate** assigned by the UHRL Office, and continue to pay the double room rate. You must make half of all furnishings and space available for a new resident to move in at any time. If you leave for extended periods of time, you must leave the room prepared to accept an assigned roommate in your absence. During breaks, UHRL staff will check readiness in rooms set to accept assigned roommates before move in.
- 4) **Request a Single**: *As soon as a vacancy is created*, you may request to keep **the room as a single at the UHRL Student Services Office**. UHRL will try to accommodate your request based on space availability. **If your single request is accommodated, you will be charged** the single rate for the room, effective the date the vacancy was created. (Ondine even-numbered units on floors 11 through 15 are not eligible for single occupancy.)

*- Roommates will not be assigned in unfurnished units (except Blumel). If you are in an unfurnished space, this option may not be applicable if the room is normally intended for single occupancy.

Consolidation

As necessary throughout each term, University Housing and Residence Life will enact a Consolidation Process in order to consolidate vacancies and maximize space availability. During the Consolidation Process, residents in double rooms with vacancies will receive a list of other residents with vacancies in their double rooms. The residents are then given approximately two weeks to choose their own roommate and desired room from the provided list and complete the consolidation move by a specified date. If residents choose not to do so, they will be reassigned by the UHRL Office and will be required to move by the end of the Consolidation period. Failure to comply with a Consolidation move may result in double housing charges and/or a Policy Violation fee of up to \$100, and/or possible contract cancellation.

Refusing an Assigned Roommate

Failure to accept and/or creating an unwelcoming or hostile environment for an assigned roommate will result in paying the single rate for the room since the day the vacancy was created. Other student conduct measures may be enacted as a result of this behavior.

Room Takeovers

Due to maintenance and consistency reasons, it is against UHRL policy to allow Room Takeovers. A Room Takeover is any situation in which a student moves into a UHRL room with the intention of remaining in that room after the original resident has left. This includes, but is not limited to, the original resident adding a roommate and then moving out soon thereafter. For this reason, UHRL reserves the right to deny any roommate addition that is suspected to be for the purpose of a Room Takeover. A \$100 housing policy violation fee will be assessed per resident as well as potential reassignment of the remaining resident under the Terms & Conditions of the University Housing and Residence Life Contract.

Contract Cancellation

Your UHRL Contract is a legally binding agreement between you and Portland State University that you will live in UHRL for the *entire* duration of your contract. All UHRL contracts are Academic Year contracts (Fall–Spring terms) with the option to extend for Summer Term. If you decide to move out before the end of your Housing contract, you will be subject to the cancellation policies in the Contract Terms & Conditions. Please contact UHRL immediately with any contract questions. Please note that if there are unforeseen disagreements between this Housing Handbook and the Contract Terms and Conditions, the Contract Terms and Conditions will take precedence.

Canceling your contract

All contract cancellations must be done in writing at the UHRL Student Services Office before you move out. Checking out of UHRL space before canceling your contract will result in a \$100 improper check-out fine.

Reactivating your contract

A cancelled contract may be reactivated by the student anytime during the Fall, Winter or Spring Terms of the academic year in which the Contract was originally submitted. Resident will be billed \$50.00 for every instance in which a Contract is reactivated. Canceling and reactivating a single Contract multiple times will lead to multiple Reactivation Fees.

Types of Cancellations

Pre-Approved Cancellations: Pre-Approved reasons for cancellations include: graduation, study abroad or other academic program, and compulsory military duty. Qualified documentation must be provided at the time of Contract Cancellation. There are no approved cancellations in Fall Term (except military duty).

Unforeseen Medical, Financial, or Family Emergency: A petition including a personal statement and all supporting documentation must be submitted to the UHRL Student Services Office at the time of Contract Cancellation. Petitions are considered and residents receive a response within two weeks (14 business days). Penalties and/or refunds will be determined based on the outcome of the petition. Please see contract Terms & Conditions for more details about petitions related to unforeseen medical, financial or family emergencies.

Withdrawal from PSU: Students who completely withdraw from PSU will be required to cancel their Housing contract and move out of UHRL spaces. See [Terms and Conditions](#) for details.

Day-to-Day Living

Guests

Guests may stay with you for up to five consecutive days or 10 days in any term **with the permission of your roommate(s) and suitemates**. If a longer stay is desired, a written request to your Area Coordinator is required and must be approved prior to the guest's visit.

Subletting

UHRL does not allow residents to sublet their room/unit to any person for any length of time.

Courtesy Hours

Courtesy towards others is expected 24 hours a day. Students are expected to anticipate and respect the needs of other students; specifically, the need to live in an environment with minimum hindrances to academic pursuits. Without being asked, residents should curtail, at all times, social or recreational activities that infringe on others' rights. It is each resident's responsibility to be willing to confront neighbors and discuss noise issues. The RA staff is always willing to assist but may also determine that some noise during courtesy hours is acceptable.

Residents should realize that many UHRL facilities are very old buildings. In some of these buildings, especially those with hardwood floors, sound travels very easily. It may be unreasonable for residents to expect their living environment to be completely free of noise. Residence Life encourages students within the community to engage in dialogue regarding noise on a regular basis. The RA staff is available to be able to help confront noise issues, but it is our hope that a relationship is built among neighbors to enable minor complaints to be aired without RA involvement.

Quiet Hours

Minimum university "quiet hours" are established from 10:00 pm to 8:00 am every day. Portland State University houses a diverse student population and these quiet hours are intentionally set to cater to the needs of sleeping and studying. All other hours are courtesy hours, during which time students are expected to demonstrate consideration for their neighbors at all times.

During quiet hours, radios, televisions, and stereos should be turned down so they are not heard outside of your room. Communities are encouraged to discuss and determine if an extension of quiet hours is desired.

Residents who so desire may vote to make quiet hours longer than is officially posted. Communities are not permitted to have quiet hours start any later than 10:00pm. In the case that different quiet hours are agreed upon, all members of a floor or building have been notified of the change and the Area Coordinator of the building has approved the change, the quiet hour policy will be adjusted to cover the new hours.

Standards of Residence

This is the name given to the formal set of UHRL Policies, which are provided later in this document. . As a contract holder, you are expected to understand and adhere to these policies. After reading, discuss any questions with a staff member.

Living Together Successfully

Living with a roommate requires flexibility and the willingness to communicate in an honest, yet tactful, manner. It may be challenging to share living space at times; schedules, personalities, habits, stresses, and lifestyles vary from person to person. Communication is the key.

One way to help avoid potential conflicts and misunderstandings is to sit down during the first week of living together and discuss your expectations of each other as roommates. By establishing these ground rules early, and by keeping the lines of communication open throughout the year, roommates increase their chances of having a positive experience.

Take some time to discuss issues and get everything out in the open; do not let issues build up and get out of control. Sharing your feelings and expectations will help you and your roommate understand and empathize with each other during your University experience.

When conflicts arise, reflecting on these topics and communicating openly can help resolve disputes before they become unsolvable. If you find yourselves faced with a particularly difficult situation, talk with your Resident Assistant. RAs possess knowledge and experience that enable them to work effectively through possible roommate conflicts. Even if your RA is not able to assist you, they will know who to refer you to so that your concerns are addressed. Listed below are suggested topics to discuss with your roommate(s):

Suggested Roommate Topics for Discussion

- Study habits (times/areas)
- Sleeping habits
- Noise levels (music/TV)
- Security (locking doors/windows)
- Gatherings
- Hygiene/Cleaning (how often, by whom)
- Borrowing Items
- Mail pick-up
- Pet peeves
- Food (sharing/cooking)
- Room temperature
- Telephone use/ taking messages
- Overnight guests
- Alcohol and other drugs or substances (consumption/values/practices)

Additional Discussion Items

- The way I react to most people when I first meet them is . . .
- What I would like to tell you about my family and community I grew up in is . . .
- What I miss most being away from home is . . .
- My hobbies and interests are . . .
- The way I would like to decorate our room/unit is . . .
- Some things I like to spend money on are . . .
- My greatest pet peeve is . . .
- When I'd rather be left alone, I will . . .
- I usually let people know I'm angry by . . .
- When I'm feeling sad or upset, I usually . . .
- How do we want to talk about issues that come up in the room?
- Something that always cheers me up is . . .

Housing Billing and Payments

For the most current information about Housing Rates, visit the UHRL Website.

Paying your PSU Account

Housing charges for the full academic term are billed to your PSU account prior to the start of each academic term, at the same time as tuition and fees. The University will apply any financial aid, scholarships, grants, fee remissions, and other loans to your PSU account to assist in paying those charges.

Students will be sent an e-mail to their ODIN email account when their statement is ready to view and can then view their e-bill statement online by logging into myPSU at my.pdx.edu. Students will be able to view their e-bill statement, print their e-bill statement, and go directly to the current web based payment system to make a payment.

Students have three options for paying tuition and fees.

1. **Online:** Pay online through *PSU ePay* using your VISA, MasterCard, Discover, American Express, Diners Card, or E-Check.
2. **US mail:** Send your payment with the bottom third of the billing statement in an envelope. If you want to make a payment by mail and don't have a bill, send your payment (make sure to write your student ID number on the check) to: **PSU Cashier's Office, PO Box 908, Portland, OR 97207.**
3. **In person:** Pay by check or cash in person at the Cashier's window in the Neuberger Hall Lobby.

By-the-Unit Charges: All unfurnished units, except for Blumel

UHRL does not assign roommates to By the Unit buildings; Contracted Residents are responsible for the full cost of rooms designated as By the Unit. Resident must specify on the Housing Contract other proposed occupants of the Unit, all of whom must be either other eligible PSU students or eligible family members. This means that if you are living in any of these units with a roommate and they move out your rate will default to the single rate, you will no longer receive the double rate. You must find your own roommate in these units to receive the double rate.

By-the-Space Charges: All furnished units

UHRL assigns roommates to By the Space buildings; Resident is responsible for the published rate based on the occupancy of the Unit. UHRL may designate rooms as single or double occupancy based on UHRL maintenance, capacity, or programmatic needs. The single rate is billed if one person lives in the unit and the double rate is billed to each person when two people live in the unit. In these units if your roommate moves out you can either elect to keep the unit as a double and wait for a new roommate and retain the double rate or convert to a single and pay the single rate.

Family Billing

If you are approved to live with a spouse or domestic partner, you will be charged the double rate for each adult living in the unit. Residents of the Blumel Family Floor will pay a separate rate. Children and dependent minors may live in the unit at no additional charge. All Housing charges will be applied to the PSU student account for the PSU student on file; if both residents are PSU students each resident will be charged the double rate. Family member paperwork must be filed with the UHRL Student Services Office before an assignment can be made.

Maintenance and Facilities

Room Condition Report

At Check-In, you will receive a Room Condition Report, which is a record of the condition of your room at the time of Move In.

- You have the opportunity to inspect your room/unit and to ensure that the form is accurate. You will be asked to sign this form at the time you check in but can amend it within the next two business days (48 hours) by emailing housing@pdx.edu.
- When you move out, a staff member will perform a walk-through of your room. Any identified damages beyond normal wear and tear not previously noted on the Room Condition Report will be assumed to have occurred during your residency and you will be charged for the repairs. If no one claims responsibility, all roommates/residents will be billed equally.

Lock-outs

If you lock yourself out of your room/unit, you can go to the Montgomery Desk or call the RA on-call phones to gain access to your room/unit. During hours the Montgomery Desk is open, you may temporarily check out a set of keys to let yourself in. Temporary keys are given out for 60 minutes; returning keys after the deadline is subject to additional fees and/or required lock change charge. Please note that temporary keys will not be checked out 30 minutes prior to closing. The first lock-out by the desk will be free of charge; every additional lock-out is a \$10 fee. If you lock yourself out when the Montgomery Desk is closed, there is always a \$10 fee due to the response of staff during hours of sleep and study. After three lock-outs within a 30-day time period, the behavior may be documented and subject to disciplinary action.

Maintenance Problems

All maintenance problems should be reported as soon as they are discovered. If you have a maintenance problem in your room/unit, please complete a Maintenance Request online through your Housing Portal Login. If you have a maintenance emergency, please visit Montgomery Desk during operation hours, call the Resident Assistant On-Call number, or contact a Housing or Residence Life staff member immediately.

Maintenance staff typically work from 8:00 am to 4:30 pm daily and are on-call for emergency requests after hours for more serious problems, such as heat problems, overflowing toilets, or electrical outages. The Maintenance department strives to respond to resident work requests within 24 hours. The earlier in the day that a problem is reported, the more likely our staff will be able to provide same-day service. If you need assistance entering a work order request, contact the University Housing and Residence Life Student Services Office, or a Residence Life staff member, or visit the Montgomery Desk.

On occasion, Maintenance staff may need to enter your room/unit to perform maintenance that is not the result of a maintenance request. If the resident is not present while the work is being done, a notice will be left by facilities personnel explaining why they entered your room/unit and the services they performed.

From time to time, the Maintenance staff may request a resident to prepare their room/unit for a facilities upgrade. If a resident fails to prepare the room/unit adequately, Maintenance staff may prepare the room/unit in order for the work to be completed. Maintenance staff will not be responsible for loss and/or damage to resident's personal property during the preparation.

Please Note: Maintenance and other staff always knock and announce themselves before entering a room/unit. Maintenance staff members are easy to recognize by their name badge. As an employee of the Housing Department, Maintenance staff may report policy violations for adjudication through our student conduct process.

Damage Billing and Charges

Residents will be billed for parts and labor associated with negligent or intentional damages. You will be charged for any evident damages or alterations in your unit at the time of your Move Out that were not indicated on the Room Condition Report at Check-In.

All repairs to the facilities must be performed by Housing personnel. If your room/unit is damaged, DO NOT attempt to make repairs yourself! Your work may not meet standards, could be a safety risk, and you will be charged for the cost of correcting repairs done by unauthorized persons. If you lose, damage, or steal residential property (i.e., furniture, window coverings, carpets, etc.), even accidentally, you will be billed for it.

Community Damage Billing

Vandalism, destruction, and/or theft of property may result in prosecution. Additionally, any charges from hall/building vandalism that cannot be traced back to a specific individual will be equally distributed to the residents of that floor/building/area. Each resident is financially responsible for the restitution of community damage caused by unidentified persons. Please encourage your neighbors to refrain from vandalism, which affects everyone in the community.

Lost Key Charges

If you lose your keys or if they are stolen, immediately contact the Montgomery Desk during desk hours or call the RA on-call after hours. Housing Maintenance will change your locks in order to ensure your personal safety, as well as that of your roommate(s). If you require a lock change, you will be charged for replacement, regardless of the reason for the lock change.

When you move out, you must return all keys that have been checked out to you during your residency. If you are missing keys upon moving out, you will be charged for a lock change (see *Maintenance Charges and Fees*).

You may be charged for any lock or key damages. In the event of a resident's request for lock service during non-business hours, the resident may be charged for overtime labor and travel time.

Lost Student ID Cards/Visitor Cards

Blackstone, Blumel Hall, Broadway, Montgomery, Ondine, and Stephen Epler Hall require access badges for building entry. Access badges are first obtained through the ID Services Office in Neuberger Hall.

If a card is lost, a student must have a new card made in Neuberger Hall and have it activated in the UHRL Student Services Office. The HigherOne card cannot be used as an access badge. Replacement cards are \$20.

Students checking in on weekends or when the ID Services Office is closed may temporarily check out an access fob from the area desk, when available. Fobs checked out from the Montgomery Desk must be returned within 48 hours. There is a \$20 fee for returning the fob late and a \$30 replacement fee if lost/stolen/damaged.

Charge and Fee Petitions

Any petition requesting the removal of Housing charges must be submitted to the UHRL Student Services Office within 90 days of the charge. Petitions regarding charges totaling \$100 or less will be reviewed by the Account Coordinator, while petitions regarding charges totaling more than \$100 will be reviewed by the Petition Board in consultation with the Director. Petitioners can expect a response within 10 business days. You will receive petition decisions via e-mail. Community damage charges cannot be petitioned.

Avoiding Damage Charges

The following information is provided to assist you in avoiding charges.

Decorating/Altering Your Space

Extras such as plants, lamps, rugs, bedspreads, and/or posters help personalize your space. When planning to decorate, it is important to keep in mind that no permanent changes (showers, fixtures, door locks, painting, etc.) may be made to the spaces; any damage done in decorating the room or removing decorations at move-out will result in a charge to your student account. Nothing is allowed on the exterior of the buildings. This includes on fire escapes and exterior window ledges.

Pictures and Wall Hangings

Please take care when hanging pictures and other items on your walls. If you hang items on walls, please use standard picture hangers. Any damage may result in charges to the resident's student account.

Painting Your Room/Unit

Residents may not paint their rooms. Repair of unauthorized painting will result in charges to your PSU Student Account. Rooms/Units are painted by Housing painting staff. If the walls in your room or room/unit are in need of repair, submit an online Maintenance Request. Contact your Resident Assistant or your Area Desk for details.

Showers

The installation or use of **any** shower or shower attachment in Blackstone, King Albert, Parkway, St. Helens, or Stratford is not allowed. The walls in these buildings are constructed with plaster, making water and steam damage particularly ruinous. Showers also place additional stress on the old water pipes in the buildings. If water damage is found in your room/unit or another room/unit and is found to have been caused by a shower in your bathroom, you will be held financially responsible and will also be subject to student conduct action.

Cleanliness

Residents are expected to maintain a clean living environment. Housing staff cleans all common areas, but **not** individual rooms/units. In choosing to live on campus, you agree to maintain your room/unit in a clean and sanitary condition at all times.

Other Useful Information

Air Conditioners

Due to safety hazards, damage caused to the room/unit and high energy usage, **air conditioners or coolers are not permitted in the Residence Halls.**

Materials Disposal

Disposal of cat litter or plaster or art ceramic by flushing it down the toilet or any other plumbing fixture is prohibited. Even litter marketed as "flushable" has caused significant problems in our buildings. Please dispose of these items in designated trash dumpsters around your building.

Circuit Breakers and Fuses

To avoid power losses, be careful not to operate too many appliances at any one time.

The electricity of apartments in Parkway, Montgomery, St. Helens, Stratford, and Blackstone run on fuses. If a fuse blows in your apartment and you feel confident in your ability to replace it, you may purchase a fuse on your own (Target and Safeway are nearby stores that would carry these). If you would like to submit a work order, repairs will be made between 10:00am-4:30pm, Monday-Friday. Fuse-replacement work orders, except the first, will result in a maintenance charge to the student account. Please contact the Montgomery desk, if you need temporary power supply (for refrigerators, for example), while waiting for a work-order to be completed.

All other buildings use circuit breakers. Contact the Montgomery Desk or RA on-call for assistance with breakers.

Door Locks and Dead Bolts

UHRL will not install or give authorization for you to install additional locks on your room/unit door.

Furniture

Residents are encouraged to arrange their furniture in the way that makes them most comfortable in their living space, so long as no damage is done to the unit or to the furniture. Residents may build lofts for their beds **only with approval from the Resident Director or Area Coordinator**. To ensure the safety of residents of the room/unit itself, the following guidelines must be followed when utilizing a loft:

- **Any loft must be pre-approved by your Resident Director or Area Coordinator.**
- Furniture may not block the entrance or exit of any room
- No furniture may be within three feet of the ceiling or any fire sprinkler, smoke detector or other fire detection or suppressing equipment
- Lofts may not span more than 60% of the floor space of the room/unit

- Student-built lofts must be free-standing and may not be affixed to any wall or other permanent structure in the unit
- No cinderblocks, PVC, or metal pipes may be used in the construction of any loft
- Any loft must include a safe means of getting into or out of the loft, i.e., ladders or steps
- Lofts must be sturdy enough to hold the occupant without any give or stress on the legs of the loft
- In units where furnishings are provided by PSU Housing, it may not be altered, dismantled or otherwise changed
- Lofts must have some form of guardrail incorporated into the structure to prevent falls.

Heaters/Radiators

The heating elements in each room/unit reach very high temperatures and are a potential source of fire danger. Please do not place objects near (within 2 feet) of these elements.

Buildings with radiators operate from a central thermostat. When that thermostat detects the need for heat, the boiler (located on the ground floor of each building) sends very hot water through the pipes and into the radiators. Individual radiators are adjustable only by the valve being open or closed. A closed valve does not allow hot water into the radiator, providing almost no heat to the room. **Please be very careful when adjusting the valve as it may be very hot to the touch.** Use a towel to protect your hand.

If you feel that the heat in your room/unit is not operating properly, enter a work order or contact the on-call RA in case of emergency.

In Broadway, each unit has its own adjustable thermostat. However, if the thermostat is turned too high or an object is placed too close to the heating element, the heat will shut off. This is a safety feature of the heater and also saves energy. If this occurs, please enter a work order to get the heat reset. In order to avoid this occurrence, maintain the thermostat at a moderate temperature and do not push furniture or other items against the heater.

Light Bulbs

Members of the Housing staff make daily rounds of the buildings and are responsible for the replacement of all common area bulbs. Maintenance staff will gladly replace all permanent light fixtures throughout campus. Residents are responsible for replacing their own bulbs for any personal lamps.

Smoke Detectors

Tampering with or disabling smoke detectors is prohibited and is in violation of the State of Oregon fire codes. It also puts the community at risk and is punishable by mandatory fines and/or a student conduct hearing. If a resident is found to have tampered with a smoke detector, the resident may be monetarily responsible for the costs of emergency response and will be subject to student conduct action.

If the battery needs to be replaced in the smoke detector, do not disconnect the smoke detector. Please submit a work order and/or call the RA on call to get a new battery. If you should you experience any additional problems with your smoke detector, submit a Maintenance Request and/or contact a Residence Life staff member.

Housing Charges and Fees

Rates are subject to change, but the estimated amounts for the 2013–2014 academic year is indicated.

| Contractual Violation/Fee: | Cost: |
|--|--|
| Improper Check-In, Check-Out, Room Change and/or Contract Cancellation | Up to \$100.00 per incident |
| Room Transfers | Students are allowed 1 transfer per contract year. Beyond that, students will be charged \$100 per transfer. |
| Life safety violation (i.e., tampering with fire/safety equipment, throwing objects from window) | Up to \$500.00 per incident + cost of any repair. |
| Unsanctioned Roommate(s) and/or Exceeding Unit Capacity | \$250.00 per unsanctioned roommate and occurrence. |
| Violation of housing policy | Up to \$150.00 per policy, per violation |
| Pet fee, non-refundable (not applicable to service animals or emotional support animals) | \$ 50.00 |
| Maintenance Charges: | |
| Failure to prepare unit for pest control | \$25 fine plus labor, materials, and contractor charges. |
| Failure to prepare unit for maintenance repair | \$25 fine plus possible associated charges |
| Furnishing provided by UHRL | \$ 100.00 included in housing rate, or as an additional charge |
| Removal of furniture | \$250 per item |
| Trash removal | \$25 per bag |
| Housekeeping Charge | \$ 25.00 per labor hour and all associated materials |
| Maintenance Charge (not requiring a licensed journeyman) | \$ 45.00 per labor hour and all associated materials |
| Trades Maintenance Charge (electrical, plumbing, etc) | \$ 65.00 per labor hour and all associated materials |
| Front Desk Charges | |
| Lock-outs | \$ 10.00 per incident |
| Lost Key and/or Lock Change | \$30 per key up to \$165.00 for after hours |
| Lost ID Card or Replacement ID Card | See ID Services |
| Late return of desk equipment | \$5 for every 30 minutes late up to price to replacement cost of item |
| Fobs | \$5 for every 30 minutes late up to \$35 for replacement cost |

2014-2015 Housing Policies Quick Guide

Description: This Quick Guide is a summary of the Standards of Residence, residential conduct policies that all residents and guests must adhere to. **Please note that if there are any unforeseen disagreements between this summary and the Standards of Residence, the Standards of Residence will take precedence.** Visit www.pdx.edu/housing/conduct for further information related to conduct and policies. The complete Standards of Residence are below.

Remember, in addition to the policies contained in this Quick Guide:

- You are responsible for your guests – By allowing someone into the building and/or hosting them, you are sharing responsibility for their actions in the residence hall. If your guest violates any policies, you may also be held responsible for their violation.
- If something is illegal off-campus, it's illegal on-campus. ***University property does not insulate you from being accountable for all your actions.***
- As a student on PSU's campus, you must adhere to all policies in the [PSU Student Code of Conduct](#).

University Housing and Residence Life Policies

Noise and Disruptive Behavior

The following actions are prohibited:

- Engaging in noisy, disorderly, or disruptive behavior
- Interfering with another resident's reasonable ability to sleep, study, or be present in one's own room or residence hall without disruption
- Violating the University's Quiet-Hours policy, which defines Quiet-Hours as 10pm-8am every night
- Failure to reasonably comply with requests from any community member to reduce the impact of your noise or disruption

Alcohol

The following actions are prohibited:

- Consuming, possessing, or being under the influence of alcohol while under the age of 21
- Possessing or being in the presence of alcohol paraphernalia while under the age of 21
- Being in the presence of alcohol consumption while under the age of 21
- Detectable and/or disruptive alcohol intoxication
- Possession of alcohol in a living space belonging to resident(s) under the age of 21
- Consumption of alcohol in areas other than an enclosed residential room
- Being in the presence of illegal possession or use of alcohol

Drugs

The following actions are prohibited:

- The possession, use, sale, or distribution of any illegal drug, drug paraphernalia or controlled substance.
- Being under the influence of an illegal drug or other substances used illegally
- Being in the presence of illegal drug use or possession or drug paraphernalia
- Medicinal marijuana use or possession on campus
- The misuse of over-the-counter or prescription drugs
- Possession, manufacturing, or use of K2, Salvia, Spice, or psychoactive herbal products

Failure to Comply

Residents are required to comply with official requests or directives of University Staff and Officials. Residents must not interfere, obstruct, or provide false information to staff performing their duties.

Smoking

The following actions are prohibited inside any residence hall or within 25 ft. of any air entrance or air intake:

- Smoking any substance with any smoking device
- The use of electronic cigarettes or vaporizers
- The use or possession of hookahs

Building Access

The following actions are prohibited:

- Hosting or giving access to anyone who is unapproved or trespassed from entry to residence hall spaces
- Negligently or intentionally providing access to anyone who should not access a given residential or common space
- Unauthorized possession, duplication, or use of University Housing keys
- Misuse of an electronic access card or security feature
- Unauthorized entry into any secured or restricted space. Residents entering residence halls other than their own must be escorted by an authorized host.

Fire Equipment, Code, and Procedures

The following actions are prohibited:

- Failing to immediately evacuate during a general alarm
- Causing the building or floor to go into general alarm without just cause
- Tampering with or damaging fire equipment
- Obstruction of clear egress or accessible movement from room, hallway, or building
- Covering more than 50% of door or wall with combustible materials

Flammable Materials and Fire Safety

The following actions are prohibited:

- Setting or fueling a fire of any size
- Storing flammable or combustible liquids or gasses is prohibited. Please review the Standards of Residence for guidelines on acceptable and prohibited flammable materials.
- Possession of incendiary or explosive materials, including fireworks, live ammunition, etc.
- Possession and/or the burning of candles, incense, and/or oils
- Leaving any cooking device unattended while in use
- Exposing heat sources to combustible or flammable materials
- Possession or use of appliances or electrical equipment that presents a fire risk due to open heating elements or overtaxing electrical systems. Please review details regarding acceptable and prohibited appliances in our full policy handbook.

Collusion

Inciting, assisting, facilitating, being in the presence of, or passively engaging in any violation of the Standards of Residence, PSU Code of Conduct, or law is prohibited.

Guests

The following actions are prohibited:

- Failing to adhere to reasonable, voiced preferences of a roommate or suitemate regarding guests
- Failure to understand and adhere to guest requirements outlined in detail in the Standards of Residence
- Failure to escort guest(s) at all times
- Possession or use of access badges, keys, or other unauthorized methods of entry by guest(s)
- Failure to monitor or influence guest behavior to assure adherence to the Standards of Residence
- Hosting a guest or combination of guests for more than 5 consecutive days or 10 days within a given term

Weapons

The following actions are prohibited:

- Using any object in a manner that could cause physical harm or undue mental stress
- Failure to report the known presence of an unlawful weapon or dangerous item
- Possession of an unlawful weapon, firearm, or dangerous item
- Possession of an object with blade longer than four (4) inches or ten (10) centimeters

Property Damage

Causing, or attempting to cause, damage, destruction, alteration, or defacement to property of the University, a group, or an individual is prohibited. Vandalism of property, decorations, or signage constitutes a violation.

Theft

Attempted or actual theft of property or services is prohibited. Possession of stolen property, removal or repossession of university or personal property, decorations, or signage constitutes a violation.

Conduct Sanction Requirements

Students are required to adhere to the conditions of housing probation, as well as any restrictions, limitations, or expectations resulting from conduct action. It is a violation for students to fail to complete administrative sanctions to a satisfactory degree by the established deadline.

Endangering

Behavior that endangers any person's personal safety is prohibited, which may include but is not limited to:

- Negligently, recklessly, or intentionally causing physical harm
- Direct or indirect threats or intimidation
- Behavior that creates undue mental stress or emotional harm to any person
- Hazing – actions or situations that produce mental or physical discomfort, embarrassment, or ridicule

Civility

Abusive treatment of residents, guests, or staff members, or any behavior that results in hostile work, living, or academic environment is prohibited.

Domestic Partners, Dependents, and Care-Givers

Residents must register, be approved for, and be assigned an acceptable space in order to have domestic partners, dependents, or care-givers cohabiting space.

Pets (Service Animals and Support Animals are not pets)

Pets are not allowed in the residence halls unless the owner meets all the rules, requirements, and approvals outlined in the Pets Policy which can be found in its entirety in the Standards of Residence. Pets are different than Service animals and Support animals.

Other Animals in Residential Spaces

Service Animals and Support Animals are not pets and are permitted in university housing in accordance with the expectations and processes outlined in the Service Animals and Support policies and the Housing Handbook. Please review these policies in their entirety in the Standards of Residence.

Housing Operations and Services

Misuse, obstruction, disruption, or abuse of housing services, space, or personnel is prohibited. It is a violation for students to engage in behavior that misappropriates the time and attention of Housing and Residence Life staff.

Lock-outs

Exceeding three (3) lock-outs within a 30-day time period is a violation of these Standards of Residence

Wireless Routers and Networks

Wireless routers, personal networks, and/or servers are prohibited in the residence halls. The Office of Information Technology monitors for and detects wireless routers. Wireless routers will be confiscated. Use of wireless routers degrades the entire PSU residential wireless system.

Standards of Residence

Residential Student Conduct Policies and Processes *(updated September 2014)*

Introduction

The University Housing and Residence Life (UHRL) Standards of Residence serves as an extension of the UHRL Housing Contract and Terms and Conditions which each resident agrees to before moving into UHRL housing. In signing a UHRL contract, the resident agrees to the policies outlined in the Standards of Residence. The Residential Standards Quick Guide is a brief summary of some of the most frequently occurring policy issues. The Quick Guide may be used for quick reference, but the full details and policy language is contained in the Standards of Residence. Residents are accountable to and contractually obligated to abide by the entire Standards of Residence.

Expectations and Responsibilities for Community Living

Housing policies and structures are created to protect and promote student success. As an individual choosing to live on campus, you share with your neighbors a reciprocal responsibility to align your actions with the value for student success. With this principle in mind, you are free to:

- sleep and relax in your room
- read and study in your room
- live in a clean, safe environment
- access your room and suite
- entertain guests and visitors, so long as you do not infringe upon roommate, suitemate, or community rights
- respectfully confront another's behavior which infringes upon your rights
- feel security for yourself and your personal possessions
- seek the aid of staff in resolving possible conflicts within your living space or community

Staff is on hand to help you in ensuring these rights through thoughtful discussion and open communication with your roommates, suitemates, and other floor/hall residents. It is our sincere desire that students will choose behaviors that support and respect all community members. UHRL staff, in collaboration with the Office of the Dean of Student Life, will administer the student conduct process to promote accountability to PSU and UHRL policies. In support of community interests, staff members may investigate and, if warranted, confer with and sanction students for violating these policies.

Compelling Community Interests

UHRL policies have been created to support four “Compelling Community Interests” (See *Judicious Leadership for Residence Hall Living*, Forrest Gathercoal, 1991, Caddo Gap Press). These Compelling Community Interests are:

Health and Safety

Policies and procedures have been developed to help protect students against incidents or behaviors that may jeopardize the physical, mental, or emotional health and/or safety of either the group or the individual. As such, there is a community interest in aligning personal behavior with policies that improve the health and/or safety of the living environment.

Property Protection and Stewardship

Care and protection of both community and personal property are a shared responsibility of all members. Individuals must work together to reduce property loss or damage.

Maintenance of the Best Possible Educational Environment

In order for a large number of people to live together successfully each member of the community must respect the expectations of the other members. You and your guests must abide by the community standards to protect your interests, as well as the interests of others, in order to make residential living a positive aspect of the college experience.

Legitimate Educational Purpose

With the basic premise that students attend college to attain a degree, certificate, or for personal advancement, anything not contributing to the accomplishment of this goal contravenes the educational purpose of the university and Residence Hall Community. Therefore, University Housing and Residence Life has established policies and functions that promote this interest.

The Residential Conduct Process

When a student is charged with a violation of policy, they can expect the following process to be available. Students will:

1. be notified via their pdx.edu email address of the alleged violation of applicable policies;
2. have those charges heard by a UHRL Hearing Officer, Dean of Student Life Hearing Officer, or Peer Conduct Board in a conduct meeting, which will be held in an impartial and competent manner;
3. have the opportunity to challenge the statements of reports and others providing information regarding the allegations.
4. have the opportunity to present information on their behalf in an orderly way.

Students must read their email or other conduct notice in order to understand the details of the charges as well as the time/location of their hearing. It is a student's responsibility to attend the hearing in order to hear evidence supporting the charges, respond, and present new information relevant to the charges.

If a student feels that they need more time to prepare for a hearing or have a time conflict, they may request to reschedule the hearing. Reasonable requests for rescheduling of a hearing will often be honored, so long as there are compelling reasons to postpone the hearing. However, UHRL reserves the right to choose the time/location of the hearing.

Students may contact the Housing and Residence Life Student Services office at 541-725-4375 or housing@pdx.edu **at least 24 hours** before their hearing time to reschedule their meeting. If a student fails to appear at the hearing, the hearing body may make a decision on the case in their absence. When the hearing body decides a case in the student's absence, it will wait at least 15 minutes after the assigned hearing time to establish that the student is not coming, rather than simply running late.

Conduct Meetings

Student conduct meetings, also referred to as conduct hearings, are an administrative review of the information relevant to the charges. Students alleged to have violated a policy will be invited to attend these meetings to respond to, verify, and/or deny the charges or the relevant evidence. If a student does not attend a meeting, the case may be heard in the student's absence with the information available at the time of the hearing.

These meetings seek to determine whether or not a student is responsible for the charged violations by collecting and reviewing the available information. The conduct officer or peer conduct board will look at available information and determine the outcome of the case by a preponderance of the evidence (whether the behavior is more likely than not to have happened). Note that this threshold is different than the "beyond reasonable doubt" burden of proof that the criminal justice system works under.

A hearing officer or body will seek to decide the outcome of a case in the hearing when possible. If the hearing officer needs to verify information, interview additional witnesses, or corroborate accounts, the hearing officer may defer the outcome decision to a later time.

Sanctions

A sanction is an outcome that is imposed by the Hearing Officer with respect to violations of policy.

If a student is found responsible for a violation, the conduct officer or peer conduct board will assign a sanction and deadline. These will be outlined in a decision notification letter sent to the student's pdx.edu email account. The conduct process seeks to identify educational opportunities for students who have violated policy. Sanctions include warnings, restitution and/or fines, loss of privileges, educational assignments, reassignment, contract probation, contract termination, refusal of entry, and other actions that can affect your status as a PSU student.

Conduct Administrative Fee

Fees pay the costs related to the investigation, adjudication, and follow up of conduct cases. Only students found responsible for a violation will be assessed a fee. The fee, if applicable, will be determined by the nature of the offense, will be considered at the conclusion of the conduct process, and will not be a factor influencing the outcome of a hearing.

1. For a Low-Level Offense, the first violation will result in a \$10 fee, a second violation of the same or similar nature will result in a \$20 fee, and the fee will increase by an additional \$10 for each subsequent violation of the same or similar nature. A “Low-Level Offense” is any violation that is not a High-Level Offense or a Drug or Alcohol Offense.
2. For a Drug or Alcohol Offense, the first violation will result in a \$50 fee, a second violation of the same or similar nature will result in a \$75 fee, and the fee will increase by an additional \$25 for each subsequent violation of the same or similar nature. A “Drug or Alcohol Offense” is any offense that is not a High-Level Offense that includes the use or possession of drugs or alcohol in violation of the Code.
3. For a High-Level Offense, the first violation will result in a \$75 fee, a second violation of the same or similar nature will result in a \$100 fee, and the fee will increase by an additional \$25 for each subsequent violation of the same or similar nature. A “High-Level Offense” is any offense that presents a potential health and safety risk or a serious disruption to the living and learning environment.

All fees will be assessed to the University account of the responsible resident.

Appeals

A student may appeal the outcome of a hearing by filing a written notice of appeal to the Director of Housing and Residence Life. A written notice must be filed within 72 hours of the notice of sanction and must specify in detail the grounds upon which the appeal is based. An appeal request form is available on the UHRL Conduct website (pdx.edu/housing/conduct/).

Appeals can be emailed to reslifeconduct@lists.pdx.edu or dropped off at the Housing and Residence Life Student Services Office in Broadway 210. The request for an appeal should include:

Your name and PSU ID number

Contact information (address, phone, email)

The date of incident

Date of hearing

Hearing officer's name

Violation(s) found responsible for

Information demonstrating why an appeal is required – Such justifications may include the below criteria:

1. There was an error in the process that had a material effect on the outcome.
2. There is new information that was previously not available at the time of the hearing AND it would have a material effect on the outcome.

There is only one opportunity for appeal. Failure to file the above-mentioned notice within the prescribed 72 hours will constitute a waiver of the right to appeal.

The appeal process is an administrative review of the appeal request and available information. It is designed to be informal in nature with the objective of assuring that fundamental fairness was applied to a conduct case; no formal rules of evidence or procedure will apply.

An appeal is not a re-hearing of the case. If an appeal is approved, the review officer, the Director of Housing and Residence Life or designee, will determine the next steps for the case. Sanctions determined at the time of hearing remain in effect unless the Appeal Officer determines otherwise.

Safety and Security Statement

Students contracted to live on campus agree to take primary responsibility for their own personal safety and security, and to support the safety and security of fellow residents, the buildings, and shared spaces. The University and UHRL will work cooperatively with students to promote a safe and secure environment, although safety cannot be guaranteed. Students agree to read and abide by security policies and precautions stated in this publication and in all other University publications.

All PSU students are expected to follow all University Policies and Rules, which can be found at <http://www.pdx.edu/dos/policies-codes-of-conduct-at-psu>. Students may submit a complaint at this website: https://pdx-advocate.symlicity.com/public_report/index.php or by contacting a Residence Life Staff member.

PSU students are encouraged to register with the PSU Alert Emergency Notification System at: <http://www.pdx.edu/cpsu/psu-alert-notification-system>.

Your Personal Conduct and Passive Involvement

Being a member of a community means understanding and adhering to community standards and policies. It also means taking an active role in the development and well-being of that community. As a community member, you are responsible for your behavior and the choices that you make. We hope you will choose to abide by all university and housing policies (and most students do) as well as community standards. If you are ever in the presence of a policy violation, you have some choices:

- You may attempt to stop the violation or;
- You may contact residence hall staff or;
- You may remove yourself from the situation.

If you choose to remain at the scene of a policy violation, you may be included in the incident report and may be held accountable for a policy violation. In addition to these choices, some policies suggest or require that you make specific choices to help manage the situation correctly. Please make sure you understand the content of the policies contained in the Standards of Residence.

Students who fail to report knowledge of a dangerous or unlawful item may be held accountable under this policy or the collusion policy.

University Housing and Residence Life Conduct Policies

Alcohol

This alcohol policy applies to all residents, regardless of age. The University seeks to maintain an environment conducive to intellectual and personal wellness and growth. This policy prohibits alcohol-related behaviors that detract from PSU's educational purpose, interfere with a disruption-free environment, or are against the law. Alcohol possession and use by students of legal age is only permitted in line with the contents of this policy. Failure to adhere to the policy may result in a staff response which may result in the removal (in the form of pouring down a sink) of remaining alcohol, conduct action, and/or restriction of the privilege to use/possess alcohol on campus. Illegal possession, use, intoxication, and distribution of alcohol is prohibited. Violations of the alcohol policy may include, but are not limited to:

- Consuming, possessing, or being under the influence of alcohol while under the age of 21
- Possessing or being in the presence of alcohol paraphernalia while under the age of 21. Paraphernalia could include: empty containers of alcohol (including decorative uses), cups with residue of alcoholic beverages, beer bongs, etc.
- Being in the presence of alcohol consumption while under the age of 21
- Detectable and/or disruptive alcohol intoxication. Intoxication may be considered disruptive if it unduly interferes with community interests or causes normal operations of the residence halls to be disrupted.
- Possession of alcohol in a living space assigned to resident(s) under the age of 21
- Consumption of alcohol in areas other than an enclosed residential room, such as hallways, doorways, lounges, public restrooms, etc.
- Using alcohol in the presence of someone under the age of 21
- Being in the presence of illegal possession or use of alcohol
- Providing alcohol to someone under the age of 21
- The possession or use of excessive quantities, unmarked, or common sources of alcohol
- The production, sale, or manufacturing of alcohol

Residents are encouraged to talk to friends and roommates about these restrictions related to alcohol to make sure that your behaviors are in line with everyone's behavioral expectations. For roommate or suitemate pairs that differ by legal drinking status (age), talk with each other and Hall staff members for help planning on how to manage adherence to this policy.

Building Access

Access control is a very important health and safety issue for an urban campus. Our private residential spaces are not open to the public. Each resident must do their part to protect access. This includes only allowing your own guests into the building and preventing access for un-hosted guests. You must not allow non-residents into the building or provide access via the elevator or stairs to residential floors. The Campus Public Safety Office and University Housing and Residence Life should be contacted if someone sneaks in behind you or pressures you to grant them access.

Residents have access to their rooms and shared spaces. Some spaces within the hall are locked and/or restricted for health and safety reasons (i.e. ledges, roofs, non-occupied residential rooms, non-public spaces, etc). Accessing or entering such a space is prohibited.

Examples of prohibited behavior under this policy include, but are not limited to:

- Negligently or intentionally providing access to anyone who does not have privilege to access a given residential or common space. Some individuals are trespassed or prohibited from entry to residences

halls, by conduct action, university directive, or Public Safety, police, or court order. You are not permitted to host or allow entry for such individuals. Unauthorized possession, duplication, or use of University Housing keys

- Misuse of an electronic access card or security feature
- Propping open or preventing the closing/locking of security doors
- Unauthorized entry into any secured or restricted space. Residents entering residence halls other than their own must be escorted by an authorized host.
- Allowing others to enter the building, or a part of a building, who are not authorized to be there.

Civility

Abusive or adverse treatment of residents, guests, or staff members, or any behavior that results in a hostile work, living, or academic environment is prohibited. Many behaviors or actions could warrant conduct action, such as harassment, bullying, etc. Such behaviors that constitute a potential violation of the PSU Student Code of Conduct may be investigated and adjudicated by the Office of the Dean of Student Life. Other behaviors may be investigated and adjudicated as a potential violation of the housing contract.

Collusion

Inciting, assisting, facilitating, being in the presence of, or passively engaging in any violation of the Standards of Residence, PSU Code of Conduct, or law is prohibited. Please refer to the Personal Conduct and Passive Involvement statement to understand your choices in a given situation. Conduct action may follow if your actions or presence connects you to a violation of policy.

Conduct Sanction Requirements

Students are required to adhere to the conditions of housing probation, or any restrictions, limitations, as well as expectations resulting from conduct action. It is a violation for students to fail to complete administrative sanctions to a satisfactory degree by the established deadline. An account hold may be placed when a sanction is not completed by the deadline or does not meet the expectations of the sanction. Students with incomplete sanctions are subject to further conduct action, which could include contract termination in certain cases where a student violates this policy while on contract or University probation.

Domestic Partners, Dependents, and Care-Givers

Residents must register, be approved for, and be assigned an acceptable space in order to have domestic partners, dependents, or care-givers cohabiting in residential spaces. Failure to register such parties may constitute a contractual violation under this policy and/or the guest or building access policies.

Drugs

The Drugs Policy prohibits behavior relating to illegal drugs and harmful substances. Campus Public Safety (CPSO) will be notified and often involved in any action concerning drugs in the Residence Halls. Behavior prohibited under this policy includes but is not limited to the following:

- The possession, use, sale, distribution, or manufacturing of any illegal drug, drug paraphernalia, or controlled substances. Paraphernalia for drugs could include pipes, bongs, grinders, scales, baggies, balloons, syringes, etcetera. If the item is commonly used for drug use or there are signs that it has been used, it may be considered drug paraphernalia.
- Being under the influence of an illegal drug or other substance used illegally
- Being in the presence of illegal drug use or possession

- Medicinal marijuana use or possession on campus. PSU residence halls cannot accommodate the possession and use of marijuana, regardless of the possession of appropriate medical marijuana authorization.
- The misuse of over-the-counter or prescription drugs
- Possession, manufacturing, or use of K2, Salvia, Spice, other synthetic drug materials, or psychoactive herbal products

Please be aware that in response to potential fire safety and property damage risks associated with smoking or production of drugs, Housing and Residence Life staff may need to key-in to spaces to investigate and resolve any potential safety issues.

Support Animals

- Qualified support animals are allowed in UHRL residential rooms. A support animal is an animal that provides emotional support that alleviates one or more identified symptom or effect of a person's disability. Unlike service animals, support animals are not trained to perform work or tasks, and they include species other than dogs. support animals are not considered pets.
- Support animals are not generally allowed to accompany persons with disabilities in all areas of PSU, but may reside in UHRL residential rooms, including accompanying such individual in all public or common use areas of University Housing, when it may be necessary to afford the person with a disability an equal opportunity to use and enjoy University Housing.
- Before a support animal can move into UHRL spaces with a person with a disability, a request must be made to PSU's Disability Resource Center and approval must be granted (preferably at least 30 days prior to move in) by submitting the University Housing and Residence Life Disability Services Request Form, which can be found on the PSU website
Support animal requests to the DRC must include documentation from a licensed physician or mental health provider, and must provide sufficient information for PSU to determine:
 - a) that the individual qualifies as a person with a disability (i.e., has a physical or mental impairment that substantially limits one or more major life activities); and
 - b) that the emotional support animal is necessary to afford the individual with a disability an equal opportunity to use and enjoy University Housing, including the relationship between the individual's disability and the emotional support that the animal provides.
- PSU does not require people with disabilities who are accompanied by support animals in UHRL residential rooms to pay a surcharge for their support animal, such as a pet deposit.
- After the Disability Resource Center approves a request for a support animal, PSU will provide the resident with a support animal with a registration sticker to put on the residence unit door and ask the resident to provide a picture of the support animal. The sticker will be identical to the pet registration stickers provided for pets. A resident with a support animal will not be required to disclose on the sticker that the animal is an emotional support animal or the type of animal.
- Support Animal Rules
 1. PSU is not responsible for the care or supervision of service or support animals. People with disabilities are responsible for the cost, care, and supervision of support animals, including:
 - a) compliance with any laws pertaining to animal licensing, vaccination, and owner identification;
 - b) keeping the animal under control and taking effective action when it is out of control; and
 - c) feeding and walking the animal, and disposing of its waste.

2. A support animal must be housebroken (i.e., trained so that it controls its waste elimination, absent illness or accident). Support animals' feces/waste must be disposed of properly in outside garbage dumpsters. Disposal of cat litter by flushing it down the toilet or any other plumbing fixture is prohibited. Even litter marketed as "flushable" has caused significant problems in UHRL buildings. If the support animal has an accident indoors, it is the owner's responsibility to appropriately clean area. The Disability Resource Center (DRC) or University Housing and Residence Life can provide additional guidance on where to appropriately dispose of animal waste if necessary.
 3. Support animals must be kept under control of the resident and must remain inside residential units, unless the DRC has granted permission for the support animal to accompany the resident to other areas. In such instances, the support animal must be kept under control by a harness, leash, tether, voice control, signals, or other effective means.
 4. Students with disabilities who reside with a support animal must comply with the same University Housing and Residence Life rules regarding noise, safety, disruption, and cleanliness as students without disabilities.
- PSU may pose some restrictions on, and may even exclude, a support animal in certain instances. Restrictions or exclusions will be considered on a case-by-case basis in accordance with applicable laws, but an animal may be excluded if:
 - a) it is out of control and effective action is not taken to control it;
 - b) it is not housebroken;
 - c) it poses a direct threat to the health or safety of others that cannot be reduced or eliminated by reasonable modifications; or
 - d) its presence fundamentally alters the nature of a program, service, or activity.

In considering whether an animal poses a direct threat to the health or safety of others, PSU will make an individualized assessment, based on reasonable judgment, current medical knowledge, or the best available objective evidence, to determine: (1) the nature, duration, and severity of the risk; (2) the probability that the potential injury will actually occur; and (3) whether reasonable modifications of policies, practices, or procedures will mitigate the risk. In the event that restriction or removal of a support animal is determined to be necessary, the individual with a disability will still be given the opportunity to reside in UHRL spaces without having the animal present.

- If a person has a disabling condition that may be affected by the presence of a support animal in UHRL spaces, that person may contact the Disability Resource Center for assistance. PSU is committed to ensuring that the needs of all people with disabilities are met and will determine how to resolve any conflicts or problems as expeditiously as possible.

Endangering

In support of the community health and safety interests, University Housing and Residence Life may proceed with conduct action in response to dangerous or potentially dangerous behaviors. Such behaviors could warrant contract termination or interim conduct action while a situation is being investigated and adjudicated. Behavior that endangers any person's safety is prohibited; such behavior may include but is not limited to:

- Negligently, recklessly, or intentionally causing physical harm
- Direct or indirect threats or intimidation
- Behavior that creates undue mental stress or emotional harm to any person

- Hazing – actions or situations that produce mental or physical discomfort, embarrassment, harassment, or ridicule
- Inappropriately handling or disposing of biohazards, including, but not limited to, medical syringes, blood, and other bodily fluids.
- Violating reasonable privacy expectations that could cause distress or threaten one’s ability to feel reasonably safe and comfortable in the living space. Examples of this behavior include use of audio, video, or electronic means, telephonic or email harassment, etc.
- Dropping, throwing, or permitting objects, either liquid or solid, to be ejected, affixed to, or placed out a window. This may include objects placed on window sills or in positions where they could plausibly exit through the window. Endangering by objects through windows could result in termination, regardless of intent.

Failure to Comply

Residents are required to comply with official requests or directives of University Staff and Officials. Residents must not interfere or obstruct staff performing their duties. Residents must not provide false information to University Staff.

Compliance is a critical aspect of safety and security. Staff members must be able to ascertain identification and cooperation from individuals and groups in order to resolve a situation. Failure to comply is prohibited and could include, but is not limited to the following behaviors:

- Refusal to present ID
- Falsely identifying yourself by name, age, residence, etc.
- Providing false information to University Staff and Officials
- Refusing or ignoring a directive from a staff member who is performing their duties
- Failing to open one’s room/unit door at a staff member’s request
- Purposely violating a policy, directive, or restriction communicated by University Staff or Officials

Failure to Comply sometimes occurs during engagement of other policy violations. Students who do not comply may face elevated consequences due to the non-compliance, often which are far more significant than the original violation alone and may result in removal from University Housing.

Fire Equipment, Code, and Procedures

Residents must understand and adhere to processes, codes and standards related to fire and life safety. Violations of this policy include, but are not limited to:

- Failing to immediately evacuate during a general alarm
- Causing the building or floor to go into general alarm without just cause. Most buildings will go into general alarm when a public area (hallway) or multiple smoke detectors perceive smoke. You have the responsibility to control smoke from cooking by venting through a window, rather than a hallway door. If a general alarm is caused by inattentive cooking, leaving cooking items unattended, or leaving equipment on, such behavior may be a violation of this policy. Students must not use fire “pull stations” in non-emergency situations. Such false alarms could result in criminal action in addition to conduct action. Conduct action could include restitution for costs associated with false alarms.
- Tampering with or damaging fire equipment. If you perceive a malfunction of fire equipment, you must submit a work order promptly. Students should not remove, cover, alter or tamper with fire equipment for any reason.

- Accessing and/or utilizing fire equipment inappropriately or in a non-emergency situation. Students may not hang items on sprinklers, block or cover sprinklers or smoke detectors, access fire escapes in non-emergency situations, etc.
- Being on the roof of any building.
- Obstruction of clear egress or accessible movement from room, hallway, or building. Hallways, foyers, fire exits, and doorways are thoroughfares. Gathering or the compilation of physical objects, such as furniture, decorations, boxes, etcetera in thoroughfares is prohibited as they impede effective evacuation in case of an emergency.
- Exceeding room capacity. Building code in Oregon for residence hall rooms are 1 person per 50 square feet of room space. This code prevents large social gatherings in student rooms. If you need larger spaces for group events or studying, you should consider the Montgomery Lounge, common spaces within your building, or study rooms at the library.
- Covering more than 50% of door or wall with combustible materials
- No furniture may be within three feet of the ceiling or any fire sprinkler, smoke detector, or other fire detection or suppressing equipment.
- Student built lofts must be approved by UHRL staff, incorporate a guardrail to prevent falls, structurally sound, free-standing, and may not be affixed to any wall or permanent structure of the building. Lofts may not span more than 60% of the floor space of the room. Any unit where lofted furnishings are provided by PSU Housing, lofts may not be altered, dismantled or otherwise changed. See Furniture for further guidelines.

Flammable Materials and Fire Safety

Residents must not present the residential community with unnecessary and/or prohibited risks of fire or smoke. Violations of this policy include, but are not limited to:

- Setting or fueling a fire of any size
- Possession and/or the burning of candles, incense, and/or oils. This is an expectation of all members of the community regardless of reasons for possession/use.
- Storing flammable or combustible liquids or gasses is prohibited. These limitations are not intended to preclude the possession of hair spray, rubbing alcohol, cigarette lighters, cosmetics or medicines. This policy will be applied judiciously considering reasonable use/storage of such materials.
- Possession of incendiary or explosive materials, including fireworks, live ammunition, etc.
- Leaving any cooking device unattended while in use
- Exposing heat sources to combustible or flammable material. Examples of such fire safety concerns include, placing fabric over lamps, exposing kitchen appliances to flammable materials, or putting decorations, curtains, or other items above heaters, lamps or other heat sources.
- Possession or use of appliances or electrical equipment that present a fire risk due to open heating elements or overtaxing electrical systems. Examples of appliances and items that are prohibited due to this risk include:
 - All non-URL approved appliances
 - Power strips without surge protection. Extension cords must have surge protection. "Daisy-chaining," or plugging one power strip or extension cord into another increases electrical safety risk and is prohibited.
 - Major Appliances (such as dishwashers, deep freezers, etc).
 - Items with exposed heat sources
 - Air conditioners or coolers
 - Halogen Lamps
 - Lava Lamps

- Toaster Ovens
- Space heaters, other than those provided by housing staff and operated in an unsafe manner. Please contact the Housing and Residence Life Student Services Office if you feel that heat in your room is inadequate.
- Items without thermostat control or auto-shut-off, such as certain hot plates, hot pots, grills, etc.
- Microwaves larger than 800 watts
- Refrigerators larger than 4 cubic feet or which pull more than 1.5 amps. Refrigerators brought to campus must be in good working condition and are subject to safety inspection by staff.

University Housing and Residence Life reserves the right to restrict appliances and other items that pose a danger or hazard to the community and/or facilities.

Guests

Only residents, their guests, and approved University Staff and Officials are permitted into residential spaces within the residence halls. Residents are welcome to have guests visit, as long as guest visits are in line with the expectations included in this policy.

Violations of the Guests Policy may include, but are not limited to, the following behaviors:

- Failing to adhere to reasonable, voiced preferences of a roommate or suitemate regarding guests. Guests must be approved by all students who share the room/suite. If your room or suite cannot come to agreement about guests, please contact Residence Life staff for assistance, before violating roommate or suitemate preferences.
- Failing to escort guest(s) at all times
- Possession or use of access badges, keys, or other unauthorized methods of entry by guest(s)
- Failure to monitor or influence guest behavior to assure adherence to the Standards of Residence
- Guest(s) remaining in the host's room without host resident present
- Hosting a guest or combination of guests for more than 5 consecutive days or 10 days within a given term. Approved exceptions may be granted by contacting the Area Coordinator. Requests must be made prior to guest visit.

A guest is defined as any person you allow into and/or host within the residence halls. You are expected to accompany your guest at all times in the building, including when they enter and exit the building. Guests do not have all the privileges and access as a resident.

You may not loan your card access or room keys to your guest.

Residents must encourage and take action to assure responsible behavior by guests. This policy acknowledges that you may not be able to completely control another person's actions, but you can influence who you host, how they behave, and what they do in the community. Failure to monitor or influence guest behavior to assure adherence to the Standards of Residence is prohibited. Residents may be held responsible for violations committed by their guests. For example, if your guest uses marijuana in your room, you may be held responsible for a violation of the marijuana policy, regardless of whether you personally used it. You may also be held responsible for violating the guest policy.

If you need help managing guest behavior or a guest is behaving outside of your voiced expectations, you should contact Campus Public Safety (CPSO) or a UHRL Hall staff member immediately. Doing so may reduce your accountability for their actions.

Housing Operations and Services

Any action by a resident or guest that disrupts regular operations of UHRL services without reasonable cause is prohibited. General questions and appropriate utilization of UHRL services are welcome. Behaviors that interfere with or act against the intended provisions of UHRL services are also prohibited. Misuse, obstruction, or abuse of UHRL services, space, or personnel is prohibited. Such behaviors may include, but are not limited to:

- Accessing the dining center without shirt and/or shoes
- Acting in a disorderly manner in dining areas
- Utilizing another student's meal card or allowing another person access to a student's meal card
- Misuse of services, such as office or duty phones
- Failure to prepare room. Residents must adhere to requests from UHRL to prepare their room/unit for work to be completed and for future roommates to be able to move into an open space.
- Use of personal electronics or wireless routers that interfere with the University computing or wireless network
- Exceeding three (3) lock-outs within a 30-day time period
- Abandoning property
- Leaving trash, debris, or personal property in hallways or other general use space for any period of time
- Removing window screens from designed placement
- Misuse, alteration, detention, or occupation of shared spaces. Many different behaviors could fall under this policy. One example would be that sleeping, meditating, or lengthy presence in hallways or lounges prevents others from freely using space, and therefore would be prohibited. Rooms are intended for such personal uses. If you would like to utilize a public space for an event or activity, it should benefit the community overall. Contact your Area Coordinator for approval and/or reservation.
- Delivery of items we cannot accept as packages at area desk. Items will not be accepted and conduct action may follow. Please review the mail section in the Housing Handbook for more information about packages.
- Installing locks or other fixtures to university furniture or rooms.
- Using a provided mattress without sheets

Noise and Disruptive Behavior

The Noise and Disruptive Behavior Policy addresses behaviors that have the potential to interrupt other students' ability to be present in their own room without undue and unreasonable disruption. Behaviors and actions that are disruptive or noisy as described in this policy are prohibited. These behaviors include, but are not limited to:

- Engaging in noisy, disorderly, or disruptive behavior
- Interfering with another resident's reasonable ability to sleep, study, or be present in one's own room or residence hall
- Violating the University's Quiet-Hours policy or excessive noise expectations. Further information about Quiet-hours is available below.
- Failure to reasonably comply with requests from any community member to reduce the impact of your noise or disruption.
- Behaviors or negligence that cause(s) unreasonable disruption to another person or the educational living environment
- Creating or contributing to an avoidable urgent situation to which University officials or emergency personnel are required to respond

If you experience someone else being disruptive or noisy, you may respectfully address that situation with them and request resolution. Often students respond very well to direct communication. Residence Life staff may be contacted to help seek resolution for disruptions. Please be mindful that when Residence Life staff witnesses or

receives reports of disruptions, they are compelled to report and respond to this occurrence, which often may result in conduct action.

The University has established quiet-hours between 10pm-8am every night, 365 days a year. Quiet-hours are expanded during the last week of classes and during Final's weeks of Fall, Winter and Spring quarters to 22 hours a day, 7pm to 5pm the following day. In addition, if a student or staff members reasonably requests for you to reduce noise levels, you must comply with that request, regardless of time. Noise that is considered excessive or unreasonable is prohibited 24 hours a day. Examples of excessive noise include but are not limited to drums, amplifying music out a window, music instruments (amplified or naturally loud) and yelling. For students who wish to practice instruments, there are music rooms available in Lincoln Hall.

Sometimes disruption is caused by noise, but some behaviors, odors, or environmental factors may be considered disruptive.

Disruptive odors could include smoke, dirt, trash, or spoiled, abandoned, or rotten food items. Residents must be mindful of how cleanliness and other personal habits can disrupt others and take action to prevent this disruption.

Disruptive behaviors could include riding a skateboard, bike or other wheeled device indoors, playing sports or activities in your room or hallway, using laser pointers outside of an academic or intended use (such as pointing it at people or personal spaces), bodily substances released outside of a restroom, or concerning comments, threats, or abuse. If personal behavior has the potential impact to affect others and community, that is when it becomes a policy issue.

Pets (Service Animals and Support Animals are not pets)

- No animals except fish and cats, as specifically permitted in 4.02.2 and 4.02.3 below, are permitted as pets in UHRL spaces on either a temporary or permanent basis. Pets must be registered pursuant to 4.02.4. If a student has an unregistered pet, the resident will be subject to a \$150 policy violation fee and may be prohibited from registering the pet. This prohibition does not apply to service animals or support animals, which are not pets and are covered by sections 4.03 and 4.04 of this Housing Handbook.
- Fish tanks cannot be over ten gallons and only one tank is allowed per room/unit.
- A single cat is permitted only in uncarpeted units 300 square feet and larger in the following buildings: Blackstone, King Albert, Parkway, St. Helens, and Stratford.

Cats are not permitted in the following areas/buildings: Blackstone 1st floor, Blumel, Broadway, Montgomery, Ondine, Parkway 1st floor, and Stephen Epler.

Disposal of cat litter by flushing it down the toilet or any other plumbing fixture is prohibited. Even litter marketed as "flushable" has caused significant problems in UHRL buildings. Please dispose of cat litter in appropriate trash receptacles.

- **Pet Rules**

1. **Registration and Pet Deposit:** Students are required to register their pets with the University Housing and Residence Life Student Services Office prior to moving into Housing. As part of the registration process, a student is required to pay a \$50 non-refundable pet fee and submit a picture of the pet. When registration is approved, the resident will be provided with a pet registration sticker to put on the residence unit door.
2. **Failure to Register a Pet:** If a resident fails to register a pet, the resident will be subject to a \$150 policy violation fee for failing to register the animal. If a violation fee is imposed, it will be up to the

University Housing and Residence Life as to whether to allow the resident to pay the \$50 fee to register the pet or require that the pet be removed.

3. **Identification:** Residents are required to display a pet registration sticker properly on the resident's door.
 4. **Health Certificate/License of a Pet:** Pet owners must follow city and state animal laws. Residents with pets must follow the City of Portland animal laws and must register and license cats in accordance with Multnomah County or State of Oregon laws. For out-of-state residents, license tags from other states may be accepted at the discretion of the University. A copy of the license must be submitted to the University Housing and Residence Life Student Services Office. If the student is staying continuously for more than a year, the cat must be transferred to Multnomah County and licensed on a yearly basis. For cats, the resident must submit a current vaccination certificate and an affidavit of good health signed and dated by a veterinarian within the past year. The veterinarian's statement must also verify that the pet has been spay or neutered. This documentation must be submitted to the UHRL Student Services Office within 10 days of bringing the cat to campus.
 5. **Pest Control/Cleaning/Property Damage of Pets:** Preventative measures should be taken at all times for flea and odor control. Consideration of others must be taken into account when providing maintenance and hygiene to pets. UHRL staff will inspect any unit in which a pet lives at least once per calendar year. If fleas or ticks are detected, the unit will be treated using an approved method and the resident will be billed for the expense. If there is damage to the unit, furnishings, or floor that exceeds normal wear and tear, the resident will be charged. When the resident vacates the unit, UHRL will bill the resident for any cleaning over and above the norm that must be undertaken because the unit housed the pet.
 6. **Proper Care:** Residents are expected to properly care for pets. This includes cleaning up after the pets, keeping up with their shots, and arranging for alternate arrangements when the resident is away. Residents are responsible to ensure that their pets are flea- and other insect-free.
 7. **Safety of Persons or Property from Pets:** Pets must remain in the approved residence unit at all times. Pets that pose a direct threat to the health and/or safety of others will be removed.
 8. **Nuisance of Pets to Other Residents:** It is the pet owner's/resident's responsibility to ensure that the pet does not create a persistent odor, noise, or disturbance. Pets that disrupt other residents, guests, patrons, students, or staff may be considered a nuisance. Nuisance behaviors may include but are not limited to: meowing, howling, crying, bad odor, scratching, chewing, or otherwise causing property damage. Pets that constitute a nuisance to other residents, as determined by the Director of University Housing and Residence Life or designee, must be removed as required by the Director of University Housing and Residence Life.
 9. **Liability for Pets:** Residents are responsible for the actions of their pets, including any personal injury or property damage the pet causes. The resident must take all reasonable precautions to protect other residents, other resident's property, and the property of the University. It is highly recommended that the resident carry renter's insurance should the pet cause property damage or personal injury.
- Any violation of this pet policy, including neglect of the pet, can result in additional fines or fees, student conduct action, and possible Housing Contract cancellation.

Posting, Sales, and Solicitation

Sales and solicitation in the residence halls is generally limited and/or prohibited. Posting materials for publicity must be approved. The Housing and Residence Life Student Services office can be the point of contact to request approval for fliers and bulletin board announcements or publicity. Students may not act as sale agents or establish a business in UHRL spaces. Students or groups with interest in engaging in recruiting members, raising funds,

distributing materials, or other similar behavior must seek approval from University Housing and Residence Life. Such behaviors are prohibited without written permission from University Housing and Residence Life. See [Posting Regulations](#) to reference guidelines.

Property Damage

Causing or attempting to cause damage, destruction, alteration, or defacement to property of the University, a group, or an individual is prohibited. Vandalism of property, decorations, or signage constitutes a violation. Work on facilities or rooms must be performed by University maintenance or facilities staff, or university designated contractors. Prohibited actions include, but are not limited to:

- Installing fixtures or attachments to facilities, including shower attachments to spaces with only tubs
- Mounting televisions, shelves, speakers, or other items to walls or ceilings
- Damage cause by affixing items to Ondine acoustical textured walls or ceilings
- Use of large nails, hooks, screws, or bolts into walls, ceilings, floor, or university furniture
- Painting rooms
- Affixing or damaging furniture when moving items within room
- The use of waterbeds and other water furnishings
- Transferring university furniture from one room to another. University furniture assigned to a residential space may not be stored elsewhere in or out of the building.
- Cinderblocks, PVC or Metal pipes may not be used in construction or support of furniture or items in room
- Damaging or tampering with coin-operated machinery
- Damaging or tampering with elevators

Service Animals

- Service animals are not pets and are permitted in UHRL spaces. A “service animal” means any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the person’s disability. The provision of emotional support, well-being, comfort, or companionship does not constitute work or tasks for the purpose of this definition. Species other than dogs, or in some cases, miniature horses, are not considered service animals for the purpose of this definition of a service animal.
- Service animals are permitted to accompany people with disabilities in housing.
- PSU will not require any surcharges or fees for service animals. However, a person with a disability may be charged for damage caused by a service animal to the same extent that PSU would normally charge an individual for the damage they cause.
- Upon request, PSU will provide a resident with a service animal with a registration sticker to put on the residence unit door. A resident with a service animal may also provide PSU with a picture of the service animal for identification purposes. The sticker provided will be identical to the pet registration stickers provided for pets. A resident with a service animal will not be required to disclose on the sticker that the animal is a service animal, or the type of animal.
- PSU will not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.
- **Service Animal Rules**

1. PSU is not responsible for the care or supervision of service or emotional support animals. People with disabilities are responsible for the cost, care, and supervision of service and emotional support animals, including:
 - a) compliance with any laws pertaining to animal licensing, vaccination, and owner identification;
 - b) keeping the animal under control and taking effective action when it is out of control; and
 - c) feeding and walking the animal, and disposing of its waste.
 2. A service animal must be housebroken (i.e., trained so that it controls its waste elimination, absent illness or accident). Service animal feces/waste must be picked up immediately (in a baggie) and disposed of properly in outside garbage dumpsters. If the service animal has an accident indoors, it is the owner's responsibility to appropriately clean the spot. The Disability Resource Center or University Housing and Residence Life can provide additional guidance on where to appropriately dispose of animal waste if necessary.
 3. Service animals must be kept under control by a harness, leash, or other tether, unless the person is unable, because of a disability, to use a harness, leash, or other tether, or such use would interfere with the service animal's safe, effective performance of work or tasks. In such instances, the service animal must be kept under control by voice, signals, or other effective means.
 4. People with disabilities who use a service animal must comply with the same University Housing and Residence Life rules regarding noise, safety, disruption, and cleanliness as people without disabilities.
- PSU may pose some restrictions on, and may even exclude, a service animal in certain instances. Restrictions or exclusions will be considered on a case-by-case basis in accordance with applicable laws, but an animal may be excluded if:
 - a) it is out of control and effective action is not taken to control it;
 - b) it is not housebroken;
 - c) it poses a direct threat to the health or safety of others that cannot be reduced or eliminated by reasonable modifications; or
 - d) its presence fundamentally alters the nature of a program, service or activity.

In considering whether an animal poses a direct threat to the health or safety of others, PSU will make an individualized assessment, based on reasonable judgment, current medical knowledge, or the best available objective evidence, to determine: (1) the nature, duration, and severity of the risk; (2) the probability that the potential injury will actually occur; and (3) whether reasonable modifications of policies, practices, or procedures will mitigate the risk. The University President shall designate a designee who shall provide a written statement of explanation to any person with a disability if a determination is made that a service animal's or emotional support animal's presence would fundamentally alter the nature of a program, service, or activity.

In the event that restriction or removal of a service animal or emotional support animal is determined to be necessary, the person with a disability will still be given the opportunity to reside in University Housing and Residence Life facilities without having the service animal present.

- If a person has a disabling condition that may be affected by the presence of a service animal in UHRL spaces, that person may contact the Disability Resource Center for assistance. PSU is committed to ensuring that the needs of all people with disabilities are met and will determine how to resolve any conflicts or problems as expeditiously as possible.

Smoking in the residence halls is prohibited, as it overlaps with standards relating to fire safety, property damage, environmental health, and disruption of the living environment. The following actions are prohibited inside any residence hall or within 25 ft. of any air entrance or air intake:

- Smoking any substance with any smoking device
- The use of electronic cigarettes or vaporizers
- The use or possession of hookahs
- Creating smoke of any kind through other means

Please be aware that due to the fire safety and property damage risks, Housing and Residence Life staff may need to key-in to spaces to investigate and resolve potential issues of smoking and smoke in the hall.

Theft

Attempted or actual theft of property or services is prohibited. Possession, occupation, or use of stolen property, removal or repossession of university, public, or personal property, decorations, or signage constitutes a violation.

Violations of Federal, State, or Local laws, or PSU Code of Conduct

It is prohibited to violate federal, state or local laws. Students violating laws or University Code of Conduct policies not delineated specifically in other housing policies may be found in violation of this policy. Some behaviors may or may not be heard by the Office of the Dean of Student Life or adjudicated through the legal system. However, University Housing and Residence Life reserves the right to employ the conduct process to hold students contractually accountable for such behavior. Behavior that may be heard under this policy could include, but is not limited to: assaultive behavior, gambling, retaliation, harassment, etc.

Weapons

University Housing and Residence Life will work with the Campus Public Safety Office and the Dean of Student Life office to follow up on reports of weapons. The following are prohibited under the weapons policy:

- Using any object in a manner that could cause physical harm or mental stress. Any item used to harm, threaten, or intimidate may be considered a weapon.
- Possession of an unlawful weapon, firearm, or dangerous item. Prohibited items include, but are not limited to air soft guns, switchblades, metal knuckles, nunchucks, spears, martial arts weapons, electric or electroshock weapons, etc.
- Possession of an object with blade longer than four (4) inches or ten (10) centimeters, which could include swords, machetes, knives. Kitchen knives used and stored appropriately may be excluded from consideration as a weapon.
- Possession of a reasonable facsimile of a weapon, which could include airsoft guns, bb-guns, replica weapons, etc.

Remember, in addition to the policies:

- You are responsible for your guests – By allowing someone into the building and/or hosting them, you are sharing responsibility for their actions in the residence hall. If your guest violates any policies, you may also be held responsible for their violation.
- If something is illegal off-campus, it's illegal on-campus. ***University property does not insulate you from being accountable for all your actions.***
- As a student on PSU's campus, you must adhere to all policies in the [PSU Student Code of Conduct](#).

Links to Campus Resources

Link to PSU Mission and Values: <http://www.pdx.edu/our-mission>

Link to Office of the Dean of Student Life: <http://www.pdx.edu/dos/student-conduct-at-psu>

Link to PSU Alcohol and Drug Policy: <http://www.pdx.edu/cpsa/alcohol-drug-policies>

Link to Office of Global Diversity and Equity: <http://www.pdx.edu/diversity/>

Link to Office of Equity and Compliance: <http://www.pdx.edu/diversity/office-of-equity-compliance>

[Link to Consensual Relationships Policy:](#)

Link to Technology and Network Policies: <http://www.pdx.edu/oit/policies>

Notice of Changes in Standards of Residence

Students will be notified of all changes in, additions to, and deletions from existing Standards of Residence through methods that could include updating the Housing Handbook as posted on the University Housing and Residence Life website, e-mail, campus mail, postings in UHRL buildings, or information provided to the residents by their Resident Assistant (RA). All changes are applicable to all students upon publication which includes when it is posted on the PSU web page.

Damages and Liability

Damages

- Residents are individually responsible for damages they cause to residence hall property. Charges for damages will be based on repair or replacement costs to restore the room or building to approximate original condition.
- In public, shared, or semi-public areas of the halls, damages are charged to groups or individuals when the responsibility is established.
- Residents are responsible for any damages caused by their guests.

Liability

- The University and hall staff assumes no responsibility for loss, theft, or damage to personal belongings in or on residence hall properties. This policy extends to student rooms, storage areas, auto and bicycle lots, and all other residence hall areas. Students are advised to carry homeowner's or renter's insurance.

Campus Resources

Advising and Career Services (ACS) 402 USB, (503) 725-4005

Advising and Career Services supports the career development needs of all PSU students and provides academic advising for those who are exploring or changing majors. Students who have chosen a major may find information about Advising in their College/School/Department at [PSU's Advising website](#). ACS provides drop-in services, appointments, workshops and career fairs. Students can send general questions to askACS@pdx.edu.

Campus Recreation PSU Academic and Student Recreation Center (ASRC), (503) 725-5127

Campus Rec consists of the Student Recreation Center, Fitness Classes, Intramural Sports, Club Sports, Outdoor Recreation and Wellness Education. The Academic and Student Recreation Center (ASRC) offers a wide variety of recreational opportunities to the university community. Students, Faculty/Staff, Alumni and their Guests are welcome to use the facility as a recreational resource through the following programs. The many recreation facilities include a weight room, circuit training room, aquatics center, six racquetball courts, a squash court, tennis courts, basketball courts, table tennis.

Center for Student Health and Counseling (SHAC) 200 UCB, (503) 725-2800

The SHAC consists of Student Health Services and Counseling and Psychological Services. Their view of health is holistic and involves the promotion of physical, psychological and intellectual well-being. Student assistance may range from a single discussion with a health or mental-health professional to a carefully planned program of individual care. Students taking nine or more credit hours are eligible for services at the SHAC. Please call the Center directly for billing details.

Campus Public Safety Office (CPSO) 148 SH, Emergency, 5-4404; Non-emergency, (503) 725-4407

The Campus Public Safety Office at Portland State University serves all students, staff, and faculty, as well as guests to our campus community. The office has a director, supervisors, and a full-time, 24-hour-per-day staff of Public Safety Officers and dispatchers. Public Safety Officers are fully deputized and have the same powers of arrest as a police officer. Student staff members assist with escorts, dispatch activity and related responsibilities.

Disability Resource Center (DRC) 116 SMSU, (503) 725-4150, TTY/Relay (503) 725-6504

The mission of the DRC is to collaborate with and empower students who have disabilities in order to coordinate support services and programs that enable access to an education and university life. To accomplish this goal, the DRC provides pre-admission and disability counseling, educational training, advocacy and a variety of accommodations for equal access to the educational process and campus life. For more information, see the DRC's website at <http://www.drc.pdx.edu/>.

Diversity & Multicultural Student Services (DMSS) 425 SMSU, (503) 725-4457

DMSS provides services to students who come from diverse backgrounds, especially those who have been traditionally underrepresented in post-secondary education. Their programs and services include diversity scholarship programs, ethnic student advising, Student Support Services/Educational Opportunity Program, Native American/Alaskan Native Student Support Services, and Upward Bound. EEPS also houses the Skills Enhancement and Tutoring Center, which is open to all students.

PSU Dining 260 SMSU, (503) 725-8990

Aramark is the food service provider on campus. A meal plan is included in the FYE program. The rest of the campus community has the opportunity to purchase an optional meal plan through PSU Dining. Meal plans can be used at Victors Dining Center and dining can be used at multiple locations around campus including Branford Beans, Meetro Café, Subway, and Union Food Court.

Information Technology (IT)/Help Desk 18 SMSU, (503) 725-HELP

IT and HELP Desk staff members are able to answer questions about computer hardware and software, networking, accessing the network, obtaining computer accounts, and much more. No appointment is necessary. Assistance is provided by telephone, e-mail or on a walk-in basis.

International Student and Scholar Services (ISSS) 101 East Hall, (503) 725-4094

The ISSS Office in the Office of International Affairs provides orientation, advising, and support for international students and visiting scholars.. In conjunction with the Intensive English Language Program and student groups, ISSS offers programming and events, orientation resources for Portland and PSU, support for cultural adjustments, family resources, academic support, and scholarship and program information.

Multicultural Center (MCC) 228 SMSU, (503) 725-5342

The MCC welcomes all students, faculty, staff, and community members to share in dialogue and activities that further promote understanding among peoples of different cultures. It presents programs and events that promote appreciation for cultural diversity and serves as an informal gathering place for multicultural student groups. There is also open access to a small resource library featuring non-traditional books, tapes and computer terminals.

Office of Equity and Compliance 1600 SW 4th Ave Suite 830 Market Center, (503) 725-4417

Discrimination or harassment on the basis of age, disability, national origin, race, color, marital status, veteran status, religion, sex, sexual orientation, genetic information or in the use of Worker's Compensation, Federal Family Medical Leave Act, or the Oregon Medical Leave Act is strictly prohibited by PSU policy. The Office of Equity & Compliance investigates complaints of prohibited discrimination and harassment and ensures compliance with federal and state equal opportunity laws and regulations. For more information, see the OEC's website at <http://pdx.edu/diversity/office-of-equity-compliance>.

Queer Resource Center (QRC) SMSU 458, (503)725-9742

The Queer Resource Center provides students along the sexuality and gender spectrum with the support they need to persist to graduation. The Queer Resource Center's vision is to facilitate a campus environment such that Portland State University is the higher education destination of choice for students, staff, and faculty along the sexuality and gender spectrum.

Resource Center for Students with Children 462 SMSU, (503) 725-9878

This department consists of the Helen Gordon Child Development Center (503) 725-3093, a full-service toddler and preschool program and laboratory serving children aged eighteen months to five years, the Children's Center, which provides a nurturing and enriching partial-day program for children ages 12 months through nine years, and Student Parent Services, which helps student parents navigate their multiple and often conflicting roles and responsibilities as a student, parent, and employee.

Student Activities and Leadership Program (SALP) 119 SMSU, (503) 725-4452

SALP is a clearinghouse for student organizations on campus. Groups and clubs include academic, advocacy, arts, fraternities/sororities, honorary, multi-cultural, political, recreational, service and spiritual organizations. SALP provides leadership opportunities and training and can help you find a club that meets your interests. They can also help you start your own organization!

Student Legal Services M343 SMSU, (503) 725-4556

Assistance from Student Legal Services (SLS) is free. To be eligible for their services, you must be a current PSU student who is registered and attending classes for the current term. SLS will not provide legal assistance in student vs. student, student vs. Portland State administration, or student vs. Portland State faculty or staff disputes, but may provide mediation support, which may include advising the student through an established grievance procedure.

Transportation and Parking Services (TAPS) 1812 SW 6th Ave, (503) 725-3442

Parking - Parking is extremely limited on campus. Housing residents may purchase permits for Blumel, Ondine, Parking 3, University Place and the Fourth Avenue garage. Blumel and Ondine Hall have parking attached to the building; this parking is available to all housing residents, regardless of which building they live in. **Residents are not guaranteed a parking permit, they are sold on a first-come, first-served basis.** Permits may be purchased online before each term starts and from the PSU Transportation & Parking Services office. Go online at www.pdx.edu/transportation, email psupark@pdx.edu or call for more information. Residents should call Campus Public Safety at 503-725-4407 (general) or 503-725-4404 (emergency) for assistance with suspicious behavior.

Public Transportation - Most PSU students choose to avoid the hassle of bringing a vehicle to campus, largely because of how easy it is to get around Portland without a car. An overwhelming majority of students use TriMet (Portland's public transportation system) to connect with the city: PSU is served by 15 bus lines, two light rail lines and the Portland Streetcar. PSU Transportation & Parking Services can help with route planning and transit fare options. Visit www.pdx.edu/transportation, email psupark@pdx.edu or call 503.725.3442 for more information.

Bicycling - Portland is world-renowned as the best bike city in the USA, and for good reason. We have hundreds of miles of bike-friendly streets & trails, bike parking at nearly every destination, and a year-round culture of events, businesses, and programs that encourage bicycling of every kind. As a PSU housing resident, a bicycle can offer a quick, healthy, and affordable alternative to getting around the city. Bike Parking is available at all residence halls and campus buildings. PSU Transportation & Parking Services operates the PSU Bike Hub, and on-campus bike shop where students can learn to maintain their bike, drop it off for service, rent bikes, and buy parts & accessories at a discount. Learn more at www.pdx.edu/bikehub.

Carsharing - For those times when you do need a car, there's another option: Zipcar. Students can sign up with Zipcar (an independent company) at www.zipcar.com/psu. This carsharing service has over 30 vehicles in the PSU area that can be rented by the hour, the day, or the weekend. Rental prices include insurance and fuel.

University Success (USuccess) Ondine 207, (503) 725-9890

University Success is a residential academic support center located in 207 of Ondine residence hall and caters to the need of the student. We offer a variety of services including free writing support, academic and career advising, counseling, free computer and printing access, and a safe and quiet studying space plus more. Our hours are Sunday from 5-10pm and Monday-Thursday 2-10pm.

Veteran's Resource Center (VRC) SMSU 401, (503)725-9807

The VRC is here for PSU Veterans to learn about the various services and benefits available on campus and in the Portland area. It is also home to the Viking Vets Student Organization. We have a lounge and study spaces complete with computers.

Women's Resource Center (WRC) Montgomery Basement, (503) 725-5672

The Women's Resource Center seeks to empower women and to encourage their active and equal participation in all levels of the university community and the larger society. They encourage the participation of ALL people in the community as they strive to provide a safe and supportive environment for self-identified women. Their values include social justice, community, safety, leadership and mentoring, diversity and research.

Campus Resource Directory

| | |
|--|-------------------------------------|
| Emergency | 911 (9-911 for campus lines) |
| CPSO Emergency | 503-725-4404 |
| CPSO Non-Emergency | 503-725-4407 |
| Broadway RA Duty Phone | 971-246-1599 |
| Broadway RA Duty Phone | 971-246-1386 |
| Blumel Hall RA Duty Phone | 971-246-1387 |
| Blackstone, Montgomery, Parkway, Stratford | 971-246-1585 |
| King Albert, St. Helens, Stephen Epler | 971-246-1388 |
| Ondine RA Duty Phone | 971-246-1598 |
| Ondine RA Duty Phone | 971-246-6028 |
| University Housing and Residence Life Student Services | 503-725-4375 |

Student Support Services

| Service | Phone | Location |
|--|--------------|---|
| <i>Advising & Career Services</i> | 5-4005 | 425 SMSU |
| <i>ASPSU Student Government</i> | 5-3454 | SMSU 117 |
| <i>Campus Information/Directory</i> | 5-3000 | |
| <i>Resource Center for Students with Children</i> | 5-9878 | SMSU 462 |
| <i>Registration and Records</i> | 5-3511 | Lobby NH |
| <i>Student Activities and Leadership Programs</i> | 5-4452 | 119 SMSU |
| <i>PSU Bookstore</i> | 5-3780 | Urban Plaza |
| <i>OIT Help Desk</i> | 5-4357 | SMSU 18 |
| <i>Community Service Student Development</i> | 5-4452 | 119 SMSU |
| <i>Confidentiality, Records & Personal Registrar</i> | 5-3412 | Lobby NH |
| <i>Copy Machines, Student</i> | | Millar Library or SMSU |
| <i>PSU Writing Center</i> | 5-3570 | 188 CH |
| <i>Course Challenge</i> | | See Academic Department |
| <i>Credit Evaluation</i> | | |
| - Admissions | 5-3511 | Lobby NH |
| - Graduation Registration | 5-3412 | Lobby NH |
| <i>Cultural Centers</i> | | |
| - Multicultural Center Multicultural Center (DMSS) | 5-5342 | 228 SMSU |
| - Organization of International Students OIS | 5-8569 | 221 EH |
| <i>Degree Application Degree Requirements</i> | 5-3438 | Lobby NH |
| <i>Diploma Pickup Degree Requirements</i> | 5-3438 | Lobby NH |
| <i>Disability Resource Center</i> | 5-4150 | 116 SMSU |
| <i>E-Mail account Computer Center</i> | 5-4357 | 18 SMSU |
| <i>PSU Staff Human Resources</i> | 5-4926 | 1600 SW 4 th Ave Suite 518 Market Center |
| <i>Escort Service, After Hours CPSO</i> | 5-4407 | CPSO |
| <i>Financial Aid Financial Aid Office</i> | 5-3461 | 189 NH |
| <i>PSU Dining</i> | | |
| - Food Plans | 5-8990 | 260 SMSU |
| - Catering Classic Fare Catering | 5-4526 | 260 SMSU |
| - Viking Food Court | 5-4554 | 1 st Floor SMSU |
| - Meetro Cafe | 5-4374 | 1st Floor KA |
| <i>Graduate Studies and Research</i> | 5-8410 | Extended Studies 1 st Floor |
| <i>Graduation App Degree Requirements</i> | 5-3438 | NH Lobby |
| <i>Status Registrar</i> | 5-3412 | NH Lobby |
| <i>GRE, G-MAT Testing Services</i> | 5-5301 | 310 UCB |
| <i>Greek Counselor</i> | 5-9011 | M 107B4 SMSU |
| <i>Office of Equity and Compliance</i> | 5-4417 | Market Center 8 th Floor |

| | | |
|---|--------------|----------------------------|
| <i>Student Health and Counseling (SHAC)</i> | 5-2800 | 200 UCB |
| - Counseling Services | | |
| - Health Insurance | | |
| - Health Services | | |
| <i>Housing and Residence Life Student Services Office</i> | 5-4375 | BHB 210 |
| <i>ID Card ID Card Center</i> | 5-8333 | Lobby NH |
| <i>International Affairs Office (OIS)</i> | 5-4094 | 101 EH |
| - Peer Group OIS | 5-8569 | 221 EH |
| <i>Intramurals Athletics</i> | 5-5647 | 210 ASRC |
| <i>Student Legal Services</i> | 5-4555 | M343 SMSU |
| <i>Library - Millar Library</i> | 5-4616 | Library Circulation Desk |
| <i>Locker Rental</i> | 5-2931 | 2 nd Floor ASRC |
| <i>Lost & Found</i> | 5-4435 | CPSO |
| <i>Native American Student Concerns UISHE</i> | 5-5671 | NASCC |
| <i>New Student Orientation Admissions</i> | 5-5796 | 131 NH |
| <i>Outdoor Programs</i> | 5-5668 | 101 ASRC |
| <i>Police Portland Police</i> | 911 | |
| <i>Post Office</i> | 800-ASK-USPS | |
| <i>Queer Resource Center</i> | 5-9742 | 401B SMSU |
| <i>Radio, Campus KPSU</i> | 5-5669 | 119 SMSU |
| <i>Reservations, Rooms</i> | 5-4442 | 435 SMSU |
| <i>Scholarships - Financial Aid</i> | 5-3461 | 174 NH |
| <i>Spiritual Life Center</i> | 503-226-7807 | 001 K – HOUSE |
| <i>Student Accounts</i> | 5-4934 | Lobby NH |
| <i>Student Activities and Leadership Programs (SALP)</i> | 5-4452 | 119 SMSU |
| <i>Study Abroad</i> | 5-4094 | 101 EH |
| <i>Summer Session, Extended Studies</i> | 5-8500 | 102 Market Building |
| <i>Telephone Service, Campus Telecommunications</i> | 5-4434 | 84 FAB |
| <i>Testing,</i> | | |
| — Academic Admission Testing Services | 5-5301 | 310 UCB |
| — HIV/STD Health Service | 5-2800 | 200 UCB |
| — Learning Disabilities UASC | 5-4150 | 116 SMSU |
| <i>Ticket Sales Box Office</i> | 5-3307 | SMSU |
| <i>Transcripts Registration</i> | 5-3412 | Lobby NH |
| <i>Transportation and Parking Services</i> | 5-3442 | 1 st Floor ASRC |
| <i>Tutoring IASC</i> | 5-4005 | 425 SMSU |
| <i>Transcripts, Records & Grades Registrar</i> | 5-3412 | Lobby NH |
| <i>Tuition & Fees Cashier's Office</i> | 5-3670 | Lobby NH |
| <i>University Success</i> | 5-9890 | Online 207 |
| <i>Vanguard</i> | 5-5691 | S-26 SMSU |
| <i>Veteran's Resource Center</i> | 5-9807 | 401 SMSU |
| <i>Wellness SHAC</i> | 5-2800 | 200 UCB |
| <i>Transcripts</i> | 5-3401 | Lobby NH |
| <i>Women's Resource Center</i> | 5-5672 | Basement MB |
| <i>Writing Assistance</i> | 5-3570 | 188 CH |