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RESIDENTIAL
HANDBOOK
& RESOURCE GUIDE
2022-2023

RESIDENTIAL OPERATIONS & FACILITIES MANAGEMENT



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COMMUNITY LIVING STANDARDS

Residential Community Philosophy

The residential community is a tightly knit society, where every resident can work, live, and learn together. The development of Community Living Standards (CLS) is intended to enable students to experience the educational advantages of residential living. CLS provides a recognition that the individual and the community can work together to create an environment that best meets everyone's needs. The CLS also challenges students to reach consensus agreements, support, and challenge peers, and communicate within the context of a learning community. Residents will be asked to invest a significant amount of time getting to know one another and developing lifelong friendships.

Through this process, each resident can make a valuable contribution through their full participation in the development of the community and campus. Residents can make decisions in areas such as lifestyle and personal conduct, and ultimately experience the result of those decisions. The process will lead residents to discussions, compromise, even disagreements, but ultimately to make a commitment to each other to develop standards for their respective communities. By defining mutual expectations for how the community will function on an interpersonal level, Community Living Standards provide a mechanism for the community to respond to behaviors that do not align with the agreement. It is, in effect, a tool to help students learn to effectively communicate their needs, to be responsible for their actions, and to hold each other accountable.

As a tool for learning, it not only supports the agreements being made within the community, it has a further reach as it may be employed by students to impact the world in which they live as it simultaneously impacts them. Benefits of this type of learning can be useful throughout a student's university career when dealing with roommate conflicts, facing personal relationships, addressing family issues, or even managing interactions in the workplace. The Residential Operations and Facilities Management (ROFM) staff will help residents in this process.

Therefore, it is everyone's responsibility to know and abide by the University policies, regulations, and expectations and to see that common consideration is afforded to all students. Every member of our community shares the responsibility of maintaining an environment conducive to the achievement of the North American University's mission.

Resident Rights and Responsibilities

As a member living in our diverse community, you are afforded certain individual rights that you and your roommate(s), as well as those living around you, should respect. In addition, these rights carry with them a reciprocal responsibility for you and every member in our community. Responsibilities ensure that roommate(s), floor mates, and other community members are afforded the same rights regardless of their gender, race, creed,

religion, sexual orientation, cultural background, or other identity group(s) to which they belong; as well as any beliefs, values or attitudes that may be different from our own. When you uphold your responsibilities, you will be making the university and residential communities a great place to live where all students can be successful!

To a significant extent, success at the North American University will depend on your ability to understand and balance the rights and responsibilities you assume while attending college. Staff and faculty members do not assume the role of campus parent, and you will seldom be told what to do or what not to do about your personal behavior. The obvious exception, as with society at large, is when individual behavior threatens the health and safety of yourself, others or the community, or begins to disrupt the legitimate pursuits of others within our residential communities.

The Residential Operations and Facilities Management staff members do not, nor cannot, guarantee you will retain each of these rights always. You share the responsibility. You can help ensure that these rights will be honored through thoughtful discussion and open communication with roommates, suite/apartment mates, floor mates, and other community members. Our staff is committed to offering you an inclusive environment where we will support you in taking healthy risks and while you have the choice to passively exist, we will challenge you to take full advantage of your living environment by participating in activities, standing up for yourself and others, and speaking up for what you believe has value.

The following is a listing of your “rights” (things to which you are entitled as a student living in one of our housing communities), as well as your “responsibilities” (what is expected of you as a member of a residential community):

- You have the RIGHT to a safe and secure living environment.
- You have the RESPONSIBILITY to keep your living space secured, and to not allow in strangers or prop doors open. You also have a responsibility to adhere to all security policies and procedures. Violating security policy and procedure puts you and others at risk.
- You have the RIGHT to a reasonably peaceful and quiet space in which you can study and sleep.
- You have the RESPONSIBILITY to observe quiet hours, to keep televisions, computers, stereos, and your voice at a reasonable volume, and to remind your guests and others that you expect the same of them.
- You have the RIGHT to privacy and to the fair and equal use of your room in terms of space and time. You also have the right to be free of unwanted guests in your room.

- You have the RESPONSIBILITY to communicate your wishes and preferences for hours of study, sleep, and visitation to your roommate and to work through any differences you may have in a calm and peaceful manner. You also have a responsibility to ensure your guests do not violate your roommate's rights or interfere with his/her use of your living space.
- You have the RIGHT to confront another person's behavior when it infringes on your rights.
- You have the RESPONSIBILITY to examine your own behavior when confronted by someone and to work sensibly to resolve the conflict.
- You have the RIGHT to the assistance of a Resident Advisor, Housing Manager, Director, or other Department of ROFM staff member when you need help with a problem;
- You have the RESPONSIBILITY to notify a staff member of your problem and request assistance in a timely manner, as well as to cooperate with those involved as they work with you to resolve the problem.
- You have the RIGHT to know what acceptable and/or inappropriate behavior in your living environment is.
- You have the RESPONSIBILITY to read the information provided to you by North American University. This includes but is not limited to your Residential Housing Agreement and Student Code of Conduct. You may report any alleged violation, whether you were personally affected or involved.

RESIDENCE HALLS

Special Accommodations

North American University will work with students with a legally qualifying disability to meet their individual needs and will engage in an interactive process to determine reasonable accommodations. To request special accommodations, you must complete the *Disability Accommodation Request Form* located on the website at

http://www.na.edu/documents/campus_life/disability-accommodation-request-form.pdf

and submit the form to ROFM on the 5th and 6th floor or email to housing@na.edu. The types of accommodations the Resident Halls can provide are: handrails, roll-in showers, bathtub with shower, flashing doorbell or alarm, or a service animal.

Submitting the *Disability Accommodation Request Form* is not a guarantee you will receive the accommodations recommended on the form.

The Americans with Disabilities Act (ADA) does not cover temporary disabilities except under certain circumstances. The law does not provide accommodations for a resident with a broken bone, recent surgery, someone on crutches, etc. The ROFM department will attempt to work with a student with a temporary disability to move to another room upon

request, if the space is available. If you need assistance with your housing, you should contact the ROFM located on the 5th and 6th floor.

AMENITIES

Computer Labs

Computer labs are available in the dormitories for the residents on the 5th and 6th floor. Each lab is equipped with PCs with the latest operating systems. The computers are connected to a high-speed connection and are for academic purposes. Students must provide their own memory sticks/flash drives for file storage. Paper, notebooks, pencils and pens are available for purchase at Bursar's Office located in Room 737 on the 7th floor.

Wi-Fi

Wi-Fi connections are available in each dormitory for residents' use. If you have any questions or concerns regarding internet accessibility, please contact the IT Department during regular business hours from 8:00 am to 5:00 pm on the 8th floor in Room 820 or call (832) 230-5541.

Laundry Facilities

Laundry facilities are provided for your convenience at each residence hall. Washers and dryers are available 24 hours a day 7 day a week and the laundry machines use quarters. The washers cost \$1.50 and the dryers \$1.00 per load.

Do not leave your wash unattended. Unattended laundry may be discarded after 24 hours.

The University is not responsible for any lost, stolen, or damaged items.

Misuse of our laundry facility is prohibited, and residents will be held responsible for any damages sustained by the facilities or equipment.

Please report all laundry service issues to your hall's front desk staff during normal business hours.

Space Reservation

If your organization is looking for a place to hold an event or meeting complete the Room Reservation Request Form located on the website at <http://www.na.edu/campus-life/clubs-activities/> and submit to either the Student Life Coordinator by email at studentlife@na.edu or by dropping it off in the Student Services Office on the 8th floor Room 844. The form must be filled out completely to be considered for approval. You should review the *Student Guide Book for Organizations* for policies and procedures pertaining to room reservations. Any questions or concerns should be directed to the Student Life Coordinator in the Student Services Office.

The room request approval will be confirmed through the requesting student or organization email if the space is available. If the space is not available, the organization or individual will be asked to request a different space.

Reservable spaces are on a first come, first serve basis. Individuals or groups who frequently reserve space need to plan accordingly. You may not hold meetings, activities or events in any space without prior approval.

There are designated rooms on campus to study or to have a study group meeting that do not require approval from the Student Services Office. Contact the Office of Student Services for the locations of these areas.

Individuals or groups using undesignated rooms will be asked to vacate the area. Using reservable space without approval is grounds for disciplinary action.

There are facilities in each residence hall available for reservation by groups. Specific details regarding this process are as follows:

- All sanctioned student organizations and University departments can request table space for solicitation within the residence halls and can do so by submitting a *Room Reservation Request Form* to the Student Life Coordinator no less than seven (7) days in advance.
- If items are to be sold, a permit from the Department of ROFM staff must be obtained.
- The Department of ROFM reserves the right to restrict the number of organizations and duration of solicitation within a specific timeframe and/or location.
- Soliciting organizations must abide by the Residence Hall and University policies.
- Banners used must be approved by the Housing Manager, before they can be posted.

For more information regarding policies, please visit the Department of ROFM office or call (832) 583-6134.

Student Mail and Desk Deliveries

Student mail can be picked up on the 9th Floor at the Reception Desk from 10:00 am to 4:30 pm Monday through Friday. Resident deliveries for prepaid merchandise will be delivered to the 9th Floor Reception Desk. The University Secretary will notify the students of mail and package received by email. Students must have photo ID to pick up their mail and packages.

Hours of Operation

Monday-Friday10:00 a.m. – 4:30 p.m.
Saturday and SundayClosed.
Holidays (Observed by the University)Closed.

Hours of operation are posted at the resident housing and are subject to change, especially during break periods and holidays.

DINING SERVICES

North American University provides an exciting and innovative dining services program for the entire campus community. You'll find great food, honest values, and a comfortable atmosphere in which to enjoy it all. Meals are served around our students' schedules to make sure they get their nutritional necessities. Dining on campus provides the social experience essential to campus life. It gives you the opportunity to gather with friends, take study breaks, hang out, relax and unwind after a hard day of classes and activities.

Meal Plan Options

Undergraduate Students

	FALL SEMESTER August 13- December 14	SPRING SEMESTER January 7- May 17
19 meals per week	\$2,200	\$2,200
10 meals per week	\$1,600	\$1,600

Gulf Language School Students

	Fall 1 Session Aug 13-Oct 14	Fall 2 Session Oct 15-Dec 14	Spring 1 Session Jan 7-Mar 10	Spring 2 Session Mar 11 – May 17
19 meals per week	\$1,100	\$1,100	\$1,100	\$1,100
10 meals per week	\$800	\$800	\$800	\$800

**** Prices are subject to change**

Meal plans are charged to your account. You have one week from the start of a meal plan to withdraw from or change the plan and receive a pro-rated refund of your balance. No refunds will be processed following the one-week grace period. One change is allowed per semester.

If you decide to withdraw from your meal plan or switch plans, please see the Resident Manager for approval and then visit the Business Office on the 7th floor in Room 737 to request a refund. Refunds will be granted in the same form of payment and to the same person as the initial purchase. For example, if you pay via credit card, refunds will be made to the credit card number originally charged. If you pay by wire transfer, money order, traveler's checks or cash, the funds may be refunded via check. Refunds may take up to thirty (30) days. The Student Service and Business Offices are closed on weekends and holidays.

PARKING ON CAMPUS

Parking

Parking permits are required for all students and visitors who park on campus. Permits are good for one semester. Students are required to register each vehicle they will use on campus. Registration requires a valid driver's license. Visitors must obtain a guest permit

from the Security Office located on the first floor of the main building if they will park for longer than 15 minutes. Guests who will be here less than 15 minutes can park in the temporary parking areas. Vehicles parked on campus must properly display a valid parking permit that is clearly visible. Depending on the permit type, parking permits should be displayed inside the vehicle in the following way:

- Apply the permit to the lower driver's side windshield, or
- Hang from the rear-view mirror.

The Student Parking Permit cost \$125 per academic year or \$62.50 each semester. Student can pay the fee at <http://www.na.edu/fees-deposits/#campusandstudentlife>.

Vehicles are subject to parking and traffic regulations while on University property and will be towed at the owner's expense for serious or cumulative violations. If you have any questions, please reference the campus Parking Policy which is available online at http://www.na.edu/documents/campus_life/parkingandshuttle/Parking_Policy.pdf.

DEPARTMENTAL POLICY GUIDE

Application

Housing Application located at <http://www.na.edu/housing-application/> must be submitted to be considered for on-campus housing. The housing application fee of \$75 is due at the time the application is submitted and can be paid at <http://www.na.edu/product/housing-application-fee/>. No applications will be accepted without payment of the application fee.

The date that you submit your housing application will determine when you receive notification of room and hall assignments, when you can participate in roommate selection, when you request a room change and several other events. The earlier you apply for housing, the more likely you are to receive a housing contract.

Contract

Once you have received an acceptance letter from the university and you have completed the housing application process, you must complete the Residence Hall Contract located at http://www.na.edu/documents/campus_life/residence-halls-contract-agreement.pdf.

Returning students must renew contracts each semester or session.

Residents must complete a Housing Renewal Form each semester or session to renew their contracts for the upcoming semester or session. Students who fail to fill out a housing renewal form prior to the end of the housing session will be dropped from housing automatically. If a student is dropped from housing and wishes to return to housing in a later semester/session, they must begin the housing application process over. This includes, but is not limited to, paying the application fee, submitting all appropriate documents, and losing any claim on room assignments.

Check-In/Out Procedures

- All residents are required to check into their dormitory by presenting a state issued photo ID or valid passport and student ID card to the Department of ROFM Staff. The resident must check into the room; a parent or friend may not complete the paperwork portion of the process for the resident.
- Residents will be issued a room key during check-in. Residents must also complete a room inventory sheet. The resident will be accompanied by a Resident Advisor (RA) and document on the inventory sheet damages, missing furniture, and any other irregularities in the room. Residents are responsible for and will be subject to billing charges for damages not reported at the beginning of their occupancy. Please note, failure to document the inventory sheet makes a resident ineligible to contest any damages at check-out.
- At check out, residents must schedule a time to meet with a staff member who will check the student out of their room. Residents must accompany the staff member during the room inspection and complete the check-out portion of the room inventory sheet.
- Residents are responsible for returning their room key at check-out and rooms must be returned to their original condition (i.e. floors mopped, dusted or vacuumed, furniture back in place and dusted, trash removed). Failure to follow these procedures may result in the student being assessed a fee for the cleaning of the room, replacement of key(s), and continuation of room fees.
- Residents are responsible for removing their personal property from their dormitory room, the building, and the University premises any personally owned property used during their occupancy. If a resident does not remove their belongings, it will result in improper check-out charges, in addition to time-and-effort charges by the University. Cleaning charges which are assessed for a dirty room, removal charges will be assessed for property such as tables, chairs, sofas, refrigerators, street signs, bricks, lumber, and similar items that by their nature cannot be disposed of through the University trash disposal system and/or require additional effort to remove.

Damage Charges

The following list contains charges assessed for damage to or replacement of Residence Hall property. This list is not intended to be comprehensive or exclusive and could also result in disciplinary actions. Charges are complaints computed on a time and materials basis. Please be aware that charges are subject to change and appeals may be filed with the Housing Manager within 30 days of check-out. For more details on the appeals process, please reference the Departmental Standards Accountability Process.

Minimum charges listed are based on time and materials. Actual charges will be based on real time and materials costs.

Flooring	Charge
Reseal Floor	\$350.00
Remove stain/scuff (less than 5in)	\$60.00
Replace carpet – full room	\$700.00
Iron mark / non-removable stain (less than 5in)	\$60.00
Cleaning	\$50.00
Replace 1 Tile	\$10.00
Replace room flooring	\$21/hour
Door	Charge
Replace entrance door (fire rated)	\$350.00
Replace peephole	\$30.00
Replace number plate	\$20.00
Replace lockset	\$250.00
Clean, sand, and refinish door	\$75/side
Window	Charge
Replace blinds	\$150.00
Remove sticker/tape	\$25/sticker
Replace glass pane	\$1000.00
Lights	Charge
Replace plastic lens	\$45.00
Replace fluorescent lamp	\$15.00
Replace plastic case (vanity)	\$20.00
Replace CFL's	\$10.00
Replace switch	\$25.00
Bathroom	Charge
Replace shower curtain	\$20.00
Replace commode seat	\$35.00
Replace shower head	\$25.000
Replace towel bar	\$35.00
Replace fixtures	Varies
Cleaning	\$50.00(minimum)
Wall	Charge
Paint entire room	\$400.00
Paint one wall	\$200.00
Wall Repairs	\$75/sq. ft.
Fill in holes (6inch or smaller)	\$50.00
Replace baseboard	\$5/ft. \$30 min
Ceiling Paint	\$180.00
Appliances	Charge
Replace Micro fridge	\$400.00
Replace microwave	\$150.00
Miscellaneous	Charge
Outlet- replace electrical receptacle	\$15.00
Dining Table - Replace Dining table	\$200.00
Dining chair - Replace dining chair	\$75.00
Smoke Detector - Replace smoke detector	\$250.00
Desk Chair - replace desk chair	\$75.00
Desk - replace desk	\$350.00
Mirror - replace mirror	\$100.00
Love seat - replace Love seat	\$500.00
Wardrobe - replace whole unit	\$300.00
Wardrobe – replace one drawer	\$75.00
Trash can – replace trash can	\$15.00
Thermostat - replace thermostat	\$100.00

Cleaning Rates

Residents are responsible for cleaning their room on a regular basis—and are accountable for any cleaning costs and damages when they move out. For safety reasons, residents are expected to maintain a safe and healthy living environment. Residence Life staff members reserve the right to perform random cleanliness and compliance check. The staff member has the discretion to ask a resident to clean the room. Custodial services are not provided after the resident has officially moved into the room; however, cleaning services may be purchased at the rates provided in the list below. Cleaning charges will be assessed if the resident does not thoroughly clean the room prior to vacating.

Type of Unit	Light (up to 30 minutes)	Medium (31 – 60 minutes)	Heavy (61 – 90 minutes)	Extreme (90+ minutes)
Two bed room	\$50.00	\$120.00	\$180.00	bill/hr.
Three bed room	\$60.00	\$140.00	\$210.00	bill/hr.
Four Bedroom	\$70.00	\$160.00	\$250.00	bill/hr.
Five Bedroom	\$90.00	\$170.00	\$300.00	bill/hr.

Residents should report any cleanliness concerns to the front desk. Violations of this policy may be referred to the Student Housing Disciplinary Committee.

Keys/Lock-Out Charges

- Keys are issued during the check-in process. Students should lock their door each time they leave the room. Students may not loan their key to anyone. Students should report lost key(s) to the front desk immediately. A fee will be assessed to change the lock and make a new key(s) each time a key is lost. Residents are not allowed to install deadbolts on the doors.
- During non-business hours (after hours, weekends, holidays), notification should be given to the security officer at the dormitory and the officer will alert the appropriate staff member that you are locked out. They will notify the on-call staff to come to your room and let you into your room. There is no fee for Lock-Out.

Room Key

- Each resident is issued one key in Willow and Chestnut Residence Hall.
- In the interest of safety and security, residents are prohibited from giving their room key to anyone else to use.
- It is the responsibility of residents to report and pay for the replacement of any lost or stolen keys. There is a charge which is \$50.00 for magnetic key replacement.
- Keys cannot to be duplicated under any circumstances.

Missing Student Notification and Housing Leave Notification Policy

The Federal Higher Education Opportunity Act, Section 485(j), Missing Persons Procedures, of the Higher Education Opportunity Act – 2008, requires institutions of Higher Education that provide on-campus housing to students to establish a Missing Persons Notification policy and procedures. The University through the ROFM will: Notify all students residing in on-campus housing that they have the option to designate an individual as a contact who will be contacted by the institution no later than 24 hours after the student is determined to be missing. Students under the age of 18 will have their custodial parent contacted. The contact information is located on the Housing application and must be completed at the time of application. The report of a missing person is initiated when university staff are notified of or become aware of a potential missing residential student. Upon notification of possible missing person housing staff will initiate a missing person report. The 24-hour period begins at the time of notification. Resident staff must follow missing person procedures to report and investigate the missing person.

Trigger events that will cause a person to be considered missing include contact from concerned individuals, including university officials, about an individual's absence or lack of contact that is contrary to his/her normal behavior and/or if unusual circumstances may have caused the absence.

Resident staff will collaborate with NAU's Security Services to follow state guidelines regarding notification and location of missing persons.

Both Chestnut and Willow residence halls have curfew hours that are enforced daily; however, we do understand that residents may need to leave the residence halls from time to time. To ensure the safety of our residents, students who plan to leave for the weekend are required to fill out the *Housing Leave Notification Form* and turn it into your respective Resident Assistant.

Any person who suspects that a resident has been missing for more than 24 hours should immediately contact the respective Housing Manager. If the investigation concludes that the subject of a missing person report has been missing for more than 24 hours and has not returned to the Resident Hall, a resident or university staff member will contact the emergency contact designated by the missing resident. If the missing resident has not designated an emergency contact, an investigation will commence using the guidelines established by the Texas Department of Public Safety Bureau of Information Analysis Missing Person Clearing House Unidentified Persons/DNA Unit.

Promotional Materials

If you are involved in any club, organization or team on campus, we encourage you to promote your activities! The purpose of this posting/advertising community expectation is to ensure the wise use of available space, balancing the need for effective and orderly

promotion, maintenance of facilities, and prevention of littering. Each Residence Hall has a designated area to post activities and/or events (please see your RA for the location of the designated area). ROFM reserves the right to deny any request that is deemed to contain material inconsistent with the educational mission of the University. This may include but not limited to discriminatory, offensive or provocative material/posting/advertising containing references (explicit or implied) to alcohol or drugs. For questions please contact the ROFM department.

General Advertising Expectations:

1. Materials may not include advertising for personal or commercial benefit. Any sort of advertising or soliciting of a service or product is also prohibited.
2. Unattached materials, such as handouts, need to be approved prior to distribution. All materials that have not been stamped and approved will be removed immediately.
3. Any damages caused by improper posting will be subject to financial responsibility, including but not limited to painting costs, repairing damages and/or general maintenance.
4. Special approval from the ROFM department may be granted for activities or events that are sponsored by other campuses, nonprofit organizations, University or community programs which are co-sponsored with a University department or registered student organization.
5. The University will remove, or discard posters displayed on campus or in the residential halls that are in violation of North American University policies and/or procedures.
6. All materials not conforming to these guidelines shall be removed and all material shall be removed upon its outdating. Failure by a student organization to comply with items listed within this standard may result in suspension of posting privileges for one semester. A student organization that posts advertisements while their privileges are revoked will be referred to the University Disciplinary Committee or the Student Housing Disciplinary Committee will occur.

Posting Locations (for reference only, not for individual posting):

1. Willow and Chestnut bulletin boards are in the lobby and laundry room of each dorm.
2. Cafeteria and student center bulletin boards promotional material must be placed according to the parameter established by Student Services (see Student Life Coordinator for more information and guidance).

3. Plasma TV promotional material should be directed to the Student Life Coordinator for approval. Approved material will be displayed on the plasma TV located in the Main Building Lobby.
4. All bulletin boards on each floor.
5. Events and activities calendar promotional material can be sent to the Student Life Coordinator to be posted to the main events and activities calendar which is displayed on the University website.
6. Your event/activity can be advertised via the Student Newsletter. Please email the Student Life Coordinator at least two weeks prior to the event/activity and it will be placed in the newsletter.

Types of Advertising

1. Flyers/ Posters
 - a. Materials given to Student Services and/or ROFM department must be presented at least five (5) days prior to the event. Resident Advisors will then distribute the information in a timely manner. All materials must include the following:
 - i. Date, time, location and/or important information related to what is being advertised.
 - ii. The full name of the sponsoring North American University club(s)/ organization(s).
 - iii. Contact information (name, phone number and email), in case someone that wants to attend has questions or concerns.
 - b. Posting is permitted in certain areas on campus and in the dorms. The postings will be done individuals designated by either Student Services or Student Housing and Residential Life departments.
 - c. All posting must be stamped and approved by either Student Services or Student Housing and Residential Life departments. No other departments may approve any request to post promotional materials.
 - d. Advertisements may not be posted on any unauthorized locations or over previously posted materials.
 - e. All advertising materials will be removed within 48 hours after the advertised event/activity.
2. Digital/ Social Media Displays - Plasma TV, North American University website, North American University Facebook, Student Newsletter, or any other social media related to North American University where you want to display your event; please contact the Student Life Coordinator and the material will be sent for proper placement.

3. Spray paints are prohibited. With the approval from Student Services and the ROFM departments, you may be approved to use chalk in certain areas/places around/outside of the University buildings. These places/areas will be designated after approval.
4. Banners- defined as paper/cloth or vinyl advertising material displayed on campus property.
 - a. Each club/organization may display only one (1) banner on campus, including the dorms, unless otherwise approved by Student Services and/or ROFM department.
 - b. In accordance to space availability, banners cannot supersede 3.5 X 10 feet and all exceptions must be approved by either the Student Services or ROFM department.
 - c. If there is no room for a banner, after the approval of Student Services or ROFM, an older banner may be removed to make way for a new one.
 - d. Student Services and ROFM departments take no responsibility for the removal of, or damage to, any banners posted on campus, including the dorms.

North American University has the right to remove or discard any unapproved or past-due promotional materials.

Room Consolidation

The Department of ROFM reserves the right to consolidate any resident who, for whatever reason, is left without a roommate during the year or after the priority sign-up process for the upcoming semester.

If a resident in a double or triple-occupancy room does not have a roommate, the resident will be expected to accept one of the following options:

1. Elect to pay the additional fee for the private room, if space is available.
2. Choose to move to another half-occupied room.
3. Find another student willing to move into the room.

This policy requires a student to pay the private room rate or move in with a person who is living alone in a double or triple-occupancy space. It is the resident's responsibility to find a roommate when consolidation is necessary.

If space does not permit, and a resident must occupy a double or triple-occupancy room without a roommate, the resident must:

1. Keep the unoccupied half of the room in such condition that would allow someone to move into the room on short notice.
2. Display an attitude toward cooperation and acceptance toward any resident who may examine the room prior to considering occupancy.

3. Agree the room may be shown to prospective occupants without prior notification and in his/her absence.
4. Agree to accept a roommate assigned by professional ROFM staff.

Room Transfer Procedure

Room transfers are offered to facilitate the development of mutual friendships, similar academic interests, relocation to a more desired area, and to mediate roommate conflicts. Room changes are not to be used as an escape from conflict or unreasonable behavior with a roommate. All room transfers must be approved by the Housing Manager in advance of the move.

Room Transfer Process:

- Written request to transfer rooms should be submitted to the Housing Manager.
- The Housing Manager will work with ROFM staff to approve or deny the transfer request.
- If the transfer is denied, the resident will be informed by email.
- If the transfer is approved, the resident will be notified by email and must complete the move within 72 hours of notification.
 - The students will have to check into the new room by contacting their new RA who will check them into the new room by completing the inventory checklist and issuing new room key(s).
 - As soon as the residents have completed the move, they must contact their RA who will check them out of their old room by completing the inventory checklist and collecting the room key(s).

Right of Entry

The University respects the right to privacy of individuals; however, authorized University personnel may enter student rooms in the following situations:

- For unannounced fire safety checks as mandated by the Fire Marshal
- For scheduled or emergency maintenance repairs or cleaning
- Reasonable suspicion of a threat to safety or well-being of the room's occupants or other residents
- Reasonable suspicion of imminent hazard to property
- Reasonable suspicion of policy violation
- For unannounced Health and Safety checks to inspect rooms for cleanliness, damage to property and fire hazards

If University personnel notice evidence of a violation of federal, state, local laws, or University policy, a report will be filed with the Director of ROFM. If an unscheduled entry is made when the resident is not in the room, the resident will be notified.

Vacate/Removal Procedure

This procedure applies to situations in which a resident is required to vacate or be removed for nonpayment of rent, health, conduct, or other administrative reason.

1. ROFM will contact the resident to resolve the difficulty. If no contact or mutually agreeable arrangement can be reached within 72 hours, an administrator will prepare and issue a notice to vacate.
2. If the resident has not responded by the end of this period, an administrator will prepare a "Notice to Vacate." A residence hall staff member will deliver the notice, and the resident will be given 72 hours from the date of delivery to vacate. An in-person delivery attempt will be made, but if the resident is not present placement of the notice upon the resident's bed will serve to effect notice. Residents, removed from the halls pursuant to a notice to vacate, will be charged a \$250 fee in accordance with their service agreement. If a resident's behavior disrupts the community living standards after the notice to vacate has been served, the resident's departure may be accelerated.
3. If the resident has not complied at the end of the 72 hours, the resident will be locked out of the room and charged expenses incurred by the University.
4. If the former residents' personal belongings are not claimed during normal business hours within three days after lock-out, the items will be removed and stored for 30 days at the former resident's expense, thus allowing the room to be reassigned. If the room requires cleaning and/or repairs, additional charges will be assessed.
5. The former resident can claim their personal belongings within the 30-day period during normal business hours. After 30 days, these items will be considered abandoned and will result in disposal.
6. This process does not limit the Department of ROFM from implementing an interim suspension which will result in the immediate removal of a resident who is an imminent threat to themselves or others, pending an expedited hearing.

Visitation Policy and Procedure

Residence halls are open to residents assigned to that building, NAU officials, and guests who have legitimate reasons for being in the building. Residence halls are special purpose buildings and are not open to the public. Visitation is a privilege, not a right. The rights of roommates and suitemates to study, sleep, and have privacy take precedence over visitation privileges. Abuse of this privilege impedes the rights of others' privacy and safety and may result in loss of visitation privileges.

- A guest is defined as any person who is not a resident of the building they are visiting. All guests must enter through the main lobby of the building. The resident host must sign in all guests at the front desk each time they enter and must sign them

out when they leave. Guests must leave a valid state identification card with the front desk at time of sign-in. The guest's id will be returned once the resident host has signed them out of the building.

- Resident hosts are responsible for the conduct of their guest(s) and are required to escort their guest(s) within the building always. Residents are responsible for ensuring that the guest(s) are familiar with and observe all University and housing policies and procedures.
- The right of your roommate(s)/suite(s) to use the room and have their privacy takes precedence over the privilege of visitation. At no time should your roommate/suite(s) feel compelled to leave the room or be placed in situations that may cause embarrassment or inconvenience to accommodate guests.
- Both Willow and Chestnut Residence Halls are single gender facility. Same gender guests may enter a resident host's room with the roommate's consent. Opposite sex guests must remain in the elevator lobby area or otherwise designated area always. (Lobby and/ or common areas)
- Visitation hours for residence halls are:
 - Sunday – Thursday 8:00am – 12:00pm;
 - Friday and Saturday 8:00am – 1:00am;
- Any misconduct or sexual activity is strictly prohibited.
- Any student who has been evicted from housing and/or expelled from the University cannot visit any residence hall as a guest.
- The Department of ROFM reserves the right to bar any guests from entering the building and may ask guests to leave the premises if it is found that the guest is violation of any University and/or housing policy and procedure.
- Overnight guests, including but not limited to parents and children, are not permitted to stay in the residence halls.

Curfew Hours

Willow and Chestnut Residence enforce a curfew during week days and weekend.

- Monday – Thursday, the curfew is 1:00 a.m.
- During weekend Friday- Sunday the curfew is 2:00 a.m.

Students who violate curfew will face the following consequences:

- First time a verbal warning.
- Second time an official written warning,
- Three or more times fined \$50 and referred to the disciplinary committee.

Alcohol

Alcoholic beverages are not permitted in any residence hall. Alcoholic bottles/containers cannot be kept in a resident's room for any reason, including for decorative purposes. Unauthorized use of intoxicating beverages on University property or at University-sponsored events and activities, including, but not limited to, intercollegiate and intramural athletic events, is strictly prohibited. Residents are responsible for any alcohol found in their room. Residents are also responsible for all state laws regarding alcohol, including public intoxication and providing alcohol to minors. When alcohol or other substance abuse is suspected, or alcohol poisoning or intoxication requiring assistance of University or emergency personnel occurs; students are subject to referral to the Student Housing Disciplinary Committee for evaluation.

Substance Use and Drug Free Campus

The University is committed to enforcing existing state laws and procedures in dealing with the use of substances including: alcoholic beverages, illegal drugs, and performance-enhancing drugs. Being a member of North American University is a privilege and students and faculty are expected to abide by the Substance Use and Drug Free Campus Policy of the University.

Being under the influence of alcohol as defined by federal, state, and or local law is strictly forbidden. Any individual who uses, possesses, sells, or distributes alcoholic beverages on campus, off-campus dorms, or at university-sponsored events held off campus will be subject to disciplinary action.

Possession of illegal drugs and disruptive behavior resulting from intoxication on campus are violations of the University policy, and any violation should immediately be reported to the Dean of Student Affairs Office. All violations are subject to disciplinary action. A student who has been found guilty of illegal possession, use, sale, or distribution of any drug, narcotic, or controlled substance, whether the infraction is found to have occurred shall be suspended for a period of not less than the remainder of the semester in which the infraction occurred, plus the following long semester. In the event the semester in which the infraction occurred has ended by the time a student is found guilty, the student shall be suspended for a period of not less than the following two long semesters. With approval of the President or the President's designee, suspension may be probated, and sanctions may then include required counseling and/or rehabilitation along with other appropriate penalties. A second finding of guilt for a drug-related offense shall result in permanent expulsion from the university.

Smoking/Burning and Fire Precautions

Smoking or the burning of any substance is not permitted inside any campus building including the residence halls. Residents who desire to smoke cigarettes and cigars may do

so only in designated smoking areas 25 feet or more away from the building access points. Students who wish to smoke are responsible for the proper disposal of their cigarette and cigar butts in the provided receptacles. Smoking or burning any substance in non-designated smoking areas, including inside the residence halls, poses a fire threat as well as a community issue for residents. Smoking or the burning of any substance is not permitted in any of the residence halls. Hookahs, water pipes, e-cigarettes are not permitted and may not be stored in the residence halls. Tampering, including obstruction or covering a smoke detector or fire equipment is strictly prohibited and is a federal offense.

Though birthday candles, aromatic candles and incense may be commonly used, in a residence hall, they pose a serious fire and safety threat; thus, candles and incense are strictly prohibited inside the halls. Residents failing to comply with this policy will be subject to severe sanctions, including eviction from the residence halls and dismissal from the University.

The enforcement of the University fire precautions, as supported by federal and state laws, is to protect residents and guests of the University. The University prohibits tampering or altering of the following items:

- Key access devices
- Fire alarm systems
- Fire doors
- Fire extinguishers
- Fire hoses
- Door hardware or closing mechanisms
- Security cameras
- Smoke detectors
- Sprinklers
- Emergency pull stations

Tampering includes but is not limited to:

- Disabling or covering any alarm systems
- Disconnecting fire doors
- Removing wiring or batteries from any alarm system

Pulling false fire alarms, causing a fire, or tampering with fire extinguishers are violations to the housing contract, the Student Code of Conduct, and state law. Individual(s) involved will be referred to the Student Housing Disciplinary Committee immediately and may be fined and/or prosecuted.

Weapons, Fireworks, and Explosives

The University strictly prohibits the use of firearms and weapons or implements that may be used for violent purposes, including knives and swords. The use, possession, or storage of any firearm and weapons, including, but not limited to BB guns, air pellet guns, spear guns, and decorative weapons, are strictly prohibited. Fireworks and any other explosive materials are also prohibited. Residents failing to comply with this policy will be fined and subject to referral to the Student Housing Disciplinary Committee.

Decorations and Furnishings

Students are encouraged to personalize their rooms to make their living space comfortable and home-like. For your safety and for others in the halls, all displayed decorations must be made of non-flammable materials. Prior to purchasing decorations, check for the Underwriter's Laboratories (UL) label on all decorations. Residents may bring carpet, tension rods and curtains, and other decorating items if nothing is permanently adhered to any surface. The room must be restored to the original condition before check-out. Any damage resulting from nails, screws, carpet tape, contact paper or any adhesive must be repaired so that no damage is visible. Residents will be assessed a fine for any damage that is found during the check-out process.

Decorations may not hinder the use of, or restrict access to hallways, doorways, stairs, corridors, or fire-related equipment. Do not attach anything to or tamper with light fixtures, sprinkler heads, safety equipment, or exit signs. These restrictions apply to both student rooms and public areas.

Alterations that change the appearance or integrity of any furniture, room, hallway, and building and/or pose safety liabilities are not permitted. Prior written approval from a professional ROFM staff member must be obtained for all alterations whether temporary or permanent, to furniture, walls, windows, hallways, building, or grounds. Unauthorized alterations include, but are not limited to, painting and chalk drawing, or anything that would impact the community and create additional work for maintenance personnel as the interior and exterior of all residence halls are maintained by the University. Residents are expected to respect University property and those who maintain it.

Each room is provided with essential furnishings. These items must remain in the room. Residents may bring additional furniture as space permits; however, structures that require assembly inside the room are not permitted due to safety hazards and damage caused to University property. Residents are not allowed to stack furniture and will be charged for any physical damage resulting from stacking beds or any other furniture items.

Appliances

The following is a list of electrical appliances either permitted or not allowed in the residence halls:

Permitted Appliances	Appliances Not Permitted
Clock	Barbecue Grill
Automatic Shut Off Coffeemakers	Candle/Candle Warmer
Computer	Crock Pot
Curlers and Curling Iron	Electric Grill
Desk Lamp	Extension Cord
Fan	Frying Skillet
Hair Dryer	Halogen/Torchiere Lamp
Shaver	Hot Plate
Stereo	Lava Lamp
Television	Neon Sign
Automatic Shut Off Iron	Oil Air Freshener
Surge Protector	Portable Air Conditioner
	Portable Heater
	Sandwich Maker/Grill
	Toaster or Toaster Oven
	Other Cooking Appliances

Residents must use caution when using hair appliances (i.e. curling irons, flat irons, etc.) that cause steam. These appliances, as well as hair spray and other aerosols, may set off the smoke detector in the room, which may cause building evacuation. If the fire alarm is activated for non-emergency situations, a minimum charge of \$381 will be assessed to the resident to recover the cost to reset/repair the system and any additional expenses.

Noise/Quiet Hours

On a residential campus, a reasonable level of noise is to be expected. Within the residence halls, it is expected that common noise will not impede the ability of others to live comfortably and function effectively. In respecting the residential community, the belief that the right to quiet supersedes the privilege to make noise, will be upheld. Respectful hours are observed throughout the facility 24 hours a day. This means that although quiet hours may not be in effect, residents are expected to maintain reasonable volume levels always, including hallway noise and shutting doors. Residents have the right to request any other resident or group of residents to cease any activity that is interfering with their ability to study, sleep or quietly enjoy the residence halls.

Respectful hours are the hours where the noise level is kept down to a level where others will not be disturbed. Residents are encouraged to communicate with their neighbors when there is a noise concern.

Residential Community Respectful Hours

Sunday – Thursday 10:00pm – 10:00am

Friday and Saturday 12:00am – 10:00am

Extended Respectful Hours (Dead Week and Finals Week Only)

Sunday – Saturday 24hrs/day

If a roommate or neighbor refuses to cooperate with a request to lower volume levels, a student is encouraged to contact the RA of their floor or the RA on-duty.

Pets

Pets in residence halls can present many problems from safety concerns for the pets and residents, to challenges with sanitation and pests. Due to these potential problems, pets are not allowed in any of the residence halls. Pets will be removed by University officials if the resident cannot be found or refuses to remove the pet. Residents will automatically be charged an extermination fee to spray for flees, ticks, and other pests, and/or a fine any time a pet is found in the resident's possession. Pets do not include service animals. For regulations pertaining to service animals, please contact the Student Services Office. Violation of this policy will require the immediate removal of the animal and possible disciplinary action and fines

Storage

Storage space is limited to the space available in the student room. The storage of personal belongings on campus during the summer months is not available. Students who need storage space may contact local storage rental facilities in the community.

Trash

Residents are responsible for taking their trash to the designated locations. Students who leave trash in the hallways, stairwells, or in other common areas will face disciplinary action and trash removal charges.

Hazing

Hazing is strictly forbidden. Hazing is an initiation process involving harassment, abuse, or humiliation; and it endangers the physical or mental well-being of the targeted student. Forms of hazing include beating, forced physical activity, forced consumption of food, alcohol, beverage, or drugs, intense ridicule or embarrassment, forced pledges, deprivation of sleep, excessive physical discomfort, and sexual harassment.

Administrators, faculty, staff, students, and visitors must abide by this hazing policy. Hazing incidents can be reported to the ROFM and/or the Dean of Student Affairs Office. Violators of the policy may be subject to disciplinary action in addition to any fine imposed by the state (Please refer to the Grievance/Complaint Procedure in the University Student Handbook).

Fighting, Intimidation, Harassment, and Bullying

All students are expected to keep the school environment free from intimidation and harassment, regardless of sex, race, age, religion, national origin, or ability. Fighting, intimidation, harassment, and bullying on school property and its residential facilities is absolutely forbidden and may result in disciplinary action.

Sexual Assault and Harassment

The sexual harassment policy covers all administrators, faculty, staff, and students of the University while on University property. The University prohibits sexual discrimination, sexual assault, and sexual harassment activities including but not limited to sexual advances, physical conduct of a sexual nature, requests for sexual favors, and words of sexual content between members of the University.

Any University member who feels sexually harassed should immediately report the incident. Reports can be made to the ROFM and/or the Dean of Student Affairs Office, or anonymously through My Safe Campus online (www.mysafecampus.com) or via the My Safe Campus hotline (1-800-716-9007). Anyone who has been sexually assaulted may choose to pursue both criminal prosecution and/or university disciplinary processes. The Disciplinary Hearing Committee will conduct a respectful, prompt, and confidential investigation within 60 calendar days of the report date. Resources are available for victims of sexual assault or harassment (Please refer to the Disciplinary Procedures in the University Student Handbook).

ROFM
Room/Suitemate Agreement

Building/Floor: _____

Room: _____

Room/Suitemate Bill of Rights

As roommates, each of you should mutually determine the decisions and the stipulations for this agreement and endorse them. ROFM professional staff is available if mediation is needed. The basic rights of the roommate include:

- The right to personal privacy.
- The right that roommates will respect each other’s personal belongings.
- The right to a clean-living environment.
- The right to sleep without undue disturbance from noise, guests, roommates, etc.
- The right to study free from undue interference (noise, stereo, guests, etc.) in one’s room.
- The right to free access to one’s room and facilities without pressure from roommates.
- The right to host guests at agreed upon times with the expectation that the guest respect the rights of the room/suitemates always.
- The right to expect that a room/suitemate will not violate University and residence hall policies in the room.
- The right to expect that all disagreements will be discussed in an atmosphere of openness and mutual respect, and that it is acceptable, when any room/suitemate feels it necessary, to involve a ROFM staff member in such a discussion.
- The right to be free from harassment and discrimination.

Security

I agree to lock the door of our room whenever I leave. I understand that failure to do so could constitute negligence. If theft or vandalism to property in the room results from my negligence, I understand that I will be held liable for the loss. I also understand that I may not give my keys or Student ID to anyone for them to use.

Sharing Personal Belongings

For the items listed below, check Yes, No, or Ask. Make sure these answers are shared with your room/suitemate(s) and to discuss your reasoning. It is recommended that all personal belongings be left in your room. If any personal items are to be stored in the Shared Suite Space column, make sure to identify those items and mark the boxes accordingly. If needed, you may add any additional items to the bottom of the list.

Item	Roommate #1			Roommate #2			Roommate #3			Shared Suite Space		
	Yes	No	Ask	Yes	No	Ask	Yes	No	Ask	Yes	No	Ask
Computer												
Television												
Printer												
Movies												
Cell Phone												
Food												
Drinks												
Books												
School Supplies												
Furniture												
Clothing												
Bathroom Products												
Money												

Video Game System												
Detergent												
Cleaning Supplies												
Bed												
Other:												
Other:												
Other:												
Other:												
Other:												

What restrictions are there for taking phone calls from a cell phone in the room/suite (or other communication such as Skype)?

Room Cleaning

The cleanliness of the room and/or suite is our responsibility and we agree to the following schedule:

Task	Who Does What		Frequency	
	A Specific Person	Rotating Basis	Daily	Weekly
Take out Trash and/or Recycling				
Vacuum/Mop Shared Floor Space				
Clean the Refrigerator and Remove Expired Food				
Clean Bathroom Sink				
Clean Bathroom Toilet				
Clean Bathroom Shower				
Other:				
Other:				
Other:				

If we have a disagreement on the amount of cleanliness/tidiness each can tolerate, we will resolve our problem(s) by:

Quiet, Sleep, and Study Hours

I understand that the Residence Hall has set quiet hours and that all ours outside those are courteous hours where I must be respectful of other residence in the community. In addition, I also understand that I need to be aware of how much noise I produce in my space.

When we study in our room and/or suite we agree to the following terms:

Sample:

The time is likely:	During the Day	During the Night	Depends
Our environment should have:	No TV	No Music	No Guest(s)
Do the same rules apply to naps:	Yes	No	If no, what are the rules?

(Circle all that apply or write in your answers accordingly.)

The time is likely:	During the Day	During the Night	Depends
Our environment should have:			
Sunday – Thursday, our room will be used for sleeping from:			
Friday and Saturday, our room will be used for sleeping from:			
These behaviors will not happen when a roommate is sleeping:			
Do the same rules apply to naps:			
If I use the snooze button, how many times is acceptable?			
To what volume is it appropriate to play music in our room?			
If I am making too much noise or my music is too loud, how do I want my roommate to tell me?			

Communication

Respond to the following then share with your roommate(s) and/or suitemates:	My room/suitemate's responses:
When I am upset about something, I usually...	
Something that will usually cheer me up is...	
When things are going well, I'm usually...	
I would prefer to be left alone when...	
You'll know when I am angry because I usually...	
I get tense or uptight when...	
You'll know I am tense/stressed because I usually...	
When I am stressed, I communicate by...	
My pet peeve(s) are...	
When I am really upset/stressed, I need you to...	

Please use this space for any other area(s) of discussion (i.e. how frequently laundry is to be done).	
--	--

Final Agreement

We agree to all terms and guidelines created in this agreement on the ____ day of _____, _____.

Room/Suitemate #1 Signature: _____

Room/Suitemate #2 Signature: _____

Room/Suitemate #3 Signature: _____

Room/Suitemate #4 Signature: _____

Room/Suitemate #5 Signature: _____