On behalf of the Department of Housing and Residence Life staff, welcome to on campus living at UNC Charlotte. Living on campus is so much more than just a room in a building. Instead, it is a lifestyle full of exciting opportunities, facilities, amenities and services that happens to be in the center of all the campus action. We strongly believe that living on campus at UNC Charlotte is a once in a lifetime experience.

This Resident Handbook will help you become familiar with the resources and services provided to you as a UNC Charlotte student and as a resident. It is also an extension of your housing contract and will help you understand your rights and responsibilities as an on campus student. Many sections of this handbook are abbreviated for readability and refer to other documents found on the housing website at housing.uncc.edu. It is in your best interest to read this and the other web content thoroughly.

If you have further questions, consult other available publications or contact the Housing and Residence Life staff in your hall or area office.

Again, welcome to on campus living!

The Department of Housing and Residence Life staff pledges to foster inclusive communities that enhance the academic, personal and social development of residential students. Furthermore, we strive to provide students with a variety of living environments that are clean, safe and affordable.

Although the publisher of this booklet has made every reasonable effort to attain factual accuracy herein, no responsibility is assumed for editorial or clerical errors, or errors occasioned by mistakes. The publisher has attempted to present information which, at the time of preparation for addition to the website, most accurately describes the policies, procedures, regulations and requirements of The University. The University reserves the right to alter or change any statement contained herein without prior notice.

The University of North Carolina at Charlotte is committed to equality of educational opportunity and does not discriminate against applicants, students or employees based on race, color, national origin, religion, sex, sexual orientation, age or disability. In keeping with this commitment, UNC Charlotte actively seeks to promote diversity in its educational environment through its recruitment, enrollment and hiring practices.

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IMPORTANT DATES / RESIDENCE HALL OPENINGS & CLOSINGS

FALL SEMESTER

Halls Open (9:00am) .......................... August 18, 2017
Labor Day (all residential areas remain open; offices are closed) .......................... September 4, 2017
Fall Room Changes ................................ September 7-8, 2017
Fall Break (all residential areas and offices remain open) ....................... October 9-10, 2017
Fall Health and Safety Inspections ................................ November 13-17, 2017
Thanksgiving Break (all residential areas remain open; offices are closed November 23-24) ...................................... November 22-25, 2017
Room Changes for Spring 2018 ................................ November 29, 2017 - December 1, 2017
Spring 2018 Housing Cancellation Deadline ................................ December 1, 2017
Checkout (12:00pm) for those cancelling spring housing ........................ December 15, 2017
Winter Break (12:00pm) (all residential areas remain open; offices are closed December 22-January 1) ........................................... December 17, 2017

SPRING SEMESTER

Halls Open (9:00am) .......................... January 7, 2018
Martin Luther King Jr. Day (all residential areas remain open; offices are closed) ...................................... January 15, 2018
Spring Room Changes ................................ January 25-26, 2018
Return to Campus Living ................................ February 8, 2018
Spring Break (all residential areas remain open; offices remain open) .......... March 5-10, 2018
Spring Holiday (all residential areas remain open) ................................ March 30-31, 2018
Spring Health and Safety Inspections .................................... April 9-13, 2018
Halls Close (12:00pm) ........................................... May 11, 2018

*CANCELLED HOUSING

Students who have cancelled their housing contract for the Spring 2018 semester are required to move out by Friday, December 15, 2017 by 12:00pm.

*LATE CHECKOUTS

Because of the time constraints involved in preparing for future housing obligations, late checkouts are not permitted. You are expected to vacate (including removing your personal property and returning your keys) at the conclusion of your occupancy period defined as 12:00 noon on the day following your last final exam but no later than the date/time the residence halls close (see above for details). If you do not vacate by the conclusion of your occupancy period, the locks to your residential space will be changed (at your expense) and further occupancy will be denied. You will be charged $100.00 per day or any part of the day for failure to vacate your residential area by the conclusion of your occupancy period and will need to make an appointment to remove the remainder of your belongings.

RESIDENCE HALLS

Belk Hall | Office ......... 704.687.7545
Belk Hall | REC ......... 704.687.5466
Belk Hall | Loan Key ......... 704.687.5576
Greek Village | Office ......... 704.687.1792
Greek Village | REC ......... 704.687.1780
Hawthorn Hall | Office ......... 704.687.1386
Hawthorn Hall | REC ......... 704.687.1756
Holshouser Hall | Office ......... 704.687.0940
Holshouser Hall | REC ......... 704.687.0953
Hunt Hall | Office ......... 704.687.5419
Hunt Hall | REC ......... 704.687.5435
Hunt Hall | Loan Key ......... 704.687.5458
Laurel Hall | Office ......... 704.687.0811
Laurel Hall | REC ......... 704.687.0093
Laurel Hall | GA ......... 704.687.0594
Levine Hall | Office ......... 704.687.5448
Levine Hall | REC ......... 704.687.5454
Levine Hall | Loan Key ......... 704.687.5461
Lynch Hall | Office ......... 704.687.7910
Lynch Hall | REC ......... 704.687.7716
Lynch Hall | GA ......... 704.687.8039
Martin Hall | Office ......... 704.687.6132
Martin Hall | REC ......... 704.687.6133
Martin Hall | Loan Key ......... 704.687.6131
Miltimore Hall | Office ......... 704.687.0628
Miltimore Hall | REC ......... 704.687.0629
Moore Hall | Office ......... 704.687.6104
Moore Hall | REC ......... 704.687.6103
Oak Hall | Office ......... 704.687.0911
Oak Hall | REC ......... 704.687.0916
Sanford Hall (Fall 2017) | Office ......... 704.687.5448
Sanford Hall (Fall 2017) | REC ......... 704.687.5454
Wallis Hall | Office ......... 704.687.7870
Wallis Hall | REC ......... 704.687.5439
Witherspoon Hall | Office ......... 704.687.1760
Witherspoon Hall | REC ......... 704.687.7892

49er Card ........................................ 704.687.7337
Athletics Ticket Office ........................................ 704.687.4949
Bookstore ........................................ 704.687.7050
Campus Activities Board ........................................ 704.687.7152
Campus Events ........................................ 704.687.7591
Chartwells Catering ........................................ 704.687.0660
Counseling Center ........................................ 704.687.0311
Dean of Students ........................................ 704.687.7805
Disability Services ........................................ 704.687.0040
Financial Aid ........................................ 704.687.5504
ID Office ........................................ 704.687.0517
Inclement Weather ........................................ 704.687.1900
Insurance ........................................ 800.379.3729
Internet Help Desk (Korcett) ........................................ 704.687.7407
Interpersonal Violence Prevention ........................................ 704.687.5741
Intramural Sports ........................................ 704.687.5726
IT Service Desk ........................................ 704.687.5500
Library ........................................ 704.687.5494
Lost & Found ........................................ 704.687.8300
Mail Center ........................................ 704.687.0383
Meal Plans ........................................ 704.687.7337
Multicultural Resource Center ........................................ 704.687.7121
Niner Network Television Help Desk ........................................ 866.440.2003
Niner Paratransit ........................................ 704.687.0616
Operator ........................................ 704.687.2000
Parking Services ........................................ 704.687.9161
Police and Public Safety ........................................ 704.687.2200
Registrar ........................................ 704.687.5504
Religious & Spiritual Life ........................................ 704.687.5471
Resident Students Association. (RSA) ........................................ 704.687.7873
Student Accounts ........................................ 704.687.5506
Student Affairs ........................................ 704.687.0350
Student Employment ........................................ 704.687.0671
Student Government (SGA) ........................................ 704.687.7166
Student Health Center ........................................ 704.687.7400
Student Services Call Center ........................................ 704.687.8622
Student Union Info Desk ........................................ 704.687.7100
Telecommunications ........................................ 704.687.5950
University Career Center ........................................ 704.687.6795
Venture ........................................ 704.687.0697
Vending Services ........................................ 704.687.7352

HOUSING & RESIDENCE LIFE OFFICES

Main Office ........................................ 704.687.7501
Assignments Office ........................................ 704.687.7371
Facilities Office ........................................ 704.687.7502
Technology Services ........................................ 704.687.7522
Housing Fax ........................................ 704.687.1702
Housing Email ........................................ hrfmailbox@uncc.edu
Facilities Email ........................................ hrffacilities@uncc.edu
Housing Website ........................................ housing.uncc.edu
Business Hours (weekdays) ........................................ 8:00am-5:00pm
Housing and Residence Life Staff

Residence Education Coordinators (RECs) are full-time professionals who live in the residence communities and are responsible for the educational and operational functions of the living area. They manage residential areas and supervise the Graduate Assistants (GAs), and Resident Advisors (RAs). RECs have advanced degrees and significant experience working with college students. Much of the RECs’ time is spent serving as an active resource for students and staff who reside in their hall/area.

Graduate Assistants (GAs) support the Residence Education Coordinators in managing and supervising many of our residential areas. In apprenticeship positions, these graduate students gain experience in all facets of housing and residence life while pursuing advanced degrees.

Learn more about the REC and GA in your area on the Housing website at housing.uncc.edu.

 Resident Advisors (RAs) are student staff members who live in each residential area. They provide assistance, information and support to residential students. RAs are selected based on their leadership potential, interpersonal abilities, positive, caring attitudes and sense of commitment. RAs are students’ primary resource for campus information and assistance.

Desk & Office Assistants

Office Assistants work in the building/area offices and help provide services to the residents and staff. They answer questions, provide information and check out hall equipment. Desk Assistants provide services at our 24 hour loan key desks, which includes issuing loan keys when residents are locked out. Desk Assistants work in Belk, Hunt, Levine and Martin Halls.

Security Guards

Security Guards work at many halls’ reception desks from 11:15pm to 6:45am on most evenings. Security Guards help monitor the residence hall environment, perform building rounds and enforce policies and procedures. In addition, they provide services such as issuing loan keys/cards, responding to emergency situations and checking out equipment.

Engagement and Leadership Opportunities

Engagement Opportunities

Creating opportunities for residents to engage with each other and develop a sense of belonging within their hall and at UNC Charlotte is a priority. As such, RA staff will be focusing their programming efforts primarily on planning socials and community builders for their floor, building and village residents. These programs are designed to help residents get to know each other and are great opportunities for them to develop a network of friends and future colleagues.

Please see your RA or REC to suggest ideas for possible community building programs and ask about how you can be involved in their planning.

Hall Leadership Teams

This year each hall will host their own Leadership Team. This select group of up to 15 students per building will have a say in how their hall budget is used and will enhance engagement in their community through the coordination of social and service events.

Members of the leadership team will participate in a launch event, as well as, a series of leadership workshops which are conducted in their hall.

Resident Students Association

Did you know that just by living on campus you are automatically a member of the Resident Students Association (RSA), partnered with members of the Hall Leadership Teams, serves as the representative body for residential students and supports the Department’s Residential Curriculum by providing opportunities for social and service focused engagement.

To get involved with RSA visit their website, resident49ers.uncc.edu.
RIGTHS AND RESPONSIBILITIES

Living with other people provides a wonderful opportunity to learn about yourself and others. As such, on campus living is a valuable part of your college education, but all opportunities come with rights and responsibilities. To enjoy living on campus, you must respect other residents’ rights and uphold your own responsibilities as a resident. In this section, we acquaint you with the rights and responsibilities that are part of living on campus at UNC Charlotte. These rights and responsibilities include guidelines and policies that help ensure you can get the most out of your college experience.

THE COMMUNITY BILL OF RIGHTS

As a resident at UNC Charlotte, you have certain individual rights and responsibilities which must be honored. The Community Bill of Rights is intended to define basic expectations of residents’ rights and responsibilities. Each individual has the right to engage in those physical, educational, and social pursuits that are a necessary part of his or her University life. However, residents’ rights and responsibilities. Each individual has the right to engage in those physical, educational, and social pursuits that are a necessary part of his or her University life. However, these rights carry a reciprocal responsibility to insure those same rights for other residents. This Bill of Rights was drawn up by students for students, and is intended as an agreement among students, as approved by the Department of Housing and Residence Life.

PRIMARY RIGHTS

Primary Rights are those deemed to be most essential and important to the success of students. These rights include:

- The right to read and study free from undue interference in one’s room. One of the basic purposes of the University is the dissemination and application of knowledge. Unreasonable noise and other distractions inhibit the exercise of this right.
- The right to sleep.
- The right to one’s personal belongings.
- The right to access one’s room/apartment/suite during the period that the residence halls are open.
- The right to a clean environment in which to live. Optimal physical conditions are essential to sharing space with others.
- The right to redress of grievances. If the academic and residential communities are to function in the most educationally profitable manner, the right to initiate actions and referrals for impartial and fair adjudication of grievances is held paramount. In exercising this right, the student must be free from fear, intimidation, physical harm and/or emotional harm, and free from the imposition of sanctions apart from due process.

SECONDARY RIGHTS

Secondary Rights of the resident include:

- The right to personal privacy. All residents should have freedom from interference with their personal activities, and should be able to maintain privacy for other than academic reasons.
- The right to host guests. All residents should have the opportunity to maintain personal contacts and friendships with other persons to fulfill their social needs. Guests are to respect the above-stated rights of the host’s roommates and of the other residents at all times.

YOUR RIGHTS AND FREEDOM AS A STUDENT

Just as the University has the freedom to teach, you have the freedom to learn. Your freedom to learn, whether it be in your living area or in the classroom, is dependent upon the prevailing conditions. As a student, you can protect your freedom to learn through the choice of responsible actions.

You have the right to be heard when it comes to safeguarding your freedom to learn. For example, as a residence hall community member you are encouraged to assume responsibility in helping to foster and maintain an environment conducive to learning in your hall or area.

Faculty, administration and staff share with you the responsibility of developing and enforcing fair and reasonable codes of conduct and behavior.

All members of the University community have the right to use the established disciplinary channels to protect and enforce the educational purpose of the institution. As a student, if you are accused of violating any University policy or regulation, you are guaranteed procedural due process. This means that you will be informed of all charges brought against you; you will be given a fair hearing to refute the charges; and the University will not be arbitrary in its actions.

ROOMMATE CONFLICTS

Living with roommates and neighbors isn’t always easy. Sharing a living space may be stressful and conflicts may arise. Sometimes situations that work at the beginning of the year become more difficult as the year goes on. It is perfectly normal to have roommate or neighbor conflicts. In fact, there is a great deal to be learned from handling a difficult situation maturely, respectfully and creatively.

If you and the person(s) you are in conflict with have completed a living agreement, talked through issues on your own and are still having difficulty, the next step is to ask your RA for help. Remember, although the RAs are trained to mediate these types of conflicts, some situations will require a number of mediations before a workable solution is found. Your REC/GA may also be a helpful resource in helping to resolve conflicts. Please be patient; do not resort to verbal, physical, threatening or retaliatory behavior. Such behavior may violate University policy and will be referred to the Student Conduct system as necessary.

Even with open, respectful communication between roommates and neighbors, and an honest attempt at mediation with your RA, GA and/or REC, you may find the situation hasn’t gotten better. In those situations, a room change may be the best response. We also reserve the right to move all involved roommates, if necessary. Please know that while room changes are often possible, we will first work with you to try to resolve the conflict.
SERVICES AND AMENITIES

When you live on campus at UNC Charlotte, you have more than just a living space. We understand how important that space can be. To that end, we provide many services and amenities that complement our facilities.

ADDRESS CHANGES
If you need to change your address, telephone or other contact information with the University, please login to my.uncc.edu and make the change.

AIR CONDITIONING
All residences at UNC Charlotte are air-conditioned. For details on how to make adjustments to your room temperature, please see the “About Your Room” section.

APPLIANCE RENTALS
The MicroFridge unit is a compact refrigerator/freezer with a microwave oven on top that is designed specifically for college students living on campus. Because of its unique electrical power conservation system and Energy Star rating, it has the endorsement of the UNC Charlotte Housing and Residence Life Department. This is a special appliance that is available to UNC Charlotte students through the Standards for Living company. Please visit their website at standardsforliving.com to learn more about how students may rent or purchase a MicroFridge unit.

COMMON AREAS
There are many common areas (lounges, corridors, recreation areas, etc.) located throughout the residential areas. Common areas are primarily for the use of hall/area residents. No individual or group should engage in an activity which prevents the use of these common areas by hall/area residents unless a reservation for the room is approved in advance by the REC/GA.

Furnishings and equipment in the common areas are for the use of all residents. Removal of shared items (such as furniture, pictures or waste baskets) deprives others of their use. Any common area furniture found in a resident’s room will result in a $25 charge per piece, per person, per day beginning from the date the staff confirms that the furniture is in the room. Such action will be considered theft and may result in a charge for replacement, disciplinary referral and/or legal action.

COMMUNICATIONS
Almost all of the official University and Housing communication with students is electronic. One of the main avenues for sharing information with residents is the Housing website at housing.uncc.edu. Residents should check the website regularly for information and updates related to policies, important dates, major processes (room selection, closing, health and safety inspections, etc.) and events.

Additionally, Housing communicates with residents via their official University email (**@uncc.edu) and their on-campus mailboxes. Residents are responsible for checking these frequently.

DINING OPTIONS
UNC Charlotte boasts 29 dining locations on main campus and one at Center City, including: two modern all-you-care-to-eat dining halls, SoVi and Crown Commons; two table-service restaurants, Bistro 49 and The Den by Denny’s; two convenience stores, Outtakes and SoVi Market + Baker; 24 retail locations including favorite brands like Bojangles’, Chick-fil-A, Panda Express, Papa John’s Pizza, Salsarita’s and Starbucks Coffee. Dining map, dining hours and menu links can be found at aux.uncc.edu/dining. Information about your meal plan: aux.uncc.edu/dining/meal-plans. Check your DB balance or deposit to Optional Dining Account: aux.uncc.edu.

ELEVATORS
Elevators are provided in most residential buildings. Please use care and respect when using the elevators and do not exceed the posted weight and/or occupancy limits. Misuse of the elevators may result in removal from campus housing and disciplinary referral.

INK SPOT PRINTING
Ink Spot Printing is a “print from anywhere” solution that allows you to print to an Ink Spot-enabled printer for a small fee. This service is available at locations throughout the campus, and is available in Belk, Hunt, Levine and Martin Halls. For more information about the Ink Spot service and instructions for its use, visit the Auxiliary Services website at aux.uncc.edu.

INTERNET SERVICE
Next generation premium internet service is provided as a benefit to you as a campus resident. In addition to traditional wired internet connections, every room in each of our residential buildings is completely wireless. This service is provided by Korcett.

Students provide their own computers. If planning to use the wired internet, you will need a RJ-45 Ethernet cable to connect to the wall jack. Wireless routers are not needed to connect to the wireless internet. Using a personal wireless router will not help with internet speed or give additional internet protection. Their use is prohibited as they may disrupt proper service for your hallmates. Korcett and the University does not support or manage any devices beyond the modem. Residents are responsible for any equipment they add to the internet system.

All residents are responsible for following the specific terms and conditions of service when using the internet in the residence buildings. All residents are also subject to the University’s policies and procedures on Responsible Computing and appropriate use of University provided network resources. Residents are responsible for reviewing and understanding these policies, including policy numbers 303, 307 and the supplement to number 307 on peer-to-peer file sharing (311.4). These policies and the terms and conditions for service can be found online at: housing.uncc.edu. In order to access the internet, you will need to create an online account. Detailed instructions are found on the Internet Services page of the Housing website at housing.uncc.edu.

For questions about your internet service, or to report an issue with your service, contact Korcett at 800.379.3729.
KITCHENS
Common area kitchen facilities are available for use in most residential areas. Users are responsible for cleaning the kitchen after use and residents will be charged for any clean up needed. The University is not responsible for items that have been removed from common area kitchens.

LAUNDRY
Laundry rooms are provided in each residential area for the convenience of residents. In most residential areas, those laundry rooms are located in public spaces and are serviced by our corporate partner, CSC Service Works. However, in a few areas (4-bedroom units in Belk Hall and Levine Hall, Martin Hall and common areas in each Greek Village House) the maintenance and service of the machines is managed by Housing and Residence Life Facilities staff.

In the event of a washing machine or dryer malfunction in Belk Hall (4-bedroom units), Levine Hall (4-bedroom units), Martin Hall or any Greek Village House, please contact HRL Facilities by calling 704.687.7502. In the event of a washing machine or dryer malfunction in any common space within a residence hall, please contact CSC Service Works by visiting laundryview.com/unc to complete the online laundry service request form.

When you are reporting a malfunction in any area, please be prepared to give the machine location and number. Until the machine can be repaired, it is helpful to post a sign indicating that the machine is “out of order.” Refunds for malfunctioning machines can be obtained by sending information regarding the refund to hrmailbox@uncc.edu. Appropriate refunds are credited to students’ 49er card accounts.

Each Monday morning, your ID card will be refreshed with $8 to be used in laundry rooms on campus. If you need to do additional loads of laundry and have exhausted that $8 allotment for the week, you may opt to use quarters or your 49er account. (*Except for Greek Village, Martin Hall, and Belk and Levine 4-bedroom apartment residents who have access to free machines in their houses/units.)

LaundryView
LaundryView shows you an online 3D view of your laundry room and lets you check the status of machines without leaving your room. With LaundryView text Alerts you can request that each machine send you a text message when your cycle is complete.

Important Washing Tips:
- Separate clothing according to color
- Remove all items from pockets
- Check for and pre-treat stains accordingly
- Use only 2 tbsp. of concentrated HE detergent
- When loading a washer, leave about 5” of space on top
- Remove clothing promptly from the washer

Important Drying Tips:
- Clean the dryer’s lint screen before each use
- Don’t overload the dryer
- Check for stains; the heat of the dryer will set the stain
- Please know that the hot setting may cause shrinkage
- Bottles left on top of dryers will melt

LINEN SERVICES
The Residence Hall Linens program is a convenient and simple solution to all of your college bedding needs and desires. Our goal every year is to ensure parents and students have everything they need for move-in. We do that by providing easy one-stop shopping with an off-campus company that provides an assortment of residence hall room must-haves, including storage solutions, comforters, pillows, mattress pads and blankets. For more information on our linen services visit rhl.org/nct.

MAIL AND PACKAGE SERVICES
Residents in all of our halls enjoy mail delivery direct to their building. Mail is picked up from and delivered to each residential area Monday through Friday except when the University is closed. Mail will be delivered to the box in your hall/area that corresponds with your room/suite/apartment number. You will receive either a mailbox key or a combination to your mailbox when you check-in.

If residents receive packages via US Postal Service that are too large to fit in their mailbox, they can pick them up from the secure holding areas provided by Campus Mail Services on the lower level of the Prospector Building.

Outgoing campus or US mail may be placed in the outgoing mail slot, located in the mailbox area.

Packages sent via United Parcel Service (UPS), Federal Express (FedEx), DHL and similar carriers are sent to the University’s Central Receiving located on the north side of campus in the Receiving and Stores Building. Students will be notified via their UNC Charlotte student email account that a package awaits their arrangements for pick-up.

NINER NETWORK TELEVISION SERVICE
Niner Network is the cable television service for the campus residents of UNC Charlotte. It offers more than 100 channels of digital TV and access to HBO GO® and MAX GO®. Niner Network has created a number of resources to make it easy to get your television connected and to start watching your favorite TV shows. This information is accessible on the Niner Network Television page located in the On Campus Living section of the Housing website at housing.uncc.edu.

SAFETY AND SECURITY

The personal security of resident students is a primary concern for the Department of Housing and Residence Life. Additionally, there has been a concerted effort campus-wide to enhance safety and security in our community. A number of safety initiatives have been implemented, including the LiveSafe mobile safety app which is available to all students, faculty and staff. We are interested in your security concerns and problems and encourage you to work with us to make this community a safe, enjoyable one. Residents can maximize their personal security by remembering to proceed with caution in and around their living environment.

AVAILABILITY OF STAFF MEMBERS

Resident Advisors (RAs) provide on-duty coverage in most buildings/areas from 8:00pm until 8:00am on weekdays and continuously on weekends beginning at 8:00pm on Fridays. To reach this staff person, please call the phone number posted on your floor, area or building. The availability of staff members may be limited during University Break periods and during transitional housing between semesters. Additionally, a professional staff member is on call every night from 5:00pm to 8:00am and throughout weekends and holidays to respond to emergency situations or other significant concerns. If you need the assistance of this staff member, contact Police & Public Safety at 704.687.2200 or your RA.

BOMB THREATS

As in any emergency situation, Police and Public Safety should be notified immediately at 704.687.2200 or 911. In this particular situation, try to get as much information from the caller as you can and be prepared to give your name and the exact information you received to the police. After contacting the police, contact your REC. Do not investigate. Wait for further instruction from Police and Public Safety, Housing and Residence Life staff or other campus officials.

BUILDING EVACUATION PROCEDURES

If you discover any situation that requires evacuation, leave the building and call Police and Public Safety at 704.687.2200 or 911 from a safe location. If a cell phone is unavailable, remember there are Blue Light phones throughout campus that connect directly to Police and Public Safety. 1. Speak slowly and clearly so you can be understood 2. Give your name 3. Give the exact location of the emergency 4. Give any other relevant information (is anyone hurt, etc.)

Police and Public Safety will contact the necessary emergency personnel. For more information, refer to the Fire Safety section, beginning on page 18.

CAMPUS WARNING SIREN

UNC Charlotte is equipped with an emergency warning system to notify students, faculty and staff should there be any potential dangers or threats to the campus community. The campus warning siren will sound to alert the University community in the event of emergency such as an active shooter or hazardous weather conditions. If you hear the siren, go inside immediately. Stay away from all windows and wait for further instructions. Stay inside until you receive the “All Clear” announcement.

DIALING 911

In the event of an emergency you may reach University Police and Public Safety by dialing 911 from any campus phone. It is important to note if you dial 911 on your cell phone you may not reach PPS. The call could actually be sent to other local agencies such as the Charlotte Mecklenburg Police Department. If this happens, that agency’s dispatch will have to reroute the call back to the University Police Department causing valuable response time to be compromised. We highly recommend that you program the University Police and Public Safety number, 704.687.2200, in your phone or download the LiveSafe app so that you can contact them directly in the event of an emergency.

DOOR SECURITY

Most thefts in residence halls are crimes of opportunity. To protect yourself and your belongings, securely close and lock your room door (even if you think you are just running down the hall).

EMERGENCY BLUE LIGHT PHONES

Familiarize yourself with the emergency blue light phones on campus. There are over 300 blue light phones located throughout the UNC Charlotte campus. These emergency phones automatically dial campus police with the simple touch of a button. A built in speaker phone allows you to communicate directly with police. The emergency phones are also equipped with flashing blue lights that help officers quickly identify your location in the event of an emergency.

EMERGENCY TEXT MESSAGING

To receive emergency alerts by text message and/or email visit my.uncc.edu and complete the form. By providing your cell phone number you agree to incur costs from your carrier for text messages or telephone notifications. UNC Charlotte will only send notification messages in the event of an emergency, or to test the system (once per semester, typically). Please note: Text message alerts will not be used for weather delays/closings.

INTERPERSONAL VIOLENCE

If you or someone you know is a survivor of interpersonal violence, there are many options available for both reporting the incident and seeking medical attention. Reports may be made to Police and Public Safety or local police (if the assault happened off-campus), anonymously through the PPS website, through the Dean of Students Office or through Housing and Residence Life. Likewise, there are many resources both on and off campus for survivors, including the Counseling Center, Health Center, and community agencies. Please visit studenthealth.uncc.edu for more information.

LIVESAFE MOBILE APP

Download the LiveSafe mobile safety app (available on iPhone or Android devices). In order to utilize all of the features in the app, be sure that your phone’s setting allow for push notifications and full GPS location sharing. Once you have installed the app, simply create a free account and select UNC Charlotte as your institution of choice to begin utilizing all of the services that the app has to offer.
MEDICAL EMERGENCIES AND INJURIES

In the event of an injury or illness which requires medical attention, contact Police and Public Safety at 704.687.2200 or 911. As you call, collect as much specific information as possible (names, location and nature of emergency) to give to the police. They will instruct you accordingly. When time allows, please contact your RA, GA or REC for further assistance. If someone has had too much to drink, please call a Housing and Residence Life staff member or PPS for help. No amount of “trouble” in the campus conduct system or in the court system compares to the loss of a life.

MISSING PERSONS

All reports of missing residential students should be directed to Police and Public Safety which will investigate each report. The University’s response is aimed at locating and assisting residential students who are reported missing.

NIGHTTIME TRAVEL ACROSS CAMPUS

It is suggested that you not walk on campus alone after dark and that you travel only on lighted pathways, particularly in the wooded areas. Safety escorts are available as staffing permits by contacting Police and Public Safety at 704.687.2200.

OPERATION ID

Having your property marked with identification information may deter theft before it occurs since your property is more difficult to sell or pawn with your information on it. It can also increase the likelihood of property being returned to the rightful owner in the event it is recovered after being lost or stolen. UNC Charlotte Police and Public Safety recommends permanently and clearly marking all valuable property with an ID number (UNC Charlotte ID number or Driver’s License number).

PARKING LOT SAFETY

When parking on campus try to park in a well-lit area. Always remember to lock your car doors and roll up your windows all the way. Do not leave valuables in plain sight. Remember where you parked. When you return, have your keys ready. Check the front and back seat before getting in. Lock your car doors as soon as you get in, before you buckle your seat belt. It is a good idea to carry a cell phone with you at all times. It is also a good idea to carry something with you such as a whistle or air horn. This will enable you to easily bring attention to yourself if you need help. Do not be afraid to report any suspicious or unusual behavior to the appropriate authorities.

POLICE AND PUBLIC SAFETY

Police and Public Safety officers patrol the campus and are available to respond to calls 24 hours a day. In an emergency situation affecting the safety of University residents or property, the police should be notified at 704.687.2200 or 911. If at any time you feel threatened with physical harm, contact Police and Public Safety via phone or through the LiveSafe app.

SURVEILLANCE CAMERAS

Surveillance cameras have been installed near the exterior doors of some residential buildings to promote a safe residential environment by deterring unwanted behaviors. The images will be recorded and used by the University when investigating criminal activity that occurs in the residential areas. Any damage to the cameras that occurs as the result of student behavior will be managed by the Department of Housing and Residence Life using the Residence Hall Public Area Damage Policy.

THEFT

Should you be the victim of theft or other crimes, contact Police and Public Safety immediately. Your REC may be able to offer you further assistance.

COMMUNITY SAFETY PRACTICES

- Lock your car and do not leave items visible within it.
- Lock your doors (room, suite, apartment, car). Do not prop doors open.
- Do not hold the door for strangers and let them “tailgate” into the residence halls behind you.
- Keep track of your ID card, keys/cards. Do not lend them to others.
- Keep your valuables with you in public areas (library, dining halls, labs, etc).
- Be aware that most break-ins happen during the day.
- Keep a record of serial numbers and identifying information for property and credit cards.
- Mark property with your identifying information.
- Be aware of your surroundings. Take notice of people and report suspicious activities or persons to Police and Public Safety, Housing and Residence Life or the Dean of Students Office.
- Do not walk alone, especially at night. Walk in groups and in well-lit areas.
- Utilize the SafeRide Program or campus shuttles.
- Make note of blue light emergency phone locations on campus.
- During breaks, park your car in a common lot that may be patrolled more often.
- Call for help if you believe another student has had too much to drink and is in danger.

NINER TRANSIT BUS SERVICE & NINER PARATRANSIT

The campus offers a free Niner Transit Bus Service to all students, faculty, staff and guests. For more information, please visit pats.uncc.edu/ninertransit or call Parking and Transportation Services (PATS) at 704.687.0161. Niner Paratransit provides scheduled and on-demand disability transport for those with mobility impairments who are registered for the service. Disability transport must be prearranged. Requests are processed and scheduled quickly, usually within 24 hours. For more information, please visit pats.uncc.edu/transportation/disability-paratransit or call PATS at 704.687.0161.

COMMON SAFETY PRACTICES
Because of the dangers to residents and fire fighters associated with equipment that has been tampered with, false fire alarms and intentional fires, there are criminal and civil penalties for intentionally setting any fire, for intentionally causing any false fire alarm and for vandalizing or tampering with any fire alarm or fire protection equipment (including covering smoke/heat detectors).

Probable outcomes for these violations are removal from campus housing and/or criminal prosecution. Causing a false fire alarm will result in removal from the residence halls and/or a $500 charge and/or six months in jail. Additionally, a $500 reward has been established for information leading to the arrest and conviction of individuals who tamper with the system or cause false fire alarms.

Assisting Residents With Special Needs
Physically impaired students need to identify a number of “buddies” in their immediate living area who can provide assistance during an emergency. Five or six “buddies” are recommended with the hope that one or two will be present during an emergency or other special circumstance. These people could assist the individual in moving to a location of greater safety. Students with special needs may wish to contact the Disability Services Office at 704.687.4355 or ds.uncc.edu.

Fire Drills
Planned fire drills are held each academic year in cooperation with Police and Public Safety, the Safety Office and the local fire department. All persons are required to immediately evacuate the building. Failure to evacuate or failure to evacuate in a timely manner will result in a $50 charge.

Fire Escapes
Exterior stairways designated as fire escapes are for emergency use only. No smoking or loitering is permitted. Inappropriate use of these stairwells can result in disciplinary action.

Fire Evacuation Procedures
When a fire alarm sounds always take the fire alarm seriously and assume there is a fire. All persons are required to immediately evacuate the building. Failure to evacuate or failure to evacuate in a timely manner will result in a $50 charge. Some evacuation suggestions are as follows:

1. If there is smoke in your room, keep low to the floor. Crawl to your window and open it a few inches to allow in fresh air.
2. If your room is clear of smoke, touch your door before opening. If it is hot, do not open it! Stay in your room and wait for emergency personnel to reach you. Hang a sheet from your window to identify your location. If smoke is entering the room, stuff all openings with towels, etc.

Emergency Shelter Assembly Locations
During inclement weather situations, the following are recommended areas within your building to seek shelter.

<table>
<thead>
<tr>
<th>BUILDING/AREA</th>
<th>RECOMMENDED SHELTER LOCATION(S)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belk Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Greek Village Houses</td>
<td>First floor interior hallways</td>
</tr>
<tr>
<td>Hawthorn Hall</td>
<td>Suite bathrooms, basement classrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Holshouser Hall</td>
<td>Basement or suite bathrooms</td>
</tr>
<tr>
<td>Hunt Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Laurel Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Levine Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Lynch Hall</td>
<td>Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Martin Hall</td>
<td>Apartment bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Miltimore Hall</td>
<td>Apartment/Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Moore Hall</td>
<td>Basement: laundry and hallway areas</td>
</tr>
<tr>
<td>Elm, Pine and Oak Halls</td>
<td>Apartment/Suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Sanford Hall</td>
<td>Basement: laundry and hallway areas</td>
</tr>
<tr>
<td>Scott Hall</td>
<td>Basement: laundry and hallway areas</td>
</tr>
<tr>
<td>Wallis Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
<tr>
<td>Witherspoon Hall</td>
<td>Apartment/suite bathrooms or first floor interior hallways</td>
</tr>
</tbody>
</table>
3. If your door is not hot, close your windows, turn out the lights and shut your door. Do not stop for personal belongings except for a coat, shoes and a towel (to reduce smoke inhalation), if the situation allows. Exit the room, closing the door behind you and move quickly, but without panic, toward the nearest fire exit. Activate the fire alarm system if it is not already sounding.

4. Do not use the elevators.

5. Exit down the stairway, making room for the people on lower floors as they enter the stairway.

6. After you have exited, move away from the building to the designated evacuation area (see housing.uncc.edu for evacuation locations) and wait for further instructions. If Police and Public Safety are not already on site, call 704.687.2200 or 911 from a safe location. If a cell phone is unavailable, remember there are Blue Light phones throughout campus that connect directly to Police and Public Safety.
   a. Speak slowly and clearly so you can be understood
   b. Give your name
   c. Give the exact location of the fire or emergency
   d. Give any other relevant information (if anyone is hurt, etc.)

7. Keep out of the way of emergency personnel. If you believe someone is trapped on your floor, report this immediately to fire fighters or Police and Public Safety.

8. Do not re-enter the building for any reason. If you have any information regarding a fire, you are encouraged to tell the nearest officer or Housing staff.

**KEEPING HALLWAYS CLEAR**

To help ensure safe evacuation should it become necessary, storing of personal belongings in hallways is a safety hazard and will result in a minimum of a $25 charge and removal of the item(s). The University is not responsible for such items that have been removed from common areas.

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**EMERGENCY EVACUATION ASSEMBLY LOCATIONS**

When a fire alarm sounds, you must exit the building and proceed to the assembly location for your building.

<table>
<thead>
<tr>
<th>BUILDING/AREA</th>
<th>RECOMMENDED SHELTER LOCATION(S)</th>
</tr>
</thead>
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<tr>
<td>Belk Hall</td>
<td>Wallis/Lynch courtyard</td>
</tr>
<tr>
<td>Greek Village Houses</td>
<td>Opposite side of the parking lot across from building</td>
</tr>
<tr>
<td>Hawthorn Hall</td>
<td>Opposite side of Parking Lot 13</td>
</tr>
<tr>
<td>Holshouser Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Hunt Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Laurel Hall</td>
<td>Parking Lot 8</td>
</tr>
<tr>
<td>Levine Hall</td>
<td>Parking Lot 8A</td>
</tr>
<tr>
<td>Lynch Hall</td>
<td>Belk/Miltimore courtyard</td>
</tr>
<tr>
<td>Martin Hall</td>
<td>Parking Lot 6</td>
</tr>
<tr>
<td>Miltimore Hall</td>
<td>Wallis/Lynch courtyard</td>
</tr>
<tr>
<td>Moore Hall</td>
<td>Parking Lot 8A</td>
</tr>
<tr>
<td>Elm, Pine and Oak Halls</td>
<td>Parking Lot 16</td>
</tr>
<tr>
<td>Sanford Hall</td>
<td>Parking Lot 8A</td>
</tr>
<tr>
<td>Scott Hall</td>
<td>Parking Lot 8</td>
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<tr>
<td>Wallis Hall</td>
<td>Belk/Miltimore courtyard</td>
</tr>
<tr>
<td>Witherspoon Hall</td>
<td>Wallis/Lynch courtyard</td>
</tr>
</tbody>
</table>
KEYS AND ACCESS CARDS

UNIVERSITY ID CARDS & KEYS

The UNC Charlotte ID card is a permanent card for which you are responsible throughout your enrollment at the University. A valid ID card carries with it certain privileges such as use of the library, admittance to various activities and check cashing. Cards are coded with information which allows printing, vending and access to campus dining halls if you have a meal plan.

For security reasons, your ID card and issued keys are for your use only and must not be given to others (except when requested by a University official). Violators of the ID and key policy jeopardize the security of other residents and are subject to disciplinary and/or legal action. University policy requires students to carry their ID cards at all times and to comply with requests from University officials to present this identification at any time.

ENTRY INTO YOUR RESIDENTIAL BUILDING

In the University’s ongoing effort to provide residential students with reasonable, but still effective, security measures, all residence halls are equipped with card access readers for exterior doors. Students are required to use the appropriate card to gain entry to their residence halls.

ENTRY THROUGH SIDE DOORS

All exterior doors are locked 24 hours a day/seven days a week from the outside. There are propped door alarms on most of the exterior doors of the residence halls. These alarms allow additional exits out of the residence halls. If the door is held open or propped open after a short period of time, the alarm will sound. To silence the alarm, simply close the door. It is the entire community’s responsibility to ensure a safe environment. Please do not prop doors open; if you notice a door propped open, close the door to secure it immediately.

ENTRY ON FOOTBALL GAME DAYS

Access to residence halls will be restricted on football game days. Please refer to the Football Game Days page for more information.

ENTRY DURING BREAK PERIODS

Residents may stay in campus housing during all academic year break periods including Fall, Thanksgiving, Winter and Spring Breaks. As usual, the buildings will be locked and only accessible via card access. During break periods, Residence Life staff, loan key, Housing Facilities Office response and related services run on a significantly reduced schedule. During these periods residents are encouraged to be alert and to contact Police and Public Safety should anything or anyone seem suspicious.

USING THE CARD READERS

To enter a building, slide your ID card through the card access reader. Sliding the card through too quickly or too slowly may result in a message to RE-READ, or try again. Once the reader "recognizes" you, you will get a valid message and the door lock will click open. You have only a few seconds to enter the building before the door locks again.

If your ID card does not work, contact one of the Loan Key Desks (in Belk, Hunt, Levine or Martin Halls). Tell the staff member that your ID card is not granting access. The staff member will help you obtain a temporary ID. If your ID card is not working, be sure to have it checked at the ID Office in the Student Union on the next business day.

If you have forgotten your ID card, you will need to gain entry to the building by using the outside phone and calling a roommate or friend inside the building. This person will need to come to the front door to escort you in to the building.

DELIVERIES

Because the buildings are always locked, persons making deliveries (pizza, gifts, etc.) must call the resident’s cell phone. The resident must then go to the front door to retrieve the delivery. Delivery staff is not permitted to go to a resident’s room unescorted.

LOST ID CARD

If your card is lost or stolen, you may obtain a permanent replacement at the ID Office between the hours of 8:00am and 5:00pm, Monday through Friday. After the ID Office has closed, you should report a lost or stolen ID immediately to the Loan Key desk staff in Belk, Hunt, Levine or Martin Halls. As appropriate, you will be issued a temporary, time-limited ID card and your privileges on your permanent card will be frozen. The temporary card will be coded to give you the same privileges as you had on your permanent card. You must then go to the ID Office to have a new permanent ID card made the next business day.

ID CARD CARE

Protect your card from physical abuse. Carry it in your wallet; do not use it as a tool for any reason; do not punch holes in the card. Avoid exposure to any type of magnetic source. Do not place your card on stereo equipment or close to magnets. Be aware that some wallets have magnetic closures. Avoid running your ID card through the washing machine or clothes dryer.

GUESTS

As a resident, you are responsible for the conduct and behavior of your guests and those guests must be escorted at all times. Guests should present a University ID, a driver’s license or some other government issued photo ID to a staff member if requested. At no time should you loan your ID card or keys to a guest to use in your absence.
LOST KEYS/CARDS
If you have lost your key and/or card, you must inform a Housing and Residence Life staff member immediately. Once notified, an immediate lock change will be initiated for which you will be billed. If the lock change is performed after normal office hours, staff overtime charges will also be incurred (minimum of 2 hours labor). You may elect the option of delaying the lock change until the next business day by signing a statement accepting full responsibility for the safety and security of your room, suite or apartment. Once a lock change is initiated, it cannot be stopped.

ROOM KEYS AND CARDS

LOAN KEYS/CARDS
If you are locked out of your room, a temporary key/card (called a loan key) may be issued according to the following directions:

1. Go to the Loan Key Desk appropriate to your building:
   - Belk, Lynch, Miltimore, Wallis and Witherspoon Residents
   - Holshouser, Hunt, Laurel and Scott Residents
   - Levine, Moore and Sanford Residents
   - Elm, Greek Village, Hawthorn, Maple, Martin, Oak and Pine Residents

2. To check out a key/card, you must be able to present a valid photo ID or answer security questions.

3. Use the key/card to gain entry to your room. For Loan Keys checked out between 8 am and 5 pm, you have four hours to return your key. For loan keys checked out after 5 pm, you have until 9 am the next day to return your key. If you do not return your loan key by the time it is due, you will be charged for a lock change.

4. When you return the key/card, you must present a valid picture ID and show your permanent key/card. The $5 loan key charge will automatically be posted to your student account.

These desks are open 24 hours a day. However, from time to time, the staff working the desk must leave the desk area to accomplish work related tasks. If the desk staff member is not available when you return the loan key/card, please wait at the desk for his/her return.

During winter break and transitional times between terms, please follow the posted signs to get a loan key/card.
The following is emphasized primarily to respond to some of the more common questions students have regarding the Contract for Residential Services. Please keep in mind that this section addresses some, but not all, of the stated agreement terms. Refer online to the Contract for Residential Services for complete details.

This contract covers the period of occupancy beginning Friday, August 18, 2017 and expires at 12:00 noon on the day following the student’s last final exam for the spring semester or until 12:00 noon on Friday, May 11, 2018, whichever comes first.

It is intended to offer housing and related services on the UNC Charlotte campus for fall semester 2017 and spring semester 2018 only.

UNC Charlotte offers a limited number of summer housing options after May 11, 2018. Contracts for summer housing options will be available online in April. Please visit our website or contact the Housing Assignments Office for more information.

Refund of Charges and Room Deposit

A student agrees to pay when due the full amount of housing and dining charges, whether or not housing and dining services are used, except as specifically provided in the Contract for Residential Services.

To cancel residential services, you must submit a request for termination of the Contract. To download the cancellation form, please visit housing.uncc.edu. You may complete the form online, mail it, fax it to 704.687.1702, or drop it off at the Department of Housing and Residence Life Office.

The date of receipt of the request for termination will determine the student’s financial obligation to the University. The date of receipt will be determined by an electronic timestamp. Please see the schedule on the next page. This same schedule can be found in the Contract for Residential Services which is online at housing.uncc.edu.

Condition of Vacant Spaces

Residents are not authorized to place personal items in or to utilize in any manner vacated residential living space. All vacant space should be maintained as if a resident could move in at any time. Housing and Residence Life will charge residents daily for each day that any vacant space within their unit is determined to be unusable for an incoming resident. Attention to this expectation is particularly important during the heavy check-in periods at the beginning of both fall and spring semesters.

Cancellation Dates

The following dates and times will be used to determine any financial obligations due to cancellation of an application:

**FALL 2017 - SPRING 2018 APPLICATION**

- June 1, 2017: Deposit is refunded and all charges for residential services are removed from the student’s account.
- June 2, 2017 through July 15, 2017: Student will forfeit the deposit and be responsible for payment of a $750.00 liquidation fee.
- July 16, 2017 through August 17, 2017: Student will forfeit the deposit and be responsible for paying 50% of the annual housing charges.
- Beginning August 18, 2017: Student will forfeit the deposit and be responsible for paying 100% of the annual housing charges.

**SPRING 2018 SEMESTER ONLY APPLICATION**

- December 1, 2017: Deposit is refunded and all charges for residential services are removed from the student’s account.
- December 2, 2017 through January 6, 2018: Student will forfeit the deposit and be responsible for payment of a $750.00 liquidation fee.
- Beginning January 7, 2018: Student will forfeit the deposit and be responsible for paying 100% of the Spring housing charges.
Breach of Contract

The following events constitute breach of contract as outlined in the Contract for Residential Services. It is your responsibility to know that the following are considered breach of contract:

1. Possessing firearms anywhere in the residential area.
2. Intentionally setting a fire; intentionally causing any false fire alarms; vandalizing or tampering with any fire alarm or fire protection equipment; violating requirements concerning the use of certain electrical equipment and/or appliances.
3. Abusing or misusing elevator equipment.
4. Intentionally throwing or dropping objects from windows or balconies in any residence hall, suite or apartment.
5. Intentionally standing, sitting or walking on window ledges or balcony railings; intentionally placing objects on the window ledges or balcony railings that might fall and injure someone below.
6. Failing to maintain enrollment status at UNC Charlotte throughout the period of occupancy.
7. Intentionally passing any part of the body through the window; intentionally climbing in or out of any window for the purpose of entering or exiting a room.
8. Possession or use of any controlled substance identified in Schedule I and II (N.C. General Statutes 90-89 or 90-90).
9. Failing to pay charges for residential services when due.
10. Failing to claim room by 5:00pm on the day before the first official day of classes. A student who fails to claim his/her room as required forfeits the housing deposit and remains liable for a $750 liquidation fee and prorated housing charges not to exceed the total cost of semester housing fees.
11. Failing to complete the prescribed check-in procedure (i.e., picking up key/card, signing key/card envelope).
12. Possessing, storing and/or using ammunition, gasoline, kerosene, similar combustible materials and/or any explosives anywhere in the residential area.
13. Repeatedly disturbing normal housing activities; repeatedly damaging housing facilities; and/or repeatedly interfering with other students’ quiet enjoyment of residential facilities.
14. Keeping any animals (other than fish in properly maintained aquarium or service animals) in University residential facilities.

15. Permitting regular use by others of space assigned to student, by assignment or otherwise or permitting residency by persons not authorized by the University.
16. Using space for any purpose which interferes with the rights of students to normal residence hall, suite or apartment activities such as study and sleep.
17. Failing to comply with policies regarding use of alcohol, Schedule III drugs (N.C. Statutes 90-91 and 90-94), room keys/cards, lofts, noise, guests and health and safety inspections. These policies can be found in this Handbook, on the University’s website and in various other publications.

The occurrence of any breach listed in numbers 1 through 6 above WILL result in cancellation of your Housing Contract by UNC Charlotte and your exclusion from campus residence. An occurrence of any breach listed in numbers 7 through 17 above will, at the discretion of UNC Charlotte, result in cancellation of your Housing Contract and your exclusion from campus residence. No refund of housing charges will be made to the student if the student is dismissed for disciplinary action or breach of contract.

Except as provided in paragraph H of the Contract for Residential Services, the University will notify the student of breach and the student will then have 48 hours after notice to appear before the Associate Vice Chancellor and Director of Housing and Residence Life (or his/her designee) to present any evidence the student deems appropriate.

The Associate Vice Chancellor (or his/her designee) will make a determination whether the Contract is terminated by the breach and announce that decision to the student. The student desiring to appeal the determination must file written notice of appeal within 48 hours with the Vice Chancellor for Student Affairs.

In addition to the remedies for breach of Contract provided here, any breach which also constitutes a violation of University disciplinary policies and/or of state or federal criminal laws may also be referred for University disciplinary action and/or criminal prosecution.
SERVICE ANIMALS

To comply with federal and state laws, the Department of Housing and Residence Life may house assistance animals in its residential buildings (or halls). If you are allergic to animals or have another medical condition that restricts you from cohabiting with animals, we request that you register with the Office of Disability Services to prevent a room assignment with or near a service animal.

INSURANCE

Students wishing to protect their belongings from the possibility of loss should obtain appropriate insurance coverage. Policies can be easily obtained and are a very wise purchase. Students may find they are covered under the terms of an existing homeowners or renters policy carried by their parents. The University does not assume any liability for the loss, damage or theft of any personal property or the damage or injury resulting from explosion, fire or mechanical failure of water, steam or gas lines, from any defective wiring and/or the negligence of any other occupants of the building.

OCCUPANCY AND OCCUPANCY CHECKS

Occupancy begins when a student is issued a room key/card and terminates when the key/card is returned and proper checkout procedures have been followed. Occupancy checks are completed as needed to verify the accuracy of the assignment status and occupancy of students living on campus.

ROOM ENTRY AND SEARCH

The University reserves a reasonable right of entry into your room(s) to assure proper maintenance and repair, to provide for the health and safety of all residents and/or to investigate when reasonable cause exists to believe a violation of Housing and Residence Life policies or other University, State or Federal regulations is occurring within your room. The complete Administrative Room Entry and Search Policy can be found under the Resident Handbook Supplements section at housing.uncc.edu.

WITHDRAWAL FROM CAMPUS RESIDENCE

A student wishing to withdraw from campus housing must first cancel his/her housing contract using the online form found on the housing website at housing.uncc.edu. The student then completes a checkout process specific to his/her residential area. Withdrawal from the University does not automatically result in withdrawal from campus residence; a student must also complete the cancellation process with Housing and Residence Life and may be subject to a financial penalty.

MOVING OUT/CHECKING OUT

All residents must officially check out of their room before departure from their building. Residents are expected to remove all belongings and ensure the room is in good order (swept out, trash removed, original furniture in place and all surfaces cleaned). Checking out can be done in one of two ways: using Express Checkout or scheduling a check out appointment with a staff member. Specific instructions for using these check out processes are communicated at the end of the year.

At the time of the check out appointment or upon inspection after an Express Checkout, a staff member will evaluate the condition of the room, taking note of any damages, trash, missing items and/or cleaning concerns. Anything needing repair or replacement will be charged to the Student Account unless the item was (a) listed in the same condition on the Condition Report (filled out when the room was first occupied by the student), or (b) normal wear and tear is determined to be the cause. Any bills related to the unit’s condition will be available through my.uncc.edu.

When it is not clear which resident is responsible for the damage, charges will be divided equally among the occupants of the room/suite/apartment (unless a signed Damage Responsibility Form is submitted). Residents will also be billed for excessive cleaning costs. Disciplinary action will be taken for any policy violations found during the check out process. FAILURE TO PROPERLY COMPLETE THE CHECK OUT PROCESS WILL RESULT IN A $25.00 IMPROPER CHECK OUT CHARGE.

LATE CHECK Outs

Because of the time constraints involved in preparing for future housing obligations, late checkouts are not permitted. A resident is expected to vacate (including removing all personal property and returning all keys) at the conclusion of his/her occupancy period defined as 12:00 noon on the day following his/her last final exam but no later than the date/time the residence halls close (see Residence Hall Opening and Closing Dates for details).

If a student does not vacate by the conclusion of the occupancy period, the locks to the residential space will be changed (at the student’s expense) and further occupancy will be denied. A student will be charged $100.00 per day or any part of the day for failure to vacate the residential area by the conclusion of the occupancy period and will need to make an appointment to remove the remainder of his/her belongings.

ABANDONED PROPERTY

If a student does not vacate the space assigned by the University at the conclusion of the occupancy period specified in the Contract for Residential Services, or if a student does not remove all personal property from such space before the conclusion of the occupancy period, the University may remove all property left by the student (or any person admitted to the space by a student) and store the space.

Any property removed by the University may be stored or treated as abandoned property and disposed of accordingly. The University shall not be liable for any damage to, or loss of, such property which occurs during the course of such removal, storage, delivery or disposal. The student shall pay to the University all costs incurred by the University in effecting such removal, storage, delivery or disposal, and in restoring the space (minimum labor charge of $50.00).

In addition, unless the student’s failure to vacate and restore the space is due to Force Majeure, the student shall be liable to the University for any loss suffered by the University if another student who has the right to use the space is materially delayed or impaired from use by the student’s failure to vacate and remove personal property from the assigned space.

[ CONTINUED ]

[ CONTINUED ]
CONDITION OF ROOM
Residents are responsible on an ongoing basis for the cleaning of their own rooms, suites and apartments. When a room, suite or apartment is permanently vacated, the residents are responsible for returning the room and its contents to its original and satisfactory condition. Failure to do so will result in charges to the residents of the room. Residents are encouraged to submit a Damage Responsibility Form to indicate which resident(s) are responsible for any charges.

ROOM CHANGES
Room changes are not permitted during the first two weeks of classes each semester. The “freeze” period allows time for students who have informed the Department of Housing and Residence Life that they will be moving in late to arrive on campus, and for the staff to verify the status of those students who have not yet checked in to their housing. Once the “freeze” period is over, a two-day room change period follows and is communicated through email.

The following steps must be completed as part of the room change process:

1. Complete a room change form and have it approved by the Residence Education Coordinator/Graduate Assistant of your current area.

2. Obtain the key/card for the new room and return the key/card for the old room. Both of these steps must occur within 24 hours of first approval to move or by assigned deadline.

3. Amend refrigerator/Microfridge 3rd party vendor info, if necessary.

4. Move all of your belongings within 24 hours of completing the room change paperwork or by assigned deadline.

Complete instructions for the room change process are available from the Housing Assignments Office.

During the academic year, a resident may make one change with no financial charge. After the first room change, each additional room change may result in a $15.00 charge to help defray administrative costs. Students placed in temporary housing at the beginning of the fall semester will not be charged for the first room change to a permanent assignment.

Any resident making an illegal room change (a room change not approved in writing by a Department of Housing and Residence Life professional staff member) will be charged a $50.00 charge for the first offense. If a second illegal room change occurs, the resident will be assessed another $50.00 charge and will be subject to disciplinary action. Repeated room change violations may result in cancellation of the housing contract. The above information may also pertain to another $50.00 charge and will be subject to disciplinary action. Repeated room change violations may result in cancellation of the housing contract. The above information may also pertain to another $50.00 charge and will be subject to disciplinary action.

ABOUT YOUR ROOM
There are many ways to personalize your room. As long as you don’t harm the room and use only approved appliances, you are limited only by your imagination. Decorations and other personal touches can make your room more homelike and comfortable. The following guidelines are to be followed both in the interest of maximizing comfort and safety and preserving our facilities. Failure to follow policies pertaining to your room may result in disciplinary action.

APPROVED AND PROHIBITED ITEMS
To minimize safety risks, the following standards have been set for the residential facilities on campus. Approved appliances must be used for the purpose for which they were intended. Storage or use of a prohibited item may result in a charge of $25 per person per day.

APPROVED ITEMS:
- Blender
- Coffee maker/Coffee pot
- Computer/Printer
- Electric can opener
- Enclosed and/or low heat hot pot
- Game consoles (X-Box, Wii, etc.)
- Hair dryer (up to 1875 watts)
- Hot air popcorn popper
- iPod/MP3 player/docking speakers
- Iron
- Microwave oven (must be 1500 watt or less)
- Power strip with fuse/circuit breaker
- Slow cooker/crock pot
- Toaster oven
- TV/DVD/Blu-ray player
- Refrigerators and refrigerator/freezer combination units (cannot exceed a total 4.2 cubic feet and must be Energy Star compliant)

PROHIBITED ITEMS IN ALL RESIDENTIAL AREAS:
- Any appliance capable of heating grease or oil to a burning point
- Ceiling fans
- Chain locks
- Charcoal and/ or Lighter fluid
- Deadbolt locks
- Fog machines
- Halogen lamps/bulbs
- Hoverboards
- Multi-plug extension cords
- Multi-plug wall outlets
- Open coil burners/hot plates
- Oil burning lamps
- Outdoor “open flame” grills
- Outside antennas
- Personal wireless internet routers
- Space heaters
- Waterbeds

ONLY ALLOWED IN APARTMENT KITCHENS
- Deep fat fryer
- Electric wok
- Electric griddle/grill
- Hot oil popcorn popper
- Indoor grills (George Foreman-type)
- Regular toaster

OTHER PROHIBITED ITEMS INCLUDE:
- Alcohol or alcohol related items (if under 21)
- Butane torches
- Firearms and/or ammunition
- Fireworks, Candles, or Incense
- Pets (except fish in an aquarium up to 10 gallons and service animal, with prior approval)
- Pocket knives

BUNK BEDS
The University provides bunkable beds in many student rooms. Students who need assistance bunking (or unbunking) their beds or who require a bedroll for the top bunk should call the Housing Facilities Office at 704.687.7902. The University is not responsible for injuries resulting from falling out of bunked beds or lofts.
CLIMATE CONTROL

MOORE, SANFORD AND SCOTT HALL TOWER BUILDINGS

Heat and air-conditioning systems for the towers operate with continuous airflow. Each wing of rooms is controlled by one central thermostat. This thermostat calls for heating/cooling according to the average temperature of the air flowing through the entire wing. If students in one room block the vents, the adjacent rooms receive increased airflow. Under this circumstance, if students in the adjacent rooms open their windows for comfort, the average temperature in the wing is reduced or increased as the thermostat responds with more heat or air conditioning to be supplied to the entire wing. Hence, blocking your vents or opening your windows can only serve to disrupt the normal functioning of the system for everyone on the wing. Because of this, there is a charge if your blocked vent causes such a problem.

If you find that the temperature is not right in your room, check with your neighbors. If everyone’s vents are adjusted properly and windows are closed, call the Housing Facilities Office at 704.687.7502 or send an email to hrfacilities@uncc.edu.

APARTMENTS, SUITES AND HOLSHOUSER HALL

Each suite, apartment, traditional-style room in Holshouser Hall and Greek Village room has individual thermostats. If you have questions about how to operate your thermostat, please contact your RA. If you have concerns that it might not be operating properly, call the Housing Facilities Office at 704.687.7502 or send an email to hrfacilities@uncc.edu.

When using your air conditioning, setting the temperature of your thermostat below 68 degrees may cause the air conditioning unit to freeze and quit working. During the break periods, cold weather can affect water pipes in apartments and suites. Turning the thermostat too low during cold weather might cause freezing or bursting of pipes and flooding of an apartment or suite. If you live in an area where you can control the temperature, please leave the heat on with a setting of 55-60 degrees. Failure to follow these guidelines may result in your being held financially responsible for damages caused by cold/freezing weather.

DAMAGE BILLING

IN PUBLIC AREAS

When damages and vandalism occur in the common areas of the buildings and individual responsibility cannot be determined, students will be notified of the damage and the repair or replacement cost in an effort to identify the responsible person(s). The University may bill a floor, group, tower, suite or house and/or a group of rooms on a prorated basis for public area damages. In addition, the Department of Housing and Residence Life reserves the right to assess prorated charges at any time.

COST OF REPAIRS

A list of those charges for which residents are commonly billed can be found on the housing website at housing.uncc.edu. All costs are approximate amounts, with final charges contingent upon extent of damage and cost of the repair.

VIEWING OF DAMAGE CHARGES

To view damage charges, login to my.uncc.edu.

IN ROOMS, SUITES, OR APARTMENTS

When a student checks into an assigned room/suite/apartment, he or she is given a Room Condition Report (RCR) to complete. He/she is responsible for completing the form, making note of any damages or missing items in the room/suite/apartment. He/she is required to complete, sign, and return the RCR to the building/s/complex’s checkout box within 72 hours (three days) of move-in. The completed RCR then becomes a record for the condition of the room/suite/apartment when he or she assumed occupancy. This record is compared to the condition of the room/suite/apartment at checkout. Differences may be billable to the student after check-out.

If common area walls or furnishings (including doors and windows) are damaged, the costs will be billed equally to all occupants of the room/suite/apartment unless the individual(s) responsible are identified. Residents are encouraged to submit a Cleaning and Damage Responsibility Form to indicate which resident(s) are responsible for damaged items. The Department of Housing and Residence Life will charge the occupants of a room/suite/ apartment for any necessary restorative services (i.e. cleaning, trash removal, tape removal, wall washing and/or painting, surface refinishing on room doors, doors and dresser tops, bookshelves, closets, etc.). Broken windows should be reported immediately. The Housing Facilities Office will determine who is financially responsible for replacing broken items, including windows.

DECORATIONS

The use of room decorations are encouraged, but some safety and damage guidelines apply. Any electrical device used in the decorating of your room must be UL approved.

The use of devices such as strip lights can only be used inside your unit. They cannot be installed on balconies, exterior doors and windows, in bathrooms or in hallways. No decoration may block the use of windows, doors or cause tripping hazards on the floors. All devices are to be unplugged or turned off before leaving your unit. All decorative materials must be intrinsically flameproof or fire retardant or so rendered by treatment with solutions. The use of highly flammable materials, such as real Christmas trees, hay, straw, Spanish moss, cloth ceiling coverings, etc. is prohibited.

The use of nails, screws, self-adhesive hooks and/or stickers on varnished or painted surfaces can cause damage for which you will be billed. Please use only regular tape, white poster putty or tacks to hang these decorations and prevent future charges for room damage. Double-sided tape or glue often causes “paint tears” on the sheetrock walls. No drawing, painting or writing on walls is permitted.

Damage billing

[Continued]
HEALTH AND SAFETY INSPECTIONS

All campus residences will be inspected at least once each semester and summer term to ensure compliance with health and safety standards. Residents will be given 48 hours notice regarding the approximate date and time the Health and Safety inspections will occur. Students are required to allow University officials to enter their residences for these inspections and follow-up visits. Staff conducting the inspections will lock all doors when leaving the room, suite or apartment. Be sure to carry your keys/cards to avoid being locked out.

The entire living area will be inspected. In the suites and apartments, particular attention will be given to the bathroom, kitchen and other common living areas. Residents who do not pass the inspection will be given 48 hours to make the necessary changes. If the second inspection results in a failure, each resident will be assessed a $25.00 charge and any labor charges to correct the deficiencies. Subsequent failures may result in additional charges and a referral to the student conduct system and/or cancellation of a resident's housing contract.

The Department of Housing and Residence Life reserves the right to schedule a special health and safety inspection of any residential unit and/public area space if the condition warrants concern. Written appeals regarding health and safety inspections should be sent to the Housing Facilities Office. The first review will be completed by the REC of the hall/area. The second review will be conducted by the Assistant Director for Operations.

EXAMPLES OF HEALTH AND SAFETY VIOLATIONS

- General lack of cleanliness (excessive trash, dirty kitchen or bathroom areas, etc.).
- Placement of common area furnishings in a student’s room, suite or apartment.
- Possessing prohibited appliances and/or grills.
- Extension cord with more than one device plugged into it and without a power strip.
- Storing of trash on balconies of apartment areas.
- Policy violation found during inspection (pets, alcohol, etc.). *Observed policy violations will also be documented and may result in disciplinary action.

RECOMMENDED CLEANING PRODUCTS

OVENS
Use oven cleaner on inside of oven only (Easy-Off or Mr. Muscle oven cleaner) then simply scrub and rinse.

REFRIGERATORS
Wipe and clean with all-purpose cleaner; remove all moldy and spoiled food.

SHOWERs
Tlex Soap Scum Remover. This is the best product to remove body oil and soap scum. It is not a disinfectant and you may want to use a spray disinfectant after using the Tlex. After shower is cleaned, spray with one of the after-shower sprays. Those shower sprays WILL NOT CLEAN your shower. This product can also be slippery so watch your footing.

STOvE TOPS
Use a degreaser on the top of the stove (409, Fantastic, Mean Green or Grease Lightning). Remove drip pans and use degreaser to clean pans and under pans (nylon scrubbing pads work best). Wipe front and the remaining area of stove with degreaser and rinse.

TOILETS AND SINKS
All-purpose cleaners can be disinfectants. Check the label to ensure this. Never use bowl mop or brush anywhere but in the bowl itself. If you clean the rest of the toilet with the mop or brush you will contaminate the rest of the toilet. After cleaning bowl, spray the fixtures lid, sides, base, tank and floor around toilet with a disinfectant spray cleaner. Let this product sit the recommended time (usually ten minutes) and wipe with paper towels. Wipe sinks in same manner.

AFTER HOURS EMERGENCY MAINTENANCE REQUESTS

If you have an immediate concern that you think requires a response after business hours (such as a water leak), please contact the Loan Key Desk for your area. Staff members are on call 24/7 for immediate concerns. University officials and/or contractors will enter your unit to respond to emergency situations. Please contact the following 24 hour desk to respond staff: (Belk Hall: 704.687.5576; Hunt Hall: 704.687.5399; Levine Hall: 704.687.5461; Martin Hall 704.687.6131)

PEST CONTROL

The residential areas are sprayed on a regular basis to control pests. Residents can assist in this effort by keeping their rooms clean and putting food away in sealed containers promptly. If you find that you have a problem with pests, submit a maintenance through the Maintenance Request Portal via housing.unc.edu maintenance-requests.

PREVENTATIVE MAINTENANCE

The Housing Facilities staff manages a preventative maintenance program to provide ongoing customer service. During the academic year, Housing Facilities staff will enter all residential areas to make sure that everything is functioning properly (bathroom fixtures, drawers, cabinets, fans, etc.).

Staff will only enter rooms from 10:00 AM to 5:00 PM, Monday through Friday for non-emergency repairs and 48 hours notice will be provided. Facilities staff lock all doors when leaving after a repair is completed. Be sure to carry your keys/cards to avoid being locked out.

ROUTINE MAINTENANCE REQUESTS

To submit a routine maintenance request, visit the Maintenance Request Portal via housing.unc.edu maintenance-requests. Once you have submitted a request you will receive an automated response confirming receipt of your request. When the work is complete you will also receive an email confirming that the work has been completed. Residents must be on campus to access the Maintenance Request Portal.

The Housing Facilities Office is open weekdays 8:00 AM - 5:00 PM (except University Holidays). Maintenance requests are typically completed within two business days. When our staff has visited your room to make the repair, they will typically leave a notice. If you do not see a response to the requested work within two business days, please call the Housing Facilities Office at 704-687-7502 for follow-up.

Requesting service authorizes University officials and/or contractors to enter your unit. Refusing admittance will result in loss of your priority in the repair schedule and may cause delay in your repair. Housing Facilities staff lock all doors when leaving after a repair is completed. Be sure to carry your keys/cards to avoid being locked out.

MAINTENANCE REQUESTS
HOUSING POLICIES

BALCONIES/LANDINGS (INTERNAL)
Jumping from or throwing items off internal balconies/landings is prohibited.

BALCONIES AND PORCHES (EXTERNAL)
Areas containing balconies and porches are for your use and enjoyment. To keep this a safe and attractive campus, the following policies are to be observed:

- Storage of trash or recycling on balconies and porches is prohibited. The charge for removal of trash is $25 per bag.
- The storage of University-provided furniture on balconies is prohibited.
- Throwing items from balconies and porches is prohibited (see the Window Policy).
- Hanging any items, such as clothes, flags, banner, posters, etc. on balconies is prohibited. Balconies may not be used to dry clothes.
- The use of decorative lights on porches is prohibited.
- Jumping from or throwing items off external balconies/landings is prohibited.

BICYCLE, MOPED, SCOOTER ETC.
The use of bicycles, mopeds, scooters (both motorized and non-motorized) and motorcycles is governed by campus regulations regarding vehicle operation which can be found at uncc.edu.

- Bicycles and non-gas-powered scooters may be stored in rooms/suites/apartments but should not be locked to railings in residential areas or block fire exits. Gas-powered scooters/mopeds/motorcycles are not permitted inside the residential facilities. No bicycles, mopeds, scooters or motorcycles may be operated inside residence halls.
- Improper storage or use of bicycles, mopeds, scooters or motorcycles may result in a charge of $25 per person per day and/or disciplinary action.
- A bicycle/scooter/moped may not be parked, stored or left in any manner that blocks a sidewalk, stairway, doorway or accessible ramp. Bicycles/scooters illegally parked may be impounded. All bicycles/scooters must be removed by the day the residence halls close or they will be treated as abandoned property.
- Skateboards, roller skates and in-line skates may be used for point-to-point transportation on sidewalks and other pedestrian areas of campus. Skateboards, roller skates and in-line skates may not be used on streets or in any parking area. No person on a skateboard, roller skates or in-line skates shall engage in trick riding on campus.

Persons 16 years or older who violate this policy may receive a traffic violation citation. Those younger than sixteen may have their skateboard, roller skates or in-line skates confiscated by Police & Public Safety. For more information on this policy, please see: Section 4-9 on the Parking and Transportation Services website at pats.uncc.edu.

CANDLES, INCENSE, AND OIL BURNING LAMPS
The use of candles, oil lamps or any device producing an open flame is prohibited in all residential spaces including balconies and porches. Storage or use of a prohibited device may result in a charge of $25 per person, per day.

COMMON AREA FURNITURE REMOVAL POLICY
Furnishings and equipment in the common areas are for the use of all residents. Removal of shared items (such as furniture, pictures or waste baskets) deprives others of their use. Any common area item found in a resident’s room will result in a $25 charge per piece, per person per day beginning from the date the staff confirms that the furniture is in the room. Such action may also be considered theft and may result in a charge for replacement, disciplinary referral and/or legal action.

DISPOSAL OF SHARP/DANGEROUS ITEMS POLICY
“Sharps” are defined as items that are capable of puncturing, cutting, or abrading the skin. Items such as glass, razor blades, needles, and syringes need special care in their disposal. Due to concerns over biohazards, students utilizing “sharps” are encouraged to properly dispose of them according to the following guidelines:

- “Sharps” are not to be placed into the regular trash.
- Needles or razor blades must be disposed of in puncture-proof plastic containers provided by the resident.
- Clean broken glass should be collected in a cardboard box or other strong disposable container. When removing the box or container, please tape it shut and label its contents as “Sharp Objects/Broken Glass.”

ELECTRICAL OUTLETS AND EXTENSION CORDS
Multi-plug wall outlets and multi-plug extension cords are prohibited. A power strip with a fuse/surge protector is required if you need additional outlets.

FIREWORKS AND OTHER COMBUSTIBLE MATERIALS
Ammunition, fireworks, gasoline, lighter fluid, butane torches, motorcycles, mopeds and any other combustible, explosive and/or flammable materials are prohibited in the residential areas. Possession of these items is a violation which may result in disciplinary action, a charge of $25 per person, per item, per day and/or confiscation of the prohibited item.

FURNITURE
All rooms, suites and apartments are furnished with desks, chairs, beds, closets or wardrobes, dressers, wastebasket, recycling bin and window blinds. University-provided furniture should not be removed from campus housing. Room furniture should never be left in study rooms, hallways, lounges, porches or balconies. A charge of $25 per person, per day as well as labor charges will result when Housing Facilities staff must remove individual room furniture from public areas. Further, if the furniture issued when you accepted occupancy is not in the room, suite or apartment when you checkout, you will be held responsible for full replacement costs. Students are prohibited from blocking windows or doors with furniture.

GRILLS
Grilling is permitted only at the grills provided in designated grilling areas and is not permitted on patios/balconies or in the apartment areas. Possession of a grill is a violation which may result in a charge of $25 per person, per day.
escort policy
Residents must meet guest(s) in the main lobby and then escort the guest at all times (24 hours a day, 7 days a week). Residents are responsible for the conduct and behavior of their guests, including informing guests of all pertinent residence hall policies and procedures.

Visitation Policy
At opening of the residence halls for fall semester, the University allows the visitation of guests from 12:00pm to 1:00am on weekdays and from 12:00pm to 2:00am on weekends. In the early weeks of the fall semester, students in most halls vote on the exact hours to be established for each individual living area. Residents may vote on any combination of hours up to 24 hours, 7 days a week visitation. A minimum of 75% of the students living in the hall must vote and a minimum of 75% of those voting must vote for the same option for it to become effective. Until the results of a visitation vote are announced, the original visitation hours noted above will remain in effect. The only exceptions to this policy are Greek Village Houses where national fraternity/sorority policies dictate house visitation rules.

Guest Policy
It is important that roommates be courteous to one another when having visitors and be sensitive to their roommate(s) primary rights to sleep, study and privacy. Having visitors is a privilege that requires the prior consent of roommate(s). Unresolved visitation issues among roommates may result in the loss of the privileges for all residents of a room. As such, guests should visit only with the approval of all roommates with the unit. In addition, guests are not to remain longer than three days (consecutive or non-consecutive) within a ten day period.

Guests or occasional visitors are not to abuse the visitation policy by residing in the residence halls. The Department of Housing and Residence Life reserves the right to distinguish between visitation and actual residence in a room. Residential facilities cannot be used by individuals who have not signed University housing contracts. Flagrant violations of visitation guidelines could result in the cancellation of visiting privileges, a charge of the assigned daily rate for the space per person, per day, cancellation of the resident’s housing contract and/or other disciplinary action.

Guests will be held accountable for their behavior and may be asked to leave the residential buildings and/or campus (and may be trespassed by Police and Public Safety). Additionally, residents are responsible for the conduct and behavior of their guests. This includes responsibility for informing guests of all pertinent residence hall policies and procedures and escorting guests within the building. Guests should have a University ID, a driver’s license or some other government issued photo ID as this will be required if contact with a staff member is necessary.

Prohibited Visitation
No student, family member or guest shall visit a residence hall who: (1) is a convicted felon; and/or (2) is required to register or report to a local law enforcement authority. Requests for exceptions to this policy should be directed to the Director of Housing and Residence Life. Residential students found to be allowing guests in violation of this policy will be subject to disciplinary action including possible removal from housing.
OUTDOOR AMPLIFIED MUSIC

Outdoor amplified music policies have been established in accordance with county ordinances and must be adhered to and respected. Outside amplified music is only permitted from 5:00pm-11:00pm on Friday and Saturday nights. This policy applies to both organized and informal events/activities. Special requests concerning modifications to the above guidelines for specific functions must be approved by the Associate Vice Chancellor/Director of Housing and Residence Life at least one week prior to the requested activity.

SOLICITATION POLICY

No individual, group or group affiliate is permitted to make door-to-door solicitation in the residence halls (including apartments, suites and towers). This includes activities like selling, fund-raising, placing flyers under residents’ doors or on doorknobs, promoting Greek recruitment activities and/or campaigning. Please report any acts of soliciting to your hall/area staff so they may be addressed.

SOUND EQUIPMENT

The volume of a resident’s stereo equipment, surround sound, television, etc., should be at a reasonable volume that does not disrupt the primary right of others to sleep or study. Residents are encouraged to make sure the sound produced from the equipment cannot be heard outside of their room/space, especially bass noise which often disturbs neighbors. The owner may be asked to remove the equipment from his/her room if it creates a persistent community disturbance and may be subject to disciplinary action. If the owner refuses to remove the equipment, he/she will be subject to disciplinary action and the University may elect to store the equipment until the matter is resolved. Should the equipment be used again, the owner will be subject to removal from campus housing.

USE OF BATHROOMS BY THE OPPOSITE SEX

To provide privacy and respect for all residents, the appropriate use of residential bathroom facilities is as follows:

- At no time should men be in a women’s bathroom or women in a men’s bathroom. Additionally, guests in tower halls must be escorted to and from the appropriate bathroom by a resident of the building.
- In buildings with apartments and suites that do not have public restrooms, members of the opposite sex may use the unit’s bathroom.
- A male may not shower in a women’s hallway bathroom; a female may not shower in a men’s hallway bathroom.
- Partners of the same or opposite sex are not permitted to use the shower simultaneously in any residential facility.

RESIDENTIAL STORAGE

The Department of Housing and Residence Life does not have storage space for either University supplied furniture that a resident chooses not to use or for unused personal belongings. In the apartment and suite areas, for safety purposes, no items should be stored under porches or in stairwells. Additionally storing of personal belongings in common areas will result in a minimum of a $25 charge and removal of the item(s). The University is not responsible for such items that have been removed from common areas.

USE OF SURVEILLANCE CAMERAS/EQUIPMENT

Persons living in or visiting the residential buildings are entitled to a reasonable level of privacy. Unless approved by the University, it is prohibited to monitor, videotape (digital included), audio record or take pictures of persons without their knowledge and consent in or around the residence halls. This includes, but is not limited to residence hall rooms, bathrooms, lounges, hallways and outdoor areas adjacent to residential buildings.
**VACANT ROOMS**

Use of vacant bedrooms inside your suite or apartment is prohibited and will result in a charge of $25 per day, per person. Similarly, storing belongings or allowing guests to temporarily use this space is prohibited and may result in a charge of $25 per day. Use of this space is not allowed because the space may be assigned to a new resident at any time. Forced entry into these spaces will be charged as damage to all the residents unless a specific individual is identified.

**VANDALISM POLICY**

Students are expected to have individual and collective concern for the protection and preservation of the residential area and grounds. Therefore, students are responsible for demonstrating proper care in the use of facilities in addition to not condoning the destructive behavior of others, including guests. Purposeful and malicious damage to or defacing of University or personal property will result in disciplinary action and restitution of repair costs.

**WEAPONS POLICY**

Using, possessing, or storing any weapon or explosive without University authorization, except as explicitly permitted by law and University Policy 702, Weapons on Campus. Examples include, but are not limited to, all firearms; explosive agents; fireworks; chemicals such as mace and tear gas (if used in an illegal manner); air or canister propelled guns such as BB guns, pellet guns, and paintball guns; flashers or stun guns; metallic knuckles; switchblade knives; martial arts weapons; any object or substance used, attempted to be used, or intended to inflict a wound, cause injury, or incapacitate; or any other “weapon” as defined by N.C.G.S. §14-269.2.

**WINDOW POLICIES**

The Contract for Residential Services defines each of the following as a breach of the contract that WILL result in cancellation of the contract and exclusion from campus residence:

- “Intentionally throwing or dropping objects from windows or balconies in any hall, suite or apartment.”
- “Intentionally standing, sitting or walking on window ledges or balcony railings; intentionally placing objects on window ledges or balcony railings that might fall and injure someone below.”
- “Intentionally passing any part of the body through window.” (Please note this statement applies to any individual who has any part of his or her body beyond the plane of the window. The window is defined as the bottom of the frame within which the window glass fits.)

**WINDOW DECORATIONS**

Residents that choose to decorate their room windows are encouraged to give consideration to the uniqueness of the University and its diverse population. Students must not display objects and/or decorations in the windows in violation of law or university policy, including (but not limited to) University Policy 502, Sexual Harassment Policy and Grievance Procedures. Anything posted on the windows must be removed upon checkout.

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**ACADEMIC INTEGRITY**

The Code of Student Academic Integrity outlines the responsibilities of students to maintain integrity in academic work, defines violations of the standards, describes procedures for handling alleged violations and lists applicable penalties. The following excerpt of the Code highlights some of the standards:

A. **Cheating**: Intentionally using or attempting to use unauthorized materials, information, notes, study aids or other devices in any academic exercise. This definition includes unauthorized communication of information during an academic exercise.

B. **Fabrication and Falsification**: Intentional and unauthorized alteration or invention of any information or citation in an academic exercise. Falsification is a matter of altering information, while fabrication is a matter of inventing or counterfeiting information for use in any academic exercise.

C. **Multiple Submissions**: The submission of substantial portions of the same academic work (including oral reports) for credit more than once without authorization.

D. **Plagiarism**: Intentionally or knowingly presenting the work of another as one’s own (i.e., without proper acknowledgment of the source). The sole exception to the requirement of acknowledging sources is when the ideas, information, etc. are common knowledge.

E. **Abuse of Academic Materials**: Intentionally or knowingly destroying, stealing or making inaccessible library or other academic resource material.

F. **Complicity in Academic Dishonesty**: Intentionally or knowingly helping or attempting to help another to commit an act of academic dishonesty.
CODE OF STUDENT RESPONSIBILITY

This Code may be modified from time to time. Contact the Dean of Students Office to obtain a copy of the current complete edition. The UNC Charlotte Code of Student Responsibility exercises the duty of the Chancellor to regulate matters of student discipline in the University community. All UNC Charlotte students are expected to be familiar with the Code and conduct themselves in accordance with these requirements. All Residence Life staff members are considered University officials and have full authority to address violations of the Code of Student Responsibility.

The following is an abbreviated description of conduct behaviors that are prohibited and will subject a student to disciplinary action: [Note: Letters R and U have been intentionally omitted for continuity in record keeping.]

A. Threat of or actual harm to any person including verbal, physical abuse, intimidating conduct, relationship violence, stalking, unwanted contact, fighting words, harassment, or gender based harassment
B. Using, possessing or storing any weapon, chemical or explosive device
C. Initiating a false report
D. Interfering with normal University activities
E. Violating terms of any disciplinary sanction
F. Possessing, manufacturing, selling, or delivering any controlled substance or possession/use of drug paraphernalia
G. Setting fires or misusing/damaging fire safety equipment or elevators
H. Furnishing false information
I. Forgery, unauthorized alteration or use of identification document
J. Unauthorized use of electronic devices to make audio, photographic or video record without consent
K. Theft, attempted theft, breaking and entering, unauthorized access of confidential information, or unauthorized possession of property
L. Destroying or damaging property
M. Failing to comply with reasonable directions of a University official
N. Violating published University regulations or policies including Housing contract (including but not limited to escort and guest, noise, ID, furniture, window and balcony, pets, maximum occupancy, public area, and stereo policies)
O. Possessing, consuming, distributing or displaying alcoholic beverages (including public intoxication)
P. Sexual misconduct including sexual acts, contact, exhibitionism, and/or exploitation without consent, sexual harassment or incest
Q. Trespassing on University premises or facilities
R. Engaging in disorderly conduct
S. Forced participation in activities in relation to club or organizational membership (hazing)
T. Engaging in computer abuse
U. Gambling for money or other things of value
V. Presence during any conduct prohibited by the Code of Student Responsibility that condones, supports, or encourages such prohibited conduct
W. Committing any act or attempting to commit any act that is a felony, violation of NC state law or violation of any federal law
X. Presence during any conduct prohibited by the Code of Student Responsibility that condones, supports, or encourages such prohibited conduct
Y. Retaliating or making threats against, intimidating, coercing, or harassing a person who has reported an alleged violation, served as a witness, or participated in an investigation regarding an alleged violation of the Code

The full text of the Code of Student Responsibility is available online at legal.uncc.edu. This code is subject to annual review and revision.
**PARENTAL NOTIFICATION**

Excerpt from the University Policy and Procedures on Parental Notification of Student Alcohol and/or Controlled Substance Violations:

The 1998 Amendments to the (Federal) Higher Education Act includes a provision that makes it permissible for the University to “disclose to a parent or legal guardian of a student information regarding any violation of any Federal, State or local law, or of any rule or policy of the institution governing the use or possession of alcohol or a controlled substance...if the student is under the age of 21...”.

As a result of this legislation and a review of the success of other universities that have used parental notification to help deter the abuse of alcohol and other drugs on campus, UNC Charlotte began to selectively notify parents or legal guardians of students involved in alcohol and/or drug violations, beginning Fall semester, 1999.

Such notifications will be made by letter to the parents or guardians from the Dean of Students Office or Department of Housing and Residence Life when an underage student has been sanctioned for a drug or alcohol violation and been given conduct probation or a more severe sanction.

The University may also choose to notify parents if the circumstances of the violation raise a concern for the health and safety of the student or other students.

**“FIGHTING WORDS” POLICY**

The University recognizes the right of freedom of speech as a fundamental tenet of the University and seeks to provide an environment for students, faculty and staff which is fair, humane and respectful, and in which violence or the threat of violence is eliminated. While the University is committed to allowing vigorous and open academic discourse and intellectual inquiry - including speech that espouses controversial or even offensive ideas - the University reserves the right to intervene when “fighting words,” as defined in this policy, are used in the University community.

The resulting policy of sheltering speech by faculty, staff, or students that may be repugnant or morally offensive is intended to carry out those obligations. As well, this policy supports University ideals to speak toward the truth, to promote clearer reasoning by facilitating argument against opposing views, and to reinforce our society’s commitment to tolerance as an acceptable value.

This policy prohibits the face-to-face use of “fighting words” by a student, faculty member or staff member to harass any person or persons on the University campus or other property under University control. “Fighting words” are those personally abusive epithets which, when directly addressed to any ordinary person are, in the context used as a matter of common knowledge, inherently likely to provoke an immediate and violent reaction, whether or not they actually do so. Such expressions include, but are not limited to, those terms or gestures widely recognized to be derogatory references to race, ethnicity, religion, gender, sexual orientation, disability and other personal characteristics.

Members of the University community are subject to disciplinary action for violation of this policy through applicable disciplinary procedures. Persons other than faculty, students, or staff who engage in disruptive conduct may be subject to penalties stipulated by civil and criminal law.

**EXAMPLES OF SANCTIONING GUIDELINES FOR FIRST OFFENSES OF ALCOHOL AND DRUG VIOLATIONS**

1. **1st Violation: Underage possession/consumption of alcohol**
   - Parental notification if under 21 and sanction is probation or higher
   - Referral to substance use education program with the Center for Wellness Promotion

2. **1st Violation: Simple possession of Schedule I or II drugs (ex. Heroine, Ecstasy, LSD, Psychotropic mushrooms or Adderall, Hydrocodone, Oxycodeone, Cocaine, Methamphetamine, PCP respectively)**
   - One semester suspension (can be suspension of remainder of the current semester or next full semester)
   - Conduct probation upon re-enrollment (one calendar year)
   - Conduct fee ($100)
   - Parental notification if under age 21
   - Completion of outside substance use education assessment, and any recommended treatment program, at own cost
   - Removal and or trespass from Housing (length at discretion of hearing officer)

3. **1st Violation: Simple possession of Schedule III, IV, V or VI drugs (ex. Anabolic Steroids or Xanax, Quaaludes, Rohypnol or Tylanol with Codeine or Marijuana, Spice, K2, other synthetic cannabinoids respectively)**
   - Conduct probation (two semesters)
   - Conduct fee ($75)
   - Parental notification if under age 21
   - Referral to substance use education program with the Center for Wellness Promotion
   - Deferred removal from Housing for period of probation

The primary functions of sanctioning within the University setting are to provide students with opportunities to: participate in education to help direct future decision making, reflect upon how actions impact individuals as well as the larger community, contribute more positively to the University community and deter similar behavior from reoccurring. Students will take an active role in developing an action plan for conduct charges for which they are found responsible. The action plan will include core sanctions, as well as any additional sanctions decided on by the student and hearing officer.

Conduct sanctions are often tailored to suit the circumstances of each case and to meet the needs of individual students, however, there are specified violations for which guidelines have been implemented. Such guidelines have been developed for consistency across the University, but University conduct officers and hearing boards reserve the right to take extenuating circumstances into account when determining whether more or less stringent components should be applied.

Core sanctioning guidelines are in place for alcohol and drug violations (designated/scheduled as controlled substances by the North Carolina Controlled Substance Act. Chapter 90, Article 5). These guidelines range from conduct reprimand to expulsion and include additional educational sanctions. Repeated violations may result in progressively more severe conduct sanctions.
So You Were Written Up

Continued

But, I don’t recall being written up!

It is possible that the individual filing the report did not inform you of the filing of the report. If you refer to the electronic letter that was sent to you, it will list the date the incident took place, and which policies you have been charged with allegedly violating. In some cases, your REC or GA may send you a follow up with a concern or to further investigate an incident. Just because you get a letter does not mean you are automatically responsible for or in violation of a policy.

Yeah, but I didn’t do it!

You might not have. Go to the meeting with your hearing officer with a positive attitude about the situation and tell the truth. You and the hearing officer will probably have a productive discussion about the incident that happened. If you aren’t responsible for violating the policy, that will become apparent during your meeting.

OK, so what if I did do it?

First of all, thanks for your honesty! Go to the meeting with your hearing officer with a positive attitude and be courteous. Your hearing officer will talk with you about your rights and responsibilities, the incident, University and Housing policies, and together you’ll determine what the appropriate sanctions will be.

Who will I meet with?

If the alleged violation took place in a residence hall, it is likely you will be meeting with the REC or GA in the building where the incident occurred. Depending on your conduct history and the seriousness of violation, your case may be referred to the Coordinator of Student Conduct or an Assistant Director in Housing and Residence Life, the Office of Student Conduct or the SGA Judicial Board. If you are issued a Campus Appearance Ticket (CAT) by Police and Public Safety, you will likely be meeting with someone in the Office of Student Conduct (within the Dean of Students Office), regardless of where the incident occurred. Cases where the alleged violations could result in University probation, suspension or expulsion are also referred to the Office of Student Conduct.

What if I don’t schedule a meeting?

We believe the conduct process is a learning opportunity for our students. Therefore, we encourage you to take an active role in your conduct case and assist your hearing officer with determining the outcome. Your hearing officer will make two attempts to contact your via electronic letter. If he/she doesn’t hear from you after the first attempt, a hold will be placed on your record. After the second unanswered attempt, your case may be resolved in absentia.

During your meeting…

…you will have your rights and responsibilities explained, have the opportunity to talk about the situation in question, discuss a finding of responsible or not responsible for each policy violation you have been charged with and develop an action plan, if applicable.

WHAT ARE THE DIFFERENT RESOLUTION POSSIBILITIES?

(1) Some first time, single violations of minor housing policies are managed through Administrative Resolutions. If the incident report seems to clearly indicate a violation of a minor housing policy, the Residence Education Coordinator may choose to send you a letter (in lieu of a meeting) detailing the alleged violation and clarifying the policy. You may opt to request a meeting with the Residence Education Coordinator to discuss your involvement in the incident or let the letter stand.

(2) In most instances, cases can be resolved through an mutual resolution (conduct meeting). An Informal Resolution is an opportunity for you to meet 1-on-1 with a hearing officer to discuss your involvement in the incident. During this meeting, you will learn about Housing and University policies and the conduct process.

(3) You also have the right to request a hearing (JBoard Hearing or Administrative Hearing), which is a more formal process for resolving the case. Those panels are made up of students or a combination of students, faculty and staff. Participants in the hearing include the alleged student, the person(s) who filed the report and witnesses. More information about hearings can be found at http://dso.uncc.edu/judicial/index.htm.

EDUCATIONAL SANCTIONS ARE...

...an educational tool that is used to help you understand why the policy in question exists and to help you succeed in the residence hall community environment. Each situation is viewed individually and decisions are based on each specific situation. You and your hearing officer will work together to determine what your educational sanctions will be and you are encouraged to suggest ideas that interest you.

Completing Your Educational Sanction

It is expected that you complete all assigned sanctions by the deadline given by your hearing officer. If you do not complete your sanctions on time, a hold will be placed on your record until all sanctions are complete. This may impact your ability to add/drop classes, register for classes or receive your University transcripts.

What if I don’t agree with the decision?

Within the student conduct process, all students have the right to a formal resolution. By meeting and resolving your case with a REC or GA, you are waiving your right to a hearing. If you would like a formal resolution, simply tell the REC or GA either before or during your meeting and he/she will forward your case to the Office of Student Conduct to have a formal resolution scheduled. From here, your case may be heard by an Administrative Hearing panel made up of students, faculty and staff, or by the SGA Judicial Board, which is a peer conduct review system that is part of the Judicial Branch of the Student Government Association.

Will this appear on my transcript?

For a list of sanctions that may appear on your transcripts, please refer to the Student Code of Responsibility at legal.uncc.edu.

{ CONTINUED }
So You Were Written Up

CHECKLIST:

✓ Check your email. You will receive an electronic letter that will require you to log in to a database using your student ID number to retrieve it.

✓ Set up a meeting with your hearing officer by the deadline.

✓ Go to your meeting!

✓ If you are found responsible: Complete assigned sanctions by the deadline.

✓ If you choose to have a more formal hearing instead: Let your hearing officer know you would like to go to a hearing. Watch for correspondence from the Dean of Students Office. Look for an email from the Student Counsel representative assigned your case. Meet with an Administrative Hearing panel or SGA Judicial Board.

✓ If applicable, complete any assigned sanction(s) by deadline.

[ CONTINUED ]

DO I REALLY NEED A LAWYER?

… that is completely up to you. State law allows for a student to have an attorney or non-attorney advocate present whenever there is a charge brought against a student. Most cases can be resolved between the student and hearing officer without third party involvement. If you want an attorney, it is at your own expense. A non-attorney advocate is anyone else of your choosing. For more information on this policy, please see the Office of Student Conduct’s website.

REPORTING AN INCIDENT

The University encourages the reporting of all incidents. Reporting can be done in several ways:

1. Tell someone:
   • Inform a Housing and Residence Life staff person.
   • Contact UNC Charlotte Police and Public Safety at 704.687.2200 or through the LiveSafe app.
   • Contact the local police (if the incident happened off campus)
   • Contact the Dean of Students Office at 704.687.0345

2. Write and submit an Incident Report. This will allow a staff member to follow-up with the reporting person to discuss the options available (resources, student conduct process, etc). Individuals may file a report at incidentreport.uncc.edu.

3. File an Anonymous Report with UNC Charlotte Police & Public Safety. This report is submitted directly to the campus police department and does not require that the reporting person identify him/herself. Due to the anonymous nature of this report, the University’s ability to respond to the alleged behavior and provide support to the survivor may be limited. Individuals may file a report at police.uncc.edu.

SEXUAL MISCONDUCT

UNC Charlotte takes allegations and reports of sexual misconduct (sexual assault, sexual exhibitionism, sexual exploitation), dating violence, domestic violence and stalking very seriously and provides resources for support and reporting.

The University’s Title IX Coordinator is responsible for ensuring compliance with federal regulations surrounding sexual misconduct. For more information regarding the University’s response to reports of sexual misconduct, please visit titleix.uncc.edu/students.

If you, or someone you know, is a survivor of sexual misconduct there are many options available for both reporting the incident and seeking medical attention and emotional support.

CONSENT

Did you know the University’s definition of consent requires an affirmative decision to engage in sexual activity? That means you should assume you have a “no” until you receive a clear “yes” that is knowingly and voluntarily given. Silence or a lack of resistance doesn’t mean you’ve been given consent. Additionally, if a person is incapacitated (by alcohol or drugs, for example), restrained, coerced, isolated or threatened, you do not have consent to continue.

GETTING HELP

SEEK MEDICAL ATTENTION

If a student needs emergency medical care after an assault, s/he can visit any medical provider of their choice. CMC University Hospital is one of the local hospitals that have specially trained nurses to assist in gaining medical treatment and collecting evidence which we recommend in the event of a sexual assault. General/follow-up care may also be sought on campus at the Student Health Center and at studenthealth.uncc.edu.

Do I Really Need a Lawyer?

... that is completely up to you. State law allows for a student to have an attorney or non-attorney advocate present whenever there is a charge brought against a student. Most cases can be resolved between the student and hearing officer without third party involvement. If you want an attorney, it is at your own expense. A non-attorney advocate is anyone else of your choosing. For more information on this policy, please see the Office of Student Conduct’s website.

SO YOU WERE WRITTEN UP

CHECKLIST:

✓ Check your email. You will receive an electronic letter that will require you to log in to a database using your student ID number to retrieve it.

✓ Set up a meeting with your hearing officer by the deadline.

✓ Go to your meeting!

✓ If you are found responsible: Complete assigned sanctions by the deadline.

✓ If you choose to have a more formal hearing instead: Let your hearing officer know you would like to go to a hearing. Watch for correspondence from the Dean of Students Office. Look for an email from the Student Counsel representative assigned your case. Meet with an Administrative Hearing panel or SGA Judicial Board.

✓ If applicable, complete any assigned sanction(s) by deadline.
**SEEK EMOTIONAL SUPPORT**
Counseling can assist survivors of sexual misconduct in coping with this difficult situation. The Counseling Center (Atkins 148) offers free individual and group counseling sessions for students. Visit their website at counselingcenter.uncc.edu. You can also contact our campus Interpersonal Violence Prevention Specialist, Nicole Madonna-Rosario, in the Center for Wellness Promotion for victim support services. Visit the Center’s website at wellness.uncc.edu.

**FOLLOW-UP SUPPORT**
Survivors of sexual misconduct may be eligible for academic accommodations through the Dean of Students Office if classes or assignments have been missed due to an incident of sexual misconduct. The Dean of Students Office will request appropriate documentation in order to process a request for academic accommodations. Please contact the Dean of Students Office at 704.687.0345 for more information.

Housing and Residence Life may assist students in moving to another residential space on campus permanently or as a temporary measure. Please contact Housing and Residence Life at 704.687.7501 for more information on this option.

**Bystander Intervention**
Help prevent harmful situations. As members of a caring community, we each have a role to play in preventing and interrupting risky situations before it is too late. Doing the right thing requires knowledge of what might be the right action and a willingness to step up and safely intervene when you see something is wrong. Early intervention is key in keeping our campus community safe and healthy.

**STEP UP**
A key first step is to develop awareness so you are better able to identify circumstances that could lead to sexual violence. Acute alcohol intoxication that makes someone vulnerable, disrespectful comments, gender stereotyping, comments about sexual entitlement, lewd or suggestive comments or gestures directed at a group of women or a specific individual and unwanted touching can all indicate risk.

**ASSUME PERSONAL RESPONSIBILITY**
Feeling connected to or responsible for another’s well-being will provide the motivation to step up in and take action. It is understandable that bystanders are much more likely to help friends than strangers and are more likely to help strangers if they see them as part of a group they identify with (like supporting the same sports team). But we are all part of UNC Charlotte and have a responsibility to create a safer and healthier environment.

Recognize gestures, comments, or actions that have the potential for risk, or when you believe someone is being taken advantage of or needs some support. And then decide to take action. It’s important to weigh the costs and benefits of intervening in different situations. These include threats to your own safety, negative consequences for the relationship with others (those who you might have to intervene with or who you think is at risk) or the potential to change the outcome of a risky situation and help a victim.

We tend to focus on the risks to ourselves but really it’s a matter of considering safer and healthier ways to help correct a situation that has the potential to end badly.

**BE AN EFFECTIVE HELPER**
- **Know what to do and how to do it.** No one is ever expected to put themselves at risk during an intervention but in most circumstances, a small gesture can often make a big difference in reducing risky outcomes. And no one has to act alone, although certainly there are times when swift, effective interruption can do a lot to change a situation.
- **Talk with your friends.** Consider (ahead of time) the kinds of reactions that might be helpful and brainstorm possible outcomes. Being prepared to act ahead of time will empower you to feel confident should you be confronted with an uncomfortable or risky situation. If you were at risk of being taken advantage of, what would you want someone to do?
- **Look to others to help you.** If you notice something wrong, share your concern with a friend or others present. Ask them to help you approach the situation or who you should call in to help.
- **Consider the kinds of help you would want if something happened to you.** Survivors of sexual violence report that friends and family do not always do or say things that are useful or supportive and these unhelpful responses make coping with and recovering from abuse much harder. What would you want to hear if you disclosed something personal to a friend?
- **Know the resources.** What kind of support would be best? What are the things that would be less hurtful after an abusive experience? Familiarize yourself with campus resources (Counseling Center, Health Center, Dean of Students Office, Housing and Residence Life, Dean of Students Office, Center for Wellness Promotion, etc.) that could be of assistance to you or a friend.
- **Call for help when necessary.** There are certainly circumstances that require professional or additional intervention.
  - If you notice someone highly intoxicated and passed out, call Police and Public Safety at 704.687.2200. If someone appears distraught or in distress, call the RA on Duty or Police and Public Safety.
  - If there is a fist fight or other violent behavior, call Police and Public Safety for a safer intervention.

Bystanders can make a difference in reducing unhealthy and harmful behaviors; if you think you see something that looks wrong or is potentially risky: Step up. Step In. Be an Effective Helper.
HELP SEEKING PROTOCOL

A priority of UNC Charlotte is students’ health, safety, and welfare. As Noble Niners, students are expected to demonstrate compassion by seeking help in potentially dangerous or life-threatening situations. The University does not want the fear of student conduct repercussions to be a barrier for seeking help. In lieu of Conduct Procedures through the University student conduct process, the Help Seeking Protocol provides students an opportunity to seek help for themselves or others while being connected to campus and community resources.

PROTOCOL APPLIES TO...
The Help Seeking Protocol applies to the following circumstances regarding the possession, consumption, or use of alcohol and/or drugs:

- who seek assistance from emergency personnel or University officials on their own behalf;
- students who seek assistance from emergency personnel or University officials on behalf of another person(s) and who remain present until emergency personnel or University officials arrive;
- students who had assistance from emergency personnel or University officials sought on their behalf;
- organizations in which a representative(s) seeks assistance from emergency personnel or University officials on behalf of another person(s) and who remains present until emergency personnel or University officials arrive; or
- students who are alleged victims of a crime (including, but not limited to, sexual misconduct, relationship violence, stalking, assault, theft, or vandalism) and may have simultaneously violated University policy regarding the possession, consumption, or use of alcohol and/or drugs.

PROTOCOL DOES NOT APPLY TO...
The Help Seeking Protocol does not apply to the following circumstances:

- students who are confronted by emergency personnel or University officials (may be referred to the student conduct process);
- law enforcement agencies within their jurisdictions enforcing federal, state, or local laws (however, state laws related to medical amnesty may apply); or
- students who are engaging in behaviors other than possession, consumption, or use of alcohol and/or drugs (including, but not limited to, driving under the influence, manufacturing/distribution/delivery of drugs, possessing with intent to manufacture/distribute/deliver drugs, sexual misconduct, relationship violence, or stalking).

FAQ’S | WHAT TO DO IF...

I HAVE QUESTIONS OR NEED ASSISTANCE
Your first point of contact is your RA, but if he/she isn’t available, there is always someone else available. On weekdays (12:00-8:00pm), an Office Assistant should be available in the offices of most residence halls. On weekdays (8:00pm-8:00am) and 24hrs/day on weekends, the RA on Duty is accessible via the duty cell phone number posted in your building’s lobby. If you cannot locate a staff member in your building, please call or stop by your area Loan Key Desk. Those desks are staffed 24hours/day.

Police and Public Safety officers patrol the campus and are available to respond to phone call or LiveSafe app messages 24 hours a day. In an emergency situation affecting the safety of University residents or property, or if you are feeling unsafe, please call Police and Public Safety by dialing 704.687.2200. Calling 911 from your cell phone will route your call to the local police, delaying a response until your call is transferred to Police and Public Safety.

MY INTERNET/WIRELESS ISN’T WORKING
For technical support with internet service contact the Korcett Support Team at 800.379.3729.

MY CABLE TELEVISION IS OUT
To report and troubleshoot any Niner Network cable television related service issues, call the 24/7 support line at 866.440.2003.

I NEED TO HAVE SOMETHING FIXED
To submit a routine maintenance request, visit the Maintenance Request Portal at housing.uncc.edu/maintenance-requests. Once you have submitted a request you will receive an automated response confirming receipt of your request. When the work is complete you will also receive an email confirming that the work has been completed. The Housing Facilities Office is open weekdays 8:00am-5:00pm (except University Holidays). Maintenance requests are typically completed within two business days. If you do not see a response to the requested work within two business days, please call the Housing Facilities Office at 704-687-7502 for follow-up. (Note: residents must be on campus to access the Maintenance Request Portal).

For After Hours Emergency Maintenance Requests (such as a water leak), please contact the Loan Key Desk for your area. Staff members are on call 24/7 for immediate concerns. Anytime a Housing or University staff member reports to your room to conduct routine or requested repairs, he/she should be wearing or escorted by someone wearing a UNC Charlotte uniform shirt/polo and be able to provide to you his/her University ID.

I NEED ASSISTANCE WITH MY FURNITURE
For assistance with bed height adjustments, bed rails, bunking/unbunking beds or loft inspections, please call HRL Facilities by dialing 704.687.7502. University-owned furniture cannot be removed from residence hall rooms, suites or apartments.
I WANT TO CANCEL MY HOUSING CONTRACT

If you wish to withdraw from campus housing, you must first cancel your housing contract using the form found on the housing website, housing.uncc.edu. You may mail or fax the form as indicated on the website, or drop it off at the Department of Housing and Residence Life. Once you have received confirmation of receipt of your request to cancel your housing, then you’ll need to complete the checkout process specific to your residential area.

I WANT TO REPORT AN INCIDENT

There are a variety of ways to report incidents (to your RA, or via incident, police or anonymous reports). We recommend you talk with your RA to help to determine which reporting mechanism is most appropriate. To file an incident report, please complete the form located at incidentreport.uncc.edu.

I WANT TO CHANGE ROOMS

Room changes are not permitted during the first two weeks of classes each semester. The “freeze” period allows time for students who have informed the Department of Housing and Residence Life that they will be arriving late to campus, and for the staff to verify the status of those students who have not yet checked in to their housing. Once the “freeze” period is over, a two-day room change period follows and is communicated via email. After the “freeze” and the regular two-day room change period in each semester, room changes may be processed by residents on an as-needed basis. During the academic year, a resident may make one room change with no financial charge. After the first room change, each additional room change may result in a $15 charge to help defray administrative costs.

MY ROOMMATE AND I AREN’T GETTING ALONG

Living with roommates and neighbors isn’t always easy. It is perfectly normal to have roommate or neighbor conflicts. In fact, there is a great deal to be learned from handling a difficult situation maturely, respectfully and creatively. If you and the other person(s) are in conflict with each other and are still having difficulty, the next step is to ask your RA for help. Remember, although the RA is trained to mediate these types of conflicts, some situations will require a number of mediations before a workable solution is found. Your REC/GA may also be a helpful resource in helping to resolve conflicts. Please be patient; do not resort to verbal, physical, threatening or retaliatory behavior. Such behavior may violate University policy and will be referred to the Student Conduct system as necessary.

I WANT TO CANCEL MY MEAL PLAN

All changes to meal plans or cancellations of the dining service contract must be submitted to the Meal Plans and 49er Card Office (located in room 175 Auxiliary Services Building). ALL students may make meal plan changes until the scheduled Housing Room Change period, approximately three (3) weeks into the semester. In addition, commuters and students in Non-Required Housing may make meal plan cancellations until the scheduled Housing Room Change period. This also applies to students who have moved from required housing to apartments during the semester.

I WANT TO APPEAL DAMAGE CHARGES

After you move out, our staff will compare the condition of your room as documented on your Room Condition Report (RCR), with the condition of it after you’ve left. You could be charged forany differences. If you wish to appeal those, send a detailed email to hrfacilities@uncc.edu including the following information: your name, student ID number, room/building/bedspace, what you are appealing and why. Following receipt of your appeal, you should expect a written response within 30 days.

I’M HAVING KEY/ACCESS CARD ISSUES

VISIT THE LOAN KEY DESK IF…

• You lost your key or locked yourself out of your room
• Your key’s battery stopped working
• You lost your ID after hours/weekends
A card reader needs to be repaired after hours/weekends

VISIT THE ID OFFICE IN THE STUDENT UNION IF…

• You lost your ID during business hours
• Your ID stopped working during business hours

CALL HRL FACILITIES AT 704.687.7502 IF…

• A card reader needs to be repaired during business hours

I’M MOVING OUT

• Cancel your housing (if applicable)
• Remove all of your belongings
• Restore the room to good order (sweep, remove trash, clean surfaces, return furniture to original configuration)
• Check out of your room and return your keys before departing from your residence hall
• Know that late checkouts aren’t permitted and will result in additional financial charges
• Remember that withdrawing from the University doesn’t automatically cancel your housing contract
TAILGATING IN RESIDENTIAL AREAS
Outdoor areas around the residence halls (including courtyards) are not to be used as pre/post game tailgate locations. The only exception to this is for pre-arranged events sponsored by the Resident Students Association, Hall Councils or Residence Hall Staff. For more information, please contact the Housing and Residence Life Office.

FOOTBALL ADMISSION
As always, your admission is FREE but you MUST go online to ticketreturn.com/49ers to print your ticket in advance of the game.

RESTRICTED RESIDENCE HALL ACCESS
In all residence halls except Greek Village and the Phase 5 apartments, the main entry will be the ONLY door available for building entry and exit three hours prior to the game time until one hour after the conclusion of the game. For night games only, all doors but the main lobby will remain locked for 30 minutes after the game for resident safety. Additionally, the main entry of many areas will be staffed and you will be required to show your student ID and/or room key before being allowed into the building.

GUEST ACCESS
As always, you are required to accompany your guests while they are in the residence halls. As a reminder, you are responsible for the conduct of your guests and for informing them of all campus policies. This is especially important during games where we anticipate more visitors.

PARKING AND TRAFFIC MANAGEMENT
There will be parking and traffic restrictions in place leading up to and on game days. For the most updated information, please check your email or consult the PATS website at pats.uncc.edu. We understand that some of these restrictions may cause temporary inconveniences. As always, we appreciate your cooperation and patience. If you have questions, please see your RA, GA or REC.