Residence Life Office
Res Hall Guide
Residing in a residence hall provides students with the opportunity to live and learn in unique residential communities. The Residence Life Office encourages all of our residents to set personal and academic boundaries in order to create a healthy and safe atmosphere for all in the FSU community.

We ask for you to acknowledge and live within these boundaries to encourage an atmosphere of cooperation and community building within the residence halls. This handbook is meant to provide you with information that should make your experience in the halls at FSU a positive one to be remembered and enjoyed.

Read this handbook carefully –
YOU ARE RESPONSIBLE FOR ALL OF ITS CONTENTS.

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Visit us at: https://www.frostburg.edu/student-life/residence-life/index.php
Residence Life Office Mission Statement

The Department of Residence Life provides FSU students with a living environment conducive to academic success, community development and community growth. Through campus collaborations, the staff promotes scholastic achievement, encourages respect for self and others, and prepares students to explore their place in the larger community.

Objectives

- Promote an environment on-campus that is conducive to socially accountable attitudes and healthy behavior through the creation of a residence hall community.
- Assist campus residents to achieve academic success at every stage of their college career.
- Provide the opportunity for leadership and self-governance, encourage responsible decision making and promote social justice.
- Provide diversified, well-coordinated extra-curricular and co-curricular programs and activities for residents.
- Collaborate with other campus staff to establish and maintain a quality physical environment that promotes safe, healthy living conditions and an expanded consciousness of environmental concerns.
- Advocate for the development of a community in which students, faculty and staff learn together through mutual respect.

Residence Life Office Staff – The Who, What and Where of Campus Living

Residence Life Office (RLO)
Located in Pullen Hall, the Residence Life Office serves as the central hub for the entire residence hall system. All professional and staff members work to ensure that your living environment is not only comfortable but also a tangible part a student’s total residential experience. The offices for the Director, Associate Director and Assistant Directors are located in this office suite, along with a staff of Administrative Assistants and student workers ready to help our campus community.

Director of Residence Life
The Director of Residence Life is directly responsible for, but not limited to, direct oversight of the entire Residence Life Office and Student Mailroom; direct supervision of the Assistant Director staff and indirectly the hall student staff and supervision of the campus programming model.

Associate Director of Residence Life
The Associate Director is responsible for, but not limited to, the evaluation of staff program effectiveness and direct supervision of the central office Administrative Assistant and a designated RLO-specific Maintenance staff.

Assistant Directors (ADs)
Assistant Directors are responsible for the overall management of the residence halls. ADs are full-time, professional staff members of the University who have significant prior residence hall experience. Their primary function is to assist students in the area of educational, social,
Residence Life Office Staff (continued)

developmental and personal growth; as well as facilitating students’ adjustment to University and residence hall life. ADs supervise and train a staff of live-in Hall Directors and Resident Assistants, coordinate the developmental and educational programming for the halls, promote leadership development and community building, and introduce new concepts that will make residence hall living more rewarding and meaningful for all students who live on-campus.

Hall Director Staff
The Residence Life Office employs a staff of live-in hall directors that oversee their designated hall with the assistance of their Assistant Director. They are primarily responsible for ensuring the development of a positive community within their hall, advising their respective hall councils, and work as a liaison between the residents, Resident Assistant staff and professional level staff. They are also responsible for submitting work orders, incident reports and other duties as assigned while also supervising their halls Resident Assistant staff. Hall Directors also act as a hearing officer for administrative and student conduct hearings for their respective halls. The term “Hall Director” is an umbrella term for the three type of live-in supervisors: Head Residents (HRs) are undergraduate-level staff; Resident Directors (RDs) are graduate-level staff; Residence Life Interns (RLIs) are staff with a Bachelor’s degree who supervise a hall and have a secondary assignment with another office on campus.

Resident Assistant (RA) staff
Resident Assistants (RAs) are the primary point of contact for residents. They are undergraduate students who live in the residence halls and help residents in their adjustment to University life. The RAs are responsible for informing residents of the various rules and regulations as well as information concerning University resources and programs. One RA in each building will be on duty each night to assist residents with any of a variety of problems, including personal counseling, roommate conflict, and confronting inappropriate behavior.

Staff Positions
Anyone interested in obtaining a position may inquire at the Residence Life Office. After filling out an application, students are required to attend group and individual interviews.
- RA applicants must maintain a semester G.P.A. of 2.3 and a cumulative G.P.A. of 2.5. Resident Assistant receive a room and a meal plan for those who hired.
- Head Residents must maintain a 2.5 semester and 2.8 cumulative GPA. Head Residents receive an apartment, a meal plan and a stipend.
- Resident Directors must maintain a 3.0 cumulative GPA. Resident Directors receive an apartment, a meal plan, tuition remission for up to 18 credit hours per year, and a stipend.
- Residence Life Interns receive an apartment, a meal plan, and a stipend.

Applications for RA positions will be available on the Residence Life Office Bobcat Connect page. For more information, contact the Residence Life Office at 301-687-4121.
Leadership Opportunities in the Residence Halls

Hall Council
The purpose of each Hall Council is to give students the chance to become actively involved in their residence hall. Functions of the Hall Councils include social and educational programming, as well as addressing issues to improve residence hall life. Hall Council elections will be held within the first two weeks of the Fall Semester and each hall must be represented at the RHA meetings.

Residence Hall Association (RHA)
The Residence Hall Association provides a forum for students to gather and address concerns related to residential living, on-campus programming, and general hall governance. All resident students are encouraged to become involved in the RHA. Participation in RHA will provide students with the opportunity to work with others to improve the quality of residence hall life and programming. RHA is part of the Central Atlantic Affiliation of College and University Residence Halls (CAACURH), as well as a member of the National Association of College and University Residence Halls (NACURH). Traditionally, Frostburg State representatives try to attend all three conferences sponsored by these associations. If interested in being a part of RHA, contact Brian Medina in the Residence Life Office (301-687-4121).

NRHH (National Residence Hall Honorary)
NRHH is a service organization representing the top 1% of residence hall students at FSU. Membership is limited to 15 students, who generally are inducted into the organization during the spring semester.
**Residence Hall Facilities**

**Bike**
Bicycles are not be kept in any student room because they present a fire/safety hazard. Bicycles not removed from any outdoor racks at the end of spring semester are to be removed and disposed of by University Police.

**Cable TV**
All student rooms are cable ready for the hook-up of one TV - you will need to purchase your own coaxial cable. Because a cable hookup is available in every room, no external antennae (in any form) may be attached or extended from your room window. Students should also not have their cable cord placed across the floor of their residence hall room as it presents a trip hazard for residents and staff alike. If found, students could be required to attend a judicial hearing for this safety infraction.

**Cable TV Troubleshooting Checklist**
1. **Did you connect your TV to the correct jack?**
   - TV jacks are near the floor and are round, screw on connections. If no, lease try again.
2. **Does the jack appear to be operational? (No loose wires, broken face plates, etc.)**
   - If no, then STOP and contact the Help Desk at 301-687-7777. Be prepared to provide information such as room hall and room information to help our IT representatives. If yes, please proceed to question #3.
3. **Is the picture fuzzy or snowy?**
   - If yes, then check your TV setup to be sure you have chosen the “Cable” or “CATV” option for your incoming signal and that you have programmed the TV to receive the channels available from our local provider. The TV remote is sometimes necessary to perform this function.
4. **Is the picture still fuzzy and/or snowy?**
   - If yes, then STOP and contact the Help Desk at 301-687-7777.

**Computer Ports**
All student rooms are equipped with an Aruba wi-fi Internet connection box for use by those residents of the room. While providing a wireless network, residents will also be able to use three wired connection ports. (PLEASE do not attempt to plug a phone or any other type of communication devices into these ports). The Campus Bookstore will have the necessary hardware and cabling needed to connect to the network. Instructions on accessing the Internet from the residence halls, as well as assistance with hardware and software installation, is available by calling the help line at (301) 687-7777 or x7777.
Residence Hall Facilities (continued)

Kitchens
With the exception of the microwave oven, students should not be cooking in their rooms. All residence hall kitchens are equipped with a stove and sink - most also have standard-sized refrigerator. Residents are required to keep the kitchen clean and to be considerate of others when using the facilities. Misuse or cleanliness concerns with the kitchen facilities could result in locking the kitchen and/or a minimum $25.00 cleaning charge.

Laundry Rooms
Washers, dryers, and wash sinks are located in each residence hall. These facilities are centrally located and used by only the residents of that specific hall. The University is not responsible for the condition of items washed or dried in the laundry machines. These high-efficiency washers and dryers are available at no cost to the residents. They are provided and maintained by the Mac Gray Corporation (www.macgray.com). They use the LaundryView (www.laundryview.com) system which allows students to monitor the status of their laundry from their room via the Internet.

Lounge Furniture
Lounge furniture is supplied for the use of all hall residents. Furniture must not be removed from the lounge area or used in your room. Resident Assistants will post notices when furniture is found missing. All residents of the building will be billed the replacement cost if the furniture is not returned within 24 hours of posting.

Mailroom
The mailroom for all residence hall students is located on the first floor of Frederick Hall. Residential students are assigned a mailbox key at check-in and will share this mailbox with their roommate. Residents are expected to check and remove their mail regularly from their box. If residents have received a package, residents will receive a notice in their official FSU email account telling them to come to the mailroom window to pick up their package. Residents MUST show their photo ID in order to receive their packages.
Outgoing mail, weighing 13 ounces or less, may be posted in the Frederick Hall Mailroom and will be sent with the next day’s outgoing U.S. mail. You may send mail through the campus mailroom to friends and offices on campus by using the “Campus Mail Slot” in the mailroom. Postage is not needed for on-campus mail.
Residence Hall Facilities (continued)

Family and friends can send letters and packages through the following format:

Your Name
Your Room Number, Your Residence Hall
1 Sand Spring Drive
Frostburg, MD 21532-3104

PLEASE DO NOT HAVE YOUR FAMILY/FRIENDS SEND CASH!
IF THEY MUST SEND CASH, PLEASE HAVE IT SENT INSURED.

The mailroom will be closed on Labor Day and Dr. Martin Luther King Jr.’s Birthday. There is no US Mail delivery on Columbus Day, Veteran’s Day and Presidents’ Day; however you may pick up mail and packages. During the winter months, it may be necessary for the mailroom to close due to inclement weather. Mail with incomplete or inaccurate names will be returned to the sender. No nicknames, please! Mail will not be given out at the window. You MUST have your key.

Microfridges
The microfridge is a combined microwave, refrigerator, and freezer unit all in one. One microfridge is provided in each residence hall room. This unit is patented for its low wattage usage. No other type of microwave or refrigerator is permitted in residence hall rooms. If you have a dietary issue that requires additional storage, please contact the Residence Life Office and Disability Services.

Parking
Parking is permitted on campus for students who obtain a permit upon registering their car with University Police. Residential students must apply at the Billing Office in Pullen Hall for a free parking permit. Commuter students and Edgewood Commons residents must pay $40.00 per academic year to use the University parking lots. Several parking lots on campus are designated as student lots. These lots are the only places where students may park their car. These lots are fairly well lit, but students should not keep valuable objects in their car when parked on campus.

Storage
There are no storage facilities for personal belongings over the summer months. Residents must make arrangements to remove all belongings before summer break begins.
Residence Hall Facilities (continued)

Telephone Service
Frostburg State University has discontinued automatic phone service to all residence hall rooms. Residents have an opt-in option if they wish to have phone service from a campus landline. If a student decides that they would like to have a phone line in their room (1 line per room), they should stop by the Residence Life Office and fill out a TSR form (Telephone Service Request). RLO will then forward the request to the Office of Networking & Telecommunications for activation. The Office of Networking & Telecommunications will send notification to a student’s FSU email address when activation has been completed.

There are 2 service options:
1) Campus/Local
Basic charge is $14.00 a month and $.12 per call
2) Campus/Local/Long Distance
Basic charge is $15.00 a month and $.12 per call for campus/local calls and $.08 per minute for long distance calls.

Students can also elect to have voice mail added to either option without any additional charge. Each month students will receive a detailed bill of charges from the FSU billing office.

For students who opt-into having a room telephone service:
Residents who opt-in for local phone services are required to provide their own telephone. To reach a number on FSU’s campus, students must dial the last four digits of the number if using a landline phone. Dialing “9” will access an outside line.

Telephone Troubleshooting Checklist
1. Did you connect your phone to the correct jack?
Phone jacks are near the floor or flush on the wall. Aruba wireless receivers are large white boxes with connection points on the bottom. If no, please try again.
2. Does the jack appear to be operational? (No loose wires, broken face plate, etc.)
If no, then STOP and contact the Help Desk at 7777 or 301-687-7777. If you are experiencing other problems such as loss of dial tone, loss of ringer, static or noise, or disconnection during calls, please borrow someone else’s phone. Connect the phone to the proper jack and see if any of the problems remain the same. If no, purchase a new phone. If yes, then STOP and contact the Help desk at 7777 or 301-687-7777.

Voice Mail Setup
For students who opt-into the FSU phone service: The voice mail structure used for residence hall students consists of a mailbox equal to the room telephone number for student #1 and a “shared” mailbox for each additional student in the room. The mailbox numbering scheme for the second student in the room is: 9 + the last three digits of the room phone number (ie: room telephone number = 1234 – mailbox for student #1 = 1234; mailbox for student #2 = 9234). If there are more than two students in the room, then call 4317 or 4771 for third student mailbox information. All residence hall rooms with defined occupancies of two or more students have “shared” mailboxes. Single rooms do not have any shared mailboxes.
Residence Hall Facilities (continued)

The first time a student logs into these mailboxes, they will be required to complete a tutorial. The tutorial will guide them through (1) creating a security code for the mailbox, (2) recording a name for the mailbox, and (3) creating a greeting for callers. (Note: Be sure to complete the tutorial or it will repeat during the next mailbox log in)

The following are the steps required to set up the residence hall mailboxes:

1. From a room phone, dial 4030.
2. The tutorial instructions will ask to enter a mailbox number. As defined above, the first person’s mailbox number will be the last four (4) digits of the room telephone number. The second person’s mailbox number will be 9 + the last three (3) digits of the room telephone number. Enter the number.
3. The system will then be ask to enter a “security code”. The default “security code” for all mailboxes assigned to the room is 21532. Enter 21532.
4. Next, the system will prompt to enter a new security code. This code must be a minimum of 4 digits and a maximum of 15 digits. Enter the new security code.
5. You will then be prompted to enter your name. It is suggested that you use only your first name.
6. Next, the system will prompt to enter a personalized greeting. Enter a greeting.

At this time, the process has been completed and can now be used to receive voicemails.

ALL MAILBOXES ARE DELETED AT THE END OF A SEMESTER, AND RECREATED PRIOR TO THE BEGINNING OF THE NEW SEMESTER.

ALL STUDENTS MUST REDO THEIR MAILBOX AT THE BEGINNING OF EACH NEW SEMESTER.

Brief Instructions for Accessing A Shared Room Voice Mailbox

To access any messages that have been left via voicemail, follow these steps:
- Lift the receiver – if there is a stutter dial tone, then one of the room occupants has a voice mail message.
- Dial 4030.
- The voice mail system will indicate which occupant has a message and will instruct to enter that mailbox number. Enter the mailbox number.
- Next, the system will ask to enter a security code. Enter the security code.
- Messages will now be available for review.

Reminder: If a personal mailbox is not set up, messages will not be received. If a student’s voicemail is not working properly, please contact the Call Networking & Telecommunications Office at 4317 or 301-687-4317.

Vending Machines
Vending machines are located in every residence hall offering students their choice of sodas, juices and snacks. In the event that a student loses money from a vending machine, the student should contact the University Bookstore. (Phone 301-687-4341: Monday-Friday 8am-4:15pm).
FIRE SAFETY GUIDELINES AND REGULATIONS

**DO:**
— Use only heavy duty 3 prong surge protectors that are UL-approved, type 14/3 grounded wire with a maximum of 12 feet.
— Use multiple outlet power strips with circuit breakers and/or power surge protection.
— Use only metal wastebaskets or plastic ones with “UL” listed on the bottom.
— Keep room, corridor, and stairwell fire doors closed at all times.
— Keep bikes in designated storage areas only, not in residence hall rooms or in common areas such as hallways, stairways or lounges.
— Keep furniture and lofts away from doorways and wall mounted smoke detectors.
— Keep less than 20% of the total wall area covered with combustible materials, i.e. posters, flags, fish nets, etc.
— Report any safety or fire hazards to the Residence Life Office (x4121) immediately; e.g. fire doors, smoke detectors and or fire extinguishers missing or broken, no exit signs, fire alarm pull boxes. etc.

**DO NOT:**
— Bring or store gasoline, kerosene, ether, paints, propane, or other volatile liquids in a Residence Hall.
— Overload outlets or use electrical taps or “octopuses” to obtain more outlets; do not replace damaged wires or cracked/broken plugs.
— Suspend items from the ceilings, esp. over the bed, exit lights, smoke detectors, etc.
— Have open flames such as sterno, candles, incense, etc. in the Residence Halls.
— Fold or crease extension cords, or place extension cords under carpet.
— Leave permitted appliances unattended, i.e. coffee maker, popcorn popper, curling iron, etc. When unplugged, do not store these items until cool to the touch.
— Do not have anything with an exposed coil or heating element.
— Block your room doorway with furniture, lofts, tapestries or wall hangings.
— Add significant amounts of combustible mass to the rooms, e.g. stuffed chairs, couches
— Bring open-coiled appliances such as toasters, toaster ovens, or hot plates.
— Disconnect door closure devices. They are your first defense against smoke and flame spread.

**Student rooms will be inspected by University personnel periodically for fire safety violations.**
**Any questions, contact the Residence Life staff.**
Residence Hall Procedures

Check-In
A new resident will be signed into their hall/room through our THD Self-Service portal. They will also be asked to go online and review their Room Condition Report (RCR). This form will have been filled out by a member of the Residence Life staff prior to a resident’s arrival. Be sure to check the room for any damage and contact their hall staff to update their RCR. Online acceptance of this form within 3 days indicates a resident’s agreement with the room condition as stated on the RCR. Three days after check-in, if a student has not accepted this form the system will automatically accept this form.

Check-Out
A residence hall room is expected to be in the same condition from the beginning to the end of the year. Residents are financially responsible for all damages within the room after check-in. Damage is determined by comparing the ending room condition with the master RCR. Residents are to leave trash in the designated trash rooms only, not the hallway.

Break Periods
Residents may not occupy a room during regularly scheduled closure periods such as (but not limited to) Thanksgiving, Winter Break, or Spring Break without permission from the Residence Life Office. During closure times, rooms will be entered by authorized University personnel for various maintenance purposes, safety inspections, extermination, servicing heaters, etc. Any violations found will be referred to the student conduct system. If a resident receives permission to stay during a closure period there could be a charge of $40 per night to stay on campus.

Damage Deposits
All resident students pay a $50 non-refundable damage fee. Students will be billed for individual charges; e.g. core changes, broken windows, torn screens, holes punched in doors, etc.

An effective way to reduce/eliminate excessive abuse of University property is for residents to assume responsibility for their own actions and to treat hall facilities with respect. It is a resident’s responsibility to leave their room clean and in better condition than when they arrived. Charges for damages are based on current costs, which include travel, labor and shipping costs for repair or replacement of damaged facilities.

NOTE:
1. Residents are responsible for damages to a room, including the outside of the door. Residents are also responsible for any damage caused in the residence hall by their guests. Any initial damages not noted on the Room Condition Report are a resident’s responsibility.

Residence Hall Procedures (cont.)
2. If residents see someone damaging a room or any part of the hall, they should report it to a Resident Assistant, Hall Director or a member of the Residence Life Office staff at once. This action will help eliminate damage charges being billed to the residence hall students.

Unpaid damage bills can result in the transcripts being held and registration restrictions for the next semester.

**Housing Contract**

The housing contract is binding for one academic year and valid for the duration of the academic year. The students and/or guarantor shall be responsible for the amount of charges except as noted in the terms and conditions of the Residence Life Contract. Students interested in requesting a cancellation their housing contract, due to extenuating or financial situations, must access the “Release of Housing” request form online and submit it to RLO for review. Requests do not guarantee release from the contract.

**Once a student signs a housing contract, they should not sign an off-campus lease in the hope of being released from the housing contract.**

Starting with the Fall 2017 semester, first-year students are required to reside on campus; in either a traditional hall or at Edgewood Commons apartment. After a resident’s first year the student must follow the room selection procedures in order to choose a room for the following year. Exceptions to this policy can be found as part of the Self-Service Residency Exemption application.

The Residence Hall Contract (Terms and Conditions) can be accessed online through the Residence Life website. Residents are responsible for the provisions contained within the contract. Read it carefully!
Compliance with Campus Rules and Regulations

Rules and Regulations Responsibility
Each student, by signing the Residence Hall contract, agrees that they understand and will conform to the rules and regulations established by the University, the Code of Student Conduct, and the Pathfinder. Failure to do so can result in cancellation of the housing contract without any refund, or other disciplinary action.

Room Cleaning
Residents are expected to keep their rooms reasonably clean and tidy. Trash, dirty clothes, and food containers can attract vermin or insects. Therefore, students are responsible for keeping their rooms clean and free of excessive dirty laundry and must remove garbage to the trash rooms on a regular basis. During breaks any excessive cleaning issues or undisposed trash could result in billing to your student account. Cleaning supplies are routinely available in your respective staff office. If available, they can be checked out to residential students by a hall staff member.

Lockout Policy
You are responsible for carrying your keys and FSU student ID with you at all times. Should a situation occur where a student finds themselves locked out, please follow the guidelines below:

- If available, any RA in your hall may unlock your door for you
- If no staff are available, on Monday-Friday (between 8:00am -4:30pm) you may pick up a temporary room key at RLO in the basement of Annapolis Hall.
- If a loaner key is not returned within five business days to the Residence Life Office, a core change will be done and your damage deposit will be charged $25.00.
- If no staff are present after business hours or weekends, students are encouraged to contact University Police (301687-4223) and the dispatcher can contact on-call staff to assist.

Room Key Responsibility
Students should be sure that their rooms are locked at all times when not occupied. Students should remember to carry keys at all times when leaving their rooms. Students should report lost keys immediately to the Hall Director for their building, or the Residence Life Office. In order to maintain the security of the building, a door lock core change will be ordered for the room where a key has been lost. The student will be charged a minimum of $25 for the core change plus any and all key charges. University keys are not to be duplicated or lent to any other person.

Campus policy states that Housekeeping, University Police or Hall staff cannot let an individual into another person’s room without that person being present OR it is an extreme emergency.
Compliance with Campus Rules and Regulations (cont.)

**Maintenance**
Any time a resident is aware of damage in a room or the residence hall, the resident should report it immediately to the Residence Life Office between 8:00am - 4:30pm on weekdays, or to an RA or Hall Director after 4:30pm or on weekends. Maintenance personnel may enter a resident’s room to make repairs if either of the residents are not present. Residents will not be charged for routine repairs, which are the result of normal use as determined by the RLO staff.

**Room Change**
All resident students have the option to change rooms for appropriate reasons. Designated room change periods are:
- The second week of classes during both the fall and spring semesters or
- At the end of the fall semester.
In order for a room change to be considered, a room change request form (available online) must be properly completed and submitted. Falsification of information regarding a room change may result in student conduct action. Once a form has been submitted, hall staff or professional level staff will connect with the students to discuss options and see what steps have been taken to correct any roommate issues, if applicable (i.e. Roommate mediation; reviewing or changing the roommate agreement). All room changes must be approved before residential students are permitted to change their living space. Failure to receive this approval while also relocating will result in a $30.00 charge for improper room change. Once a room change has been processed, the move must be completed by the designated deadline.

**Room Consolidation**
Room Consolidation is typically done the second and third week of each semester. Any student alone in a traditional two person room may be given the opportunity to pay the additional fee to keep the room as a single. Within three days of receiving the consolidation letter the student must contact RLO to request keeping their room as a single. All students left in unpaid single rooms will be eligible for room consolidation. No student will be permitted to remain in a triple room without at least one roommate.

If a student is on the singles waiting list and does not have a roommate, his/her bill will be adjusted to reflect the single room rate.

**Student Room Entry**
Authorized University personnel, including Residence Life staff, have the authority to enter a student’s room; this authority may be exercised in the interest of student safety, the protection of University property, or when a violation of University policy is occurring. A resident’s room can be searched by legal agents (i.e. Campus Police Officers) only with a warrant or with resident permission in an emergency situation. University Personnel may search a room only:

1. When there is reasonable cause to believe that illegal or other detrimental use is being made of the property in violation of University policy.
2. Under authorization given in writing by an administrator designated by the President.
If possible the student will be present during the search. A resident’s refusal to open their room when requested by a staff member under these circumstances is considered a failure to comply with a reasonable request of a University official.

Hall staff may conduct announced inspections of residence hall rooms each semester. The purpose of these inspections is to indicate potential fire safety hazards in room, which must be corrected immediately. If fire safety violations are found, a first warning is issued followed by a disciplinary referral if the violation is not corrected promptly.

A room may also be entered if a public disturbance is taking place, such as a continuously ringing alarm clock or stereo. When the University is shut down for regular breaks, Residence Life Staff and personnel will check the halls and each room for safety and fire purposes. It is the resident’s responsibility to lock their door and window(s). RLO staff is not permitted to open any student room for anyone other than the occupant.

**Room Decorating Guidelines**
Students’ rooms are considered their homes while attending FSU. Therefore, room decorating is encouraged, as long as it does not damage the contents of the room or create a fire hazard and follows the previously stated policy guidelines from page 11. To avoid being billed unnecessarily for damages to your walls, ceilings, or doors, students should not use nails or bolts to attach items. Also, students may not hang items such as clothing from the pipes near the ceilings. Candles, candle burners and tart warmers are considered fire hazards and may not be used in student rooms.

**Loft Beds**
To give extra storage space to the room, FSU students may request to have their beds lofted. If students choose this option, they must complete an application using our online Self-Service portal. Students have the option of getting a mid-loft or a high-loft. However, if any of these options are chosen, students must understand that the beds will be high off the floor and FSU will not be held responsible for any accidents that occur due to the bed height.

**On-Line Room Selection Process**
Each spring semester, RLO conducts a room selection process for the following fall semester. Students will be able to sign up online through a variety of processes (Room Reclaim; Single Room sign-up; Open Room sign-up; etc.) and will be sign a contract for the upcoming full academic year. If a student does not take part in the room selection process they will not be automatically assigned a room for the coming semester, and later requests for housing will be filled only according to availability.

**Single Rooms**
A limited number of single rooms are available on campus and most of these rooms are selected during the Room Selection process each spring. Throughout the year, students may contact RLO to place their name on the “Singles Waiting List.” Should a single room become available, students on the list will be notified. This waiting list is renewed twice each year: at Single Room
Lottery and in late November. Students are responsible for checking their University email to see if they have been offered a single room opportunity.

**Triple Rooms**
Since triple rooms are considerably larger than standard double rooms, three residential students must sign up together during the Room Selection during the Spring Semester. If after registering for the room, one or more of the roommates decides to live elsewhere, the remaining roommate(s) can expect to be reassigned to a double room.

**Residence Hall Safety and Security**
The primary responsibility for safety and security within your residence community begins with the residents! Residents must take an active role in your building, making sure doors are not propped open and that they report suspicious persons or activity to the hall staff or the University Police (x4223). To enter a residence hall, a resident must first swipe their student ID card at the designated entrance. An ID card only works in the resident’s building and should never be loaned to others. In addition, the exterior doors in all the Residence Halls are equipped with digital cameras utilized by both Residence Life Staff and Campus Police.

**Emergency Notification**
Frostburg State University has implemented the BURG Alert emergency notification system to notify the FSU community of emergency closures or evacuations of the campus. Participation in the service is optional and free to FSU students, faculty and staff.

To enroll, go to [http://www.frostburg.edu/computing/fsualert](http://www.frostburg.edu/computing/fsualert) or through the Frostburg State mobile app. For anyone with any questions or difficulty registering, contact the FSU Help Desk at 301-687-7777.

**Theft and Insurance**
Frostburg State University is not responsible for theft, damage, or loss of personal belongings, money, or other items belonging to students. The best safeguard against such loss is for residents to lock their doors, even when they are in the hall but not in their room. Students should report any theft or suspicious persons to Residence Life staff or the University Police immediately. The University suggests that students not keep large amounts of money or valuable items in their rooms. Items which may be attractive to thieves (stereos, TVs, radios, jewelry, etc.) should be insured through a family’s homeowner’s insurance. It is suggested that students engrave their valuables with their driver’s license number and keep a record of descriptive information, such as model or serial number. The University is not responsible for power surges. It is recommended for students to use a power strip with a surge protector to protect electronics.
Roommate Connections

The Residence Life Office would like to reiterate that your room is your home for the academic next year. For some, living with another individual is another transition and may require help from the Residence Life staff. Once residential students arrive on campus, their RA is able to provide a Roommate Agreement form to fill out and address community living standards within a residence hall room. Before that occurs, please take time to interact with a new roommate and go through the following checklist of items to work on some common issues that roommates might encounter as the year progresses.

- The Alarm Clock
  - Will you both use the same clock or have your own?
  - When will it be set? What about the snooze button?

- Phone usage
  - How late is it okay for friends/family to call without disturbing your roommate?
  - If on the phone, should you expect your roommate to leave the room; or will you leave to answer this call?

- Room Guests
  - If people drop by while one roommate is studying, how will you handle it?
  - Do each of you get enough “alone time” in the room?
  - Are overnight guests acceptable? Under what conditions?
  - If one of you is gone for the weekend, is it okay for a guest to use your bed?

- Room/Community Items
  - Will there be equal access to a computer, TV, etc. no matter who brought them?
  - Is it okay to borrow one another’s clothes, sports equipment, etc.? If so, under what conditions?
  - What are or are not okay items to share?

- Roommate Issues
  - What type of environment helps you concentrate on your studies most effectively? (Such as can the TV/radio be on while sleeping or studying?)
  - Are you a morning person or a night person?
  - When do you typically go to bed? Wake up?
  - Is neatness important to one or both of you?

- Personal Characteristics
  - When jokes or derogatory comments are made about other people, how do you handle it?
  - What really annoys you?
  - How can people tell you are stressed or angry?
  - Are there any touchy subjects you’d prefer not to discuss?
Residence Hall Policies

It is important that each person be aware of their own rights, and respects the rights and privileges of others. Each member of the residence hall community should be prepared to conduct themselves at all times in such a manner as not to infringe upon those rights. Students violating residence hall policies will be subject to University action within the Student Conduct System unless otherwise specified. Violations of the following policies can result in the cancellation of a student’s housing contract or the non-renewal of a student’s contract for the next year or semester. The Residence Life Office may hold a hearing prior to canceling a student’s contract and the student may be requested to “show-cause” for why the contract should not be canceled. However, violations which endanger the health and safety of the residents or themselves, which cause serious physical damage to the facilities, or are disruptive to the study atmosphere, will be dealt with promptly through administrative procedures and may result in removal from housing, pending a student conduct hearing. Continued violation of less serious policies may result in a contract review. Students not living in residence halls will also be expected to abide by these guidelines when visiting in the residence halls.

Alcohol Policy
The use and possession of alcoholic beverages for purposes of personal consumption in conformity with State, Local and University ordinances, is permitted within the confines of individual student rooms, except in residence hall areas which are designated as substance-free (alcohol/drug free). Students who are 21 and older are not to consume alcohol in any room in the presence of any students younger than 21 (with the exception of an under 21 roommate). Consumption of alcohol in any other area of the residence hall (lounges, study rooms, TV lounges, cluster halls, baths, etc.) is strictly prohibited. Kegs and/or keg parties are not permitted in any residence hall area, including individual rooms. Beer kegs, empty kegs, beer bongs, or any device used to increase alcohol consumption are not permitted on campus. Alcoholic beverages shall not be brought into the residence hall by guests or visitors, even if they are 21 and older.

Disciplinary Procedures for Alcohol
Students may not possess, purchase or consume alcoholic beverages unless they are of legal age as defined by the State of Maryland. Any violation of the University’s Alcoholic Beverages Policy shall be construed as a violation of this section. The University policies are designed to minimize the risks associated with the consumption of alcohol, to reflect the needs of the entire University community and to uphold the law. The following sanctions will be imposed for violations of Improper Use and/or Abuse of Alcohol.

First Alcohol Offense:
• Parental notification letter (for students under the age of 21)
• Reslife.net module #8
• Completion of the E-Checkup for Alcohol assessment
• $50 Substance Abuse prevention fine
• $50 Judicial programs fine
• Participation in the BSI Program or Reality Check assignment
Second Alcohol Offense:
- Parental notification letter (for students under the age of 21)
- Reslife.net module #15
- Completion of the E-Checkup for Alcohol assessment
- $75 Substance Abuse prevention fine
- $75 Judicial programs fine
- Mandatory participation in the BSI program, unless previously referred
- Disciplinary probation for one calendar year

Third Alcohol Offense:
- Referral to a Judicial panel through Student Affairs for adjudication with a recommended sanction of suspension

Drug use, possession and/or sale of drugs and/or paraphernalia
The use, possession and/or sale of drugs and/or drug paraphernalia, other than those used under the direction of a physician, are strictly prohibited. Violators will be referred to University Police and/or local authorities and may be subject to suspension or expulsion from the University.

Care of University Property
No student shall take any University-owned furnishings/equipment out of the room assigned to them or move any of the equipment out of the residence halls. Equipment/furniture assigned to a hall is for use by the residents of that hall and should not be shifted from one hall to another. Furnishings assigned to public areas within the hall are for use by all building residents and should not be moved to individual rooms. Such removal will be considered an act of theft. Alterations to the residence hall rooms (including, but not limited to, electrical wiring, attaching hardware to walls, ceilings or doors, constructing platform beds or painting room) are not authorized except with permission by the University.

Cooking Equipment
Student rooms are not designed to be used for cooking of meals, other than through the use of the Microfridge units provided in each residential room. Personal electrical equipment will be limited to small appliances without open coils. Cooking units with exposed coils (such as grills, toaster ovens, hotplates, etc.) are prohibited in our residence halls. NOTE: George Forman Grills and Keurig coffee-makers may be used in residence hall kitchens.

Door Propping/Tampering
For the safety of all residents, locked exterior doors may not be propped or otherwise disabled. Student room or cluster doors should not be tampered with or propped open.

Fire Drills/Fire Safety
Fire drills and the evacuation of each building whenever a fire alarm is sounded are for the protection of all residents and their guests/visitors; failure to exit the building any time a fire alarm sounds is a violation of University policy and could result in a $500 fine. Any fire hazard/obstruction or misuse of fire safety equipment found in a student room during regular inspections will be brought to the student’s attention for immediate correction and/or disciplinary action, as well as possible criminal proceedings.
**Fire Equipment**
Tampering with fire extinguishers, fire alarms, smoke detectors, sprinkler systems or any type of fire safety equipment is strictly prohibited when no fire or immediate danger exists. Violators are subject to suspension, expulsion or termination of their Housing Contract, as well as referral to the criminal court system.

**Flammables, Weapons and Explosives**
Candles, candle warmers, incense, firearms, ammunition, fireworks, open flames, explosive substances and other illegal contraband in the residence halls are strictly prohibited. BB guns, pellet guns, paintball guns, etc. must be registered and kept with University Police. Pocket knife blades must be 3 inches or less in length. Students found in possession of weapons will be subject to a recommended sanction of removal of housing.

**Gambling**
Gambling is prohibited in and around the residence halls.

**Guests**
Prior consent of a resident’s roommate is required for overnight guests on each occasion of the guest’s visit. Overnight guests must be accommodated in housing spaces according to their gender, in order to ensure the appropriateness of bathroom/shower facilities. Overnight guests may visit for periods no longer than two consecutive nights in the residence halls and for no more than a total of 10 nights in a semester unless special permission is given by the Assistant Director who oversees that hall. Residents are responsible for the behavior of their guests, and must ensure that the guest complies with all University policies and use appropriate bathroom facilities while visiting.

**Pets**
Animals are not permitted in the student rooms or commons areas. The only animals allowed are fish in a less than 10 gallon tank. Fish should be taken home over semester breaks and tanks must be unplugged during these closures. The University is not responsible for the safety of fish in the event of electrical power failures/ouages. Professional staff living year-round in a residence hall apartment are subject to a separate pet policy.

**Public Disturbances**
An atmosphere conducive to normal living and studying must be maintained 24 hours a day in the residence halls. As always, respect for the rights and freedoms of other residents should be the basic guideline for resident behavior. Hall sports are prohibited. Excessive noise or other public nuisances created or permitted by residents is strictly prohibited. Conduct shall be deemed such a nuisance if it penetrates into the room or cluster areas of other residents, unwillingly subjecting them to an unreasonable disturbance or inconvenience. Snowball fights, water gun fights, shaving cream battles, burning of incense, etc. shall be considered public disturbances and shall be handled as such.

**Prohibited Items**
Waterbeds, personal air-conditioners, ceiling fans, fuel-powered equipment and gasoline are not permitted in the residence halls.
**Quiet and Courtesy Hours**
All students must assume responsibility for maintaining quiet and courtesy hours. It is the responsibility of all residents to enforce the quiet and courtesy hours, which are established by RLO.

**Quiet and Courtesy Hours (cont.)**
Radios, stereos and TV sets must be played discreetly at all times. Stereo speakers are not to be played out of windows. With the exception of non-electrical guitars, musical instruments are not to be practiced in the residence halls. Excessive noise or other public disturbance created by residents are strictly prohibited.

Typically, the period between dinner and breakfast is the time most people choose to study. Please be considerate of other residents, and remember that you are responsible for maintaining and enforcing quiet hours in conjunction with the hall staff. Quiet hours are Sunday-Thursday (10pm-7am) and Friday-Saturday (12am-7am). Courtesy hours are in effect at all other times. This means that, if a resident asks someone to reduce their noise at any time, they are expected to do so.

**24-OUR QUIET HOURS ARE IN EFFECT DURING FINALS WEEKS**

**Responsibility for Visitors/Guests**
Students are responsible for their own activities and the activities of their visitors/guests. Residents who use or permit the use of their assigned rooms for any purpose which constitutes a violation of law or University regulations will be subject to disciplinary action. Students with guests found in violation of policy can expect to receive the same sanctions as if they themselves violated the policy.

**Room and Common Area Care**
It is a resident’s responsibility to help the housekeeper(s) maintain the cleanliness of the public areas of the residence halls. Residents are expected to clean up after themselves when they use these areas in the hall. Residents are responsible for cleaning their own room. FSU does not provide individual room housekeeping service. Residents may be billed for extra cleaning should there be an excessive mess in a common area or when checking out of their room.

**Room Use/Room Changes**
The Residence Hall contract allows for the exclusive use of residential space by a resident student enrolled at FSU. Assigned rooms may not be sublet. Students may change rooms only after first receiving official authorization from the Residence Life Office. Unauthorized room changes may result in an administrative charge. Each individual is responsible for finding a roommate during the room change process. Students may be expected to consolidate to achieve double accommodations within a residence hall if requested/required by our office.
**Room Use/Room Changes (cont.)**
The Residence Hall contract allows for the exclusive use of residential space by a resident student enrolled at FSU. Assigned rooms may not be sublet. Students may change rooms only after first receiving official authorization from the Residence Life Office. Unauthorized room changes may result in an administrative charge. Each individual is responsible for finding a roommate during the room change process. Students may be expected to consolidate to achieve double accommodations within a residence hall if requested/required by our office.

If one of the occupants of a room moves, the student(s) who remain agree(s) to accept an assigned roommate(s) or to move to another room upon request. Residents who misrepresent the truth, intimidate assigned or prospective occupants or otherwise attempt to manipulate the housing assignment process are subject to being moved to another room, sanctioned with disciplinary action and/or contract termination. At the termination of the contract period, or when moving to a new room assignment, students must turn in their keys and have the condition of their room assessed as part of the residence hall check out procedure. Students who move from their hall without properly checking out will be billed the appropriate fee. In cases where damages are incurred beyond normal wear and tear, students will be charged for the expense involved in returning the room(s) to its original condition.

**Screen/Window usage**
For residential student safety screens are not to be tampered with or removed from the window frame. Windows are also not to be used as a means of entrance to or exit from a room and students are not permitted to sit in window frames at any time. Students are not permitted on the roof of any residence hall and nothing should be thrown or dropped from the windows.

**Smoking**
Smoking is prohibited within all residence halls. In consideration of others, smoking is not allowed on the FSU Campus.

**Solicitation**
Solicitation and sales of any service or product door-to-door in a residence hall or by way of the University telephone or email system is prohibited. Solicitation/sales by registered student organizations of any service or product in the lobby of a residence hall must have approval of the halls Assistant Director two school days in advance of the sale. Commercial sales will not be allowed from individual student rooms or other areas within the residence halls. Residents may not use residence hall rooms or residence hall telephone numbers as a place of business or for purposes of solicitation or for any purpose other than as a residence. Advertisement, sale or solicitation of alcoholic beverages is not allowed in the residence halls or student mailboxes.
General University Information

University Closing Due to Inclement Weather
The policy of Frostburg State University is to remain open during all weather conditions unless an announcement is specifically made that the University will be closed. For closing information students may listen to the radio or call the Campus Switchboard at 301-687-4000, consult the University Web site, or sign up for the BURG Alert system. To enroll in the BURG system use: https://www.frostburg.edu/computing/services/burg-alerts/.

During school closures for weather, hall staff will be present to address issues within the residence halls. Food service in Chesapeake Dining Hall will also continue. Announcements of weather closures will be made through public media forums. There will be no announcement made if the University will remain open.

Student Academic Responsibility
- Students are responsible for planning their academic program and for meeting the requirements of the University and their respective departments.
- It is a student’s responsibility to obtain, retain, and consult regularly the sections of the applicable catalog that govern graduation requirements.
- Academic regulations and procedures, other than degree requirements, may change during the period of a student’s enrollment. It is a student’s responsibility to be aware of, and follow the most current academic regulations and procedures. Changes are published in the current catalog and the Undergraduate Registration Guide.
- An advisor's role is to assist students in navigating their academic plan. It is a student’s responsibility to request and use this advice wisely.
- It is a student’s responsibility to promptly declare or change their major so that an appropriate advisor can be assigned.
- The full statement of Student Academic Responsibility can be found in the current undergraduate catalog and in the Undergraduate Registration Guide.

Mid-Semester Warnings
Faculty members will assess students' progress in all 100 and 200 level courses and in all courses that meet the Core Skill requirements in the General Education Program prior to mid semester. Students performing at the "D" or "F" quality level will be issued a mid-semester warning early around the seventh week of classes. Students are responsible for discussing their performance with their instructors immediately. Students who receive mid-semester warnings will receive a letter instructing them to meet with their Hall Director, who will provide advice, guidance, and resources for students to get back on the right track.
University Identification Cards
University identification cards are issued to all students when they first enter Frostburg State University. Students must carry their ID card at all times and should be ready to provide their card upon request of any university official (includes dining service management). Primarily, a student ID card is their access into their assigned residence hall. Many university facilities (e.g., Lane Center, Library, PE Center) require ID cards to be presented for admission to their respective facilities/services. The ID card does not serve as proof of a student’s birth date. The ID card is the means to access the Bobcat Express program, which is explained in detail under the heading Bobcat Express Program.

- The University's ID Office is located in Pullen Hall next to the Admissions Lobby. Regular office hours are 8:00 a.m. - 4:30 p.m., Monday through Friday, with extended hours at the beginning of the fall and spring semesters. Students should direct inquiries pertaining to ID cards to this office.
- The ID card serves as a meal card as well as providing access to selected exterior doors of a resident’s assigned hall.
- If a student moves off campus, they will keep the same ID card. The resident’s dining plan will be inactivated and access to the dining hall will be via Bobcat Express, through a Traveler's Meal Plan, or cash at the door. Additionally, card access into the assigned hall will be deactivated.
- The University will replace ID cards that, in the opinion of the ID Office, has disintegrated because of normal wear and tear. The right is reserved, however, to charge a $20.00 replacement fee for any card that appears to have been tampered with or abused. If a student has difficulty entering their assigned residence hall, they should direct inquiries to the Residence Life Office. Students should not punch holes in the ID cards.
- If a card is lost or stolen, students should do the following:
  - Lost cards should be reported to the ID Office immediately (call x4196) during regular business hours. Students can also report lost cards to any cashier at any food service location on campus. Students can also freeze their online account by going to www.frostburg.edu and enter Bobcat Express in the search. Click on the first line, then on the Online Card Office and follow the on-screen directions.
  - If the lost or stolen card is also used as a meal card and it is after regular business hours, the loss must be reported immediately to any dining hall cashier or contact the dining hall manager.
  - The replacement fee is a non-refundable fee. If a new card is issued and the original card is found or returned, it will be kept on file and will be made available if the card is lost, stolen or damaged.
## Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Advising and Career Services</td>
<td>301-687-4403</td>
</tr>
<tr>
<td>Bookstore</td>
<td>301-687-4341</td>
</tr>
<tr>
<td>Out Takes Convenience Store</td>
<td>301-687-4232</td>
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<tr>
<td>Chesapeake Dining Hall Menu Line</td>
<td>301-687-4775</td>
</tr>
<tr>
<td>College of Business</td>
<td>301-687-4019</td>
</tr>
<tr>
<td>College of Education</td>
<td>301-687-4759</td>
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<tr>
<td>College of Liberal Arts and Sciences</td>
<td>301-687-4120</td>
</tr>
<tr>
<td>Computing Services Help Desk</td>
<td>301-687-7777</td>
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<tr>
<td>Counseling and Psychological Services</td>
<td>301-687-4234</td>
</tr>
<tr>
<td>Dining Services</td>
<td>301-687-7006</td>
</tr>
<tr>
<td>Disability Support Services (DSS)</td>
<td>301-687-4441</td>
</tr>
<tr>
<td>Edgewood Commons Front Desk</td>
<td>301-689-1370</td>
</tr>
<tr>
<td>Financial Aid &amp; Student Employment</td>
<td>301-687-4301</td>
</tr>
<tr>
<td>Health Services</td>
<td>301-687-4310</td>
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<tr>
<td>Lane University Center/Campus Activities</td>
<td>301-687-4411</td>
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<tr>
<td>Physical Education Center</td>
<td>301-687-4461</td>
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<tr>
<td>Programs for Academic Support and Study (PASS)</td>
<td>301-687-4441</td>
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<tr>
<td>Registrar Office</td>
<td>301-687-4346</td>
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<td>Residence Life Office</td>
<td>301-687-4121</td>
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<td>Student Affairs</td>
<td>301-687-4311</td>
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<td>Student Mailroom</td>
<td>301-687-4459</td>
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<tr>
<td>Student Diversity Center</td>
<td>301-687-4050</td>
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<tr>
<td>Student Support Services (SSS)</td>
<td>301-687-4481</td>
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<tr>
<td>University Police - Non-Emergency line</td>
<td>301-687-4223</td>
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<tr>
<td>Emergency line</td>
<td>301-687-4222</td>
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Availability of the
Frostburg State University
Annual Security Report

The Crime Awareness and Campus Security Act of 1990, known as the Clery Act, requires all institutions of higher education collect and make information available to students/prospective students and employees/prospective employees upon request. The report includes statistics for the previous three years concerning reported crimes that occurred on-campus; in certain off-campus buildings or property owned or controlled by Frostburg State University; and on public property within, or immediately adjacent to and accessible from, the campus. The report also includes institutional policies concerning campus security, such as policies concerning sexual assault, and other matters.

You can view Frostburg State University’s Clery Information through the Office of University Police. The website can be found through the following: https://www.frostburg.edu/admin/police/clery-compliance.