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Office of Residential Life

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New Orleans, LA 70148

Office: (504) 280-6402
Fax: (504) 280-5584
North Hall Front Desk: (504) 280-7777
South Hall Front Desk: (504) 280-7739

Website: uno.edu/housing
Email: studenthousing@uno.edu

Office Hours: Monday- Friday
(8 am- 4:30 pm)
On behalf of all of the staff in the Office of Residential Life, I am excited you are beginning your collegiate journey at the University of New Orleans with us. In being a part of the residence hall community, you are on the path to meaningful new experiences, academic and personal support and connections with other students, faculty and staff with similar interests. Pontchartrain Halls offer a unique community of learners from all over the world who will encourage you, support you and inspire you to accomplish great things. We are glad you are here.

Start your year off by setting your sails for success. Get to know your Resident Assistant (RA) on the first day you arrive. Your RA is a fellow student who has experience living on campus and can help guide you through the first year of your campus experience. You also have additional support in your Area Coordinator (AC). Your AC is a full time professional who lives in your hall, supervises the RA staff and assists with the day to day management of the halls. Your front desk is another way to seek assistance when needed: to contact the Resident Assistant on duty after hours, for assistance with submitting a maintenance request, to check in a guest or more. Attend your floor welcome meeting to meet others on your hall and find a friend to attend Privateer Plunge events with you!

I believe that your time in Pontchartrain Halls will provide you with meaningful relationships, opportunities for personal growth and connection to your academic endeavors at the University of New Orleans.

Thank you for joining our community.
It’s going to be a great year!
#UNOProud,

Amanda Robbins
Director of Residence Life
# About Pontchartrain Halls

<table>
<thead>
<tr>
<th><strong>North Hall</strong></th>
<th><strong>South Hall</strong></th>
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</thead>
<tbody>
<tr>
<td>Located at the corner of St. Anthony and Milneberg Road</td>
<td>Located at the corner of Leon C. Simon and Milneberg Road.</td>
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<tr>
<td>Home to 389 students.</td>
<td>Home to 351 students.</td>
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<tr>
<td>Holds 85 4-bedroom suites; 18 2-bedroom suites and 13 1-bedroom suites.</td>
<td>Holds 67 4-bedroom suites; 37 2-bedroom suites and 9 1-bedroom suites.</td>
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<tr>
<td>The Office of Residential Life is located in North Hall 128</td>
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<td>Available Amenities:</td>
<td>Available Amenities:</td>
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<td>• 24 hour front desk</td>
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<td>• Lounge on 4&lt;sup&gt;th&lt;/sup&gt; floor</td>
<td>• Lounge on 4&lt;sup&gt;th&lt;/sup&gt; floor</td>
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<td>• Study lounges throughout building</td>
<td>• Study lounges throughout building</td>
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<tr>
<td>• Community kitchen on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
<td>• Community kitchen on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
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<tr>
<td>• Pontchartrain Market on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
<td>• Computer lab on 4&lt;sup&gt;th&lt;/sup&gt; floor</td>
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<td>• Computer lab on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
<td>• Laundry Room on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
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<td>• Billiard Room on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
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<td>• Laundry Room on 1&lt;sup&gt;st&lt;/sup&gt; floor</td>
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<td>• Ethernet/ Wifi services</td>
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<td>Communities include:</td>
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<td>Science, Technology, Engineering and Mathematics Living Learning Community</td>
<td>Student Athletes</td>
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<td>Honors Affinity Wing</td>
<td>Returning Students</td>
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<td>Visual and Performing Arts</td>
<td></td>
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<tr>
<td>Area Coordinator: Whitney Marshall</td>
<td>Area Coordinator: Jessica Linehan</td>
</tr>
<tr>
<td>Resident Assistants:</td>
<td>Resident Assistants:</td>
</tr>
<tr>
<td>Kathryn Hillis</td>
<td>Mike Strong</td>
</tr>
<tr>
<td>Dame Sene</td>
<td>Sofia Vega</td>
</tr>
<tr>
<td>Jordan Ferget</td>
<td>Isaac Sultana</td>
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<tr>
<td>Amber Lemelle</td>
<td>Haley Dennis</td>
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<tr>
<td>Olantun Sowole</td>
<td>Alvaro Carvajal</td>
</tr>
<tr>
<td>Stewart Thompson</td>
<td>Ali Bernard</td>
</tr>
<tr>
<td>Kylie Freiermuth</td>
<td>Emily Sammartino</td>
</tr>
<tr>
<td>Katelyn Cauley</td>
<td>Nate Nguyen</td>
</tr>
</tbody>
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Pontchartrain Hall Resident Handbook
Services Provided by Office of Residential Life

Emergency Response: Office of Residential Life staff are trained in emergency procedures for situations involving illness and injury, crisis, and threats to physical safety such as fires, major power failures and inclement weather.

Advising & Referral to Resources: Office of Residential Life Staff, especially RAs, assist students with questions, personal and academic problems, and can provide referrals to resources on campus for more in-depth assistance.

Behavior Management: Office of Residential Life Staff assist students in deciding upon mutual expectations by creating roommate agreements. Staff also confront students when alleged violations of polices occur and assist students in learning how to confront and enforce expectations with peers.

Administrative Tasks: Staff will assist with applying for housing, assigning and changing rooms, room inspections, lock outs, key replacements, and more.

Planning Activities: Staff work with students and other campus staff members to plan social, recreational, and educational activities for the halls. This is one of the most important roles Housing assumes on your behalf.

Services provided by Campus Partners

Custodial & Repair Services:
The Office of Residential Life and the University of New Orleans contracts to Sodexo for nearly all maintenance and custodial concerns in the residence halls. Services include but are not limited to...

- Loss of power, lights, heat and air conditioning
- Pest control
- Plumbing problems
- Key, or lock, or door problems
- Housekeeping

How to request a non-emergency repair:
- Visit uno.edu/housing/maintenance-request to complete an online maintenance request. Enter your UNO credentials to log-in, and complete the form to submit your request.

How to request an emergency repair:
- Visit uno.edu/housing/maintenance-request to complete an online maintenance request. Enter your UNO credentials to log-in, and complete the form to submit your request.
- Call or visit the service desk in your building. Provide the Desk Assistant your name, Room Number, phone number, and the nature of your concern. The DA will notify the service center. If the issue is not resolved within 24 hrs check in with your Area Coordinator.

Reminders on Custodial Services:
- Custodial services are on hand to clean communal areas, pull trash in trash rooms, and make rooms ready for move-in. Once moved-in, students are required to clean their own bedrooms, bathrooms, and common room areas. They must also take their own trash to the trash rooms. Students are also required to be respectful of the custodial team by cleaning up after themselves in communal areas; such as hallways, lounges, kitchens, and laundry rooms. Personal items/laundry left in the laundry room longer than 24 hours will be discarded.

- Note on Work Performed Inside Student Rooms: When Sodexo staff or Intermittent Facilities Assistants respond to work requests or emergencies or conducts inspections, they will knock and announce themselves by name and department. They must be admitted to your room; they will
honor a short delay. Most work requested by residents and staff is performed weekdays 8:00am to 4:30pm. Sometimes the work to be performed in a resident’s room involves space around, behind, or under the resident’s belongings. Repairs to closets, dressers, desks, etc., may call for staff to enter these spaces and to move aside the resident’s belongings. Residents should move their belongings away from work areas when they know work is to be done in their rooms.

Mail and Package Delivery:
- In order to receive letters, magazines, etc., students must register for a post office box in the University Center. No student mail can be sent directly to Laffite Village or Pontchartrain Halls.
- Once a P.O. box is created, mail should be addressed in the following manner and must include a return address:
  
  Your Full Name (no nicknames or parent names)
  University of New Orleans
  2000 Lakeshore Dr.
  Box #_____
  New Orleans, LA 70148

TV Cable Services: Effective Spring 2019, cable television services are only provided in common lounges of Pontchartrain Halls. Students are encouraged to use the high speed wifi system to stream entertainment content to their devices.

Internet Services:
- All residents have direct Ethernet and wireless access to the University of New Orleans internet network. You must call Information Technology Help Desk at (504)-280-4357 the first time you use your Ethernet port. Anytime there after you simply plug in your Ethernet cable. To log into Wi-Fi simply find the “resnetsecure” connection in your available networks and use in your UNO credentials. To activate streaming devices, such as a Roku or Apple TV, you must also contact the IT HELP Desk. Please contact the IT Help Desk at if you are having issues connecting to through your Ethernet jack or the WIFI.
- Please note, residence hall students may not use, connect, or bring to campus their own wireless routers or similar access points. Additionally, once you activate a data jack in your room or log onto the University Wireless system, you are responsible for all activity on your data jack or wireless access. Care should be taken to monitor the access your computer, network enabled devices, data jack, or wireless account, as you will be held responsible for any violations that occur.

Safety Policies and Precautions

The University of New Orleans and the Office of Residential Life encourage students to actively engage in safety precautions to maintain a safe, healthy campus community. The items listed below describe a few of the commonly encouraged safety resources available to students. While these resources provide reasonable and good-faith efforts, it is impossible to predict situations which may occur. Students are encouraged to use their best judgement and report areas or people of concern to the appropriate manager. Simply eliminating opportunities for crimes to occur will prevent many “crimes of opportunity” such as theft. Do not prop doors including hall and suite entrances as unauthorized persons may gain access.
### Residence Hall Security

- Locked Hall Entrance Doors
- Programmed ID cards are needed to open entrance doors and suite doors
- Hard keys are needed to open bedroom and apartment doors.
- Security cameras located around the buildings.
- 24-hour residence hall desk staff for getting immediate help from a staff member
- Repairs/replacements of doors, keys, locks
- Nightly rounds by the Resident Assistant(s) on duty
- Periodic safety walk-throughs to check interior lighting, exit signs, fire doors, stairwells, etc.
- Floor meetings, educational programs, and flyers

### UNOPD Programs

- 24-hour full-service police department responding to emergency calls (police, fire, rescue, ambulance)
- Security escorts by uniformed police officers (24 hours)
- Outdoor emergency phones to call escorts or summon police
- Surveillance cameras that monitor selected on-campus locations
- Text and Alerts to provide emergency notifications. To register your mobile device, please visit: uno2.uno.edu/ucc/E2Campus/e2Campus to sign up for text alerts
- Crime prevention programs
- Crime statistics reported annually in compliance with federal regulations

### Bicycle Security Precautions

- Register your bicycle with the Office of Student Housing. Bring your bike serial number and University ID.
- Do not store bicycles in your room, on landings or in stairwells
- Secure your bicycle outdoors with a high-quality bicycle lock, securing both the wheel and frame.
- Use outdoor bicycle racks; don’t lock bicycle to railings, lamp posts, ramps, handrails, etc.

### Fire Prevention

- Cook only in designated kitchen spaces. Do not leave stove, oven, or microwave unattended when in use.
- Use only power strips that have either 14- or 12-gauge wire, built-in surge protectors and circuit breakers.
- Limit the number of appliances that are plugged in or in use at one time
- Do not have open heating elements in your room
- Do not use a frayed or worn extension cord
- Do not use or possess fireworks, lighted candles, flammable fuels, space heaters, halogen lamps/bulbs, or firearms
- Do not smoke or allow others to smoke in your room or anywhere else inside the residence halls
- Do not cover over, or tamper with, your room’s smoke detector
- Never drape clothes or any paper, wood, cloth, or plastic material over a lamp, smoke detector, sprinkler head, or pipes
- Only use grills for outdoor cooking in approved areas
- Do no use, possess, charge, and/or store electronic skateboards including self-balancing hover boards/scooters and other similar equipment in all university residence halls

### Bomb Threats

All bomb threats reported to the University are taken seriously.
If a bomb threat is received:
- Notify University police to report the emergency
- Notify your service desk

University police will respond to your location and assess the bomb threat. Once the police have assessed the situation, then the police will initiate appropriate action. Only the University police will decide if an evacuation needs to occur, when it will occur, and
how the evacuation will be announced and residents notified to evacuate. The notification to evacuate may be accomplished by the police activating the building fire alarm system, or they may decide to choose an alternate method of evacuation notification (air horns, phone, door-to-door) based on the circumstances and after assessing the situation of the particular bomb threat incident.

Inclement Weather

Emerging inclement weather conditions are monitored by University Safety Personnel. Students are encouraged to plan ahead for their evacuation plans in the event of a hurricane nearing New Orleans. While limited spaces are available within the University evacuation protocols, students who do have available resources to evacuate with family and friends are encouraged to do so. Campus evacuations and closures will be communicated thru the university email and text alert services.

EARLY WARNING SYSTEM

The campus Early Warning System is designed to provide instant notification to students, faculty, and staff of imminent dangerous conditions. In an emergency, sirens around campus will sound continuously for at least three minutes.

If you ever hear the Early Warning siren:
  o If in your residence hall or apartment, stay inside/in your room, and seek information from university alerts.
  o If outdoors, seek shelter inside the closest building.
  o When danger has passed, a single 30-second siren blast will sound.

TEXT & EMAIL ALERTS

Another means of notification is available to those who subscribe at uno2.uno.edu/ucc/E2Campus/e2Campus.htm to an alert system that sends text messages, in an emergency, to your email, mobile phone, pager, or other text-enabled device.

Fire Alarm/ Fire Safety

You must leave the building immediately when a fire alarm is sounding.
  • If safe to do so, close your window, room/suite/apartment doors and immediately exit the building. Use stairs, not elevators.
  • Always assume each alarm is an emergency; never assume a false alarm.
  • Do not open door if knob is warm to the touch; stay in room and call 911 or University police.
  • Crawl on floor (where air is fresher) if you encounter smoke.

If you smell smoke or see smoke or fire:
  o Pull the nearest building alarm.
  o Close your room door.
  o Safely exit the building.
  o Call University police at (504) 280-6666. Tell UNOPD the exact location of fire or smoke.
  o Never attempt to fight or put out a fire.

If you get trapped by fire or smoke:
  o Call University police and report that you are trapped.
  o Keep the doors closed.
  o Hang an object out the window to notify rescuers of your location.
  o Know locations of exit stairwells and doors.
<table>
<thead>
<tr>
<th>Hurricane Procedures/Preparation</th>
</tr>
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<tbody>
<tr>
<td>University officials regularly monitor weather conditions. During hurricane season (July-November), university officials monitor and track hurricanes, tropical storms and tropical depressions for potential to impact our university community. As per university hurricane protocol, students are notified of university preparations for a storm which may potentially impact our community via the following means: University of New Orleans Email, Text Alerts and the university website. Safety protocols during a hurricane or tropical storm may vary depending on the strength and path of the storm. Use the guides below to prepare as appropriate.</td>
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**In the event of a campus evacuation:** Update your evacuation plan with the Office of Residential Life. If your plan is to evacuate with the university, begin to gather your items and communicate with friends and family about your plans and intended departure timeline. If evacuating with friends/family, consider your evacuation route (state contraflow protocols may impact your route). Full your vehicle with gas and get cash in case ATMs and gas stations are inaccessible along your route. Students with approved Emotional Support Animals are encouraged to review their ESA Guidelines to assist with their Evacuation plans.

**Students Evacuating with UNO** are encouraged to pack:
- 2-3 changes of clothing and shoes
- Pillow/Blanket/Sleeping Pad as sleeping accommodations will likely be a gym floor or cot.
- Toiletries
- Needed medications/medical supplies
- Student ID, Drivers License/Identification, Insurance Card, Health Insurance Information
- Charged Cell Phone, Charger and Portable battery pack if possible
- Snacks (granola, power bars, peanut butter, etc). Food service will be provided at shelter location, however students may want to have their own snack options available.
- Radio/Book/Entertainment for the ride and shelter.

**Before evacuation:** Remove All items from your window and floor area. Ensure your window is lock and blinds are lowered. Store your valuables out of view and in your locked bedroom. Unplug any items not in use and power down electronics. Throw away any food which will spoil in 2-4 days. Ensure your bike is locked to a bicycle rack and your vehicle is properly parked and locked. Ensure you have your keys and ID with you and all doors lock behind you.

**In the event of a shelter in place situation:** Gather Any Needed Items and prepare your room for your "shelter in place" plans. Suggested Items Needed Include:
- Snacks (Limited dining services will be provided during the weather event, typically through your hall's lobby or market, however, some students may prefer their own snacks).
- Flashlight (Never use candles or flame light in the Residence Halls).
- Drinking Water for at least 1-2 days.
- Needed medicine/medical supplies.
- Fully Charged Cell Phone/back-up portable battery.

- Plan more than one exit route.

Note: All residence halls are equipped with automatic sprinklers. When water flows through the sprinkler heads, the building alarm system will automatically sound. It is important that you do not tamper with the sprinkler heads or the system. Students tampering with the system, even accidentally, are liable for damage to University and private property and subject to administrative action.
Remove All items from your window and floor area. Ensure your window is locked and blinds are lowered. Ensure important numbers are programmed in your phone (Your Hall front desk and UNOPD).

Remember all Office of Residential Life policies remain in effect in your halls including alcohol, noise and illegal substance policies. Students are encouraged to remain in doors during heavy rain and wind.

Report all accidents, injuries, broken window, or excessive water to Office of Residential Life staff. Staff will be conducting rounds of the halls and staffing front desks.

### Wellness Concern

When residents’ family/friends report concerns about student welfare to Office of Residential Life staff, our staff will take steps to respond to the report that include attempting to contact the student and notifying the University of New Orleans University Police Department to assist with contacting the student. Per federal law, you have the right to confidentially register the name and contact information of an individual who you would like to have contacted (within 24 hours) if it is determined that you have been missing from the campus and your whereabouts unknown for a period of 24 hours or more. You can register the name and phone number of this contact person visiting the Office of Residential Life and updating your emergency contact card. For students under the age of 18 (who are not emancipated individuals), the Office of Residential Life is required to notify your custodial parent or guardian (within 24 hours) if it is determined that you have been missing from the campus and your whereabouts unknown for a period of 24 hours or more.

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## Residence Hall Policies

The residence hall community at the University of New Orleans is made up of talented, active, and engaged students who have come to the University to pursue their degrees, to benefit from living with fellow scholars, and to enjoy their experiences. The behavior of each individual has an impact on others. A large number of students live in close proximity to each other, and all share the need for their home on campus to afford them the abilities to rest and to study. The Office of Residential Life has instituted the policies below to assist in managing potentially disruptive behaviors within the academic community. The Office of Residential Life does not attempt to define every possible scenario which may occur. In situations not covered by specific regulations or policies, students should use common sense and ensure that their behavior is consistent with that of a mature, responsible member of the University of New Orleans community.

### The following activities are prohibited in the University of New Orleans residence halls:

1) Setting or fueling a fire of any size, using any device that creates an open flame (including candles), has an exposed heating element or a torchiere lamp with a halogen bulb; using any substance/device which can smolder and/ or create smoke (including toasters, toaster ovens, hot plates or appliances which contain an open element, or careless activity which could create a fire emergency.

2) Tampering with or removing fire equipment.

3) False report of any emergency; damage or misuse of fire safety equipment.

4) Possession, use, or manufacture of explosive, flammable, or harmful materials.

5) Possession or use of any weapon including but not limited to: firearms, BB
guns, airguns, paint guns, toy weapons, switchblades, of knives with a blade longer than 5 inches.

6) Causing any object to fall from a residence hall.

7) Causing physical harm or a reasonable expectation of physical harm to any person.

8) Harassing or threatening any person so as to interfere with that person’s ability to sleep, study, or be present in one’s own room or residence hall.

9) Possession, use, sale, or provision of any controlled substance, illegal drug, or related paraphernalia.

10) Theft of property or services; knowing possession of stolen property; unauthorized removal or possession of property or furnishings from common areas or other suites.

11) Possession or use of alcohol by anyone under 21 years of age; sale or provision of alcohol to anyone under 21 years of age; possession of alcohol in public areas or common sources of alcohol. (See expanded alcohol policy on page 11)

12) Interference with or obstruction of Student Housing or University officials in the performance of their duties; provision of false information to officials; failure to comply with directives from officials.

13) Engaging in noisy, disorderly, or disruptive behavior, which interferes with others’ abilities to sleep, study, or be present in one’s own room or residence hall; or creates an avoidable urgent situation to which University officials are required to respond.

14) Destroying, damaging, or defacing Office of Residential Life property or the property of others (including installation of unauthorized appliances, equipment, locks, chains, and modifications of room walls, furniture, paint, etc.)

15) Violation of conditions of Administrative Housing Probation; failure to complete assigned administrative sanctions.

16) Misuse of identification; possession, presentation, sale, distribution, or manufacture of false identification.

17) Failure to comply with guest policies.

18) Failure to monitor guests’ behavior in order to assure adherence to the guest policy.

19) Unauthorized entry into any secured, or restricted residence hall space.

20) Misuse or unauthorized possession of room keys, building keys, or access cards.

21) Misuse of University-owned and/or personal computers, phones, telecommunications or network systems.

22) Violation of a written agreement with roommates, apartment/suitemates or other residents developed under the supervision of a Office of Residential Life staff member.

23) Bringing or housing an animal inside a residence hall (excluding authorized Emotional Support Animals approved thru the Office of Disability Services.

24) Using, possessing, charging, and/or storing of electronic skateboards, including self-balancing hover boards/scooters and other
similar equipment is prohibited in all University residence halls.

25) Obstructing or impeding entrance to or egress from a residence hall.

26) Renting, subleasing, or loaning of a residence hall space.

Additional Policy Details
Violation of any of the above prohibitions constitutes a violation of your housing agreement and may result in referral for disciplinary and/or administrative action.

In addition to the previously listed prohibited behaviors, as a resident and a student, you will be held accountable for:

(1) Office of Residential Life policies and procedures (published throughout Resident Handbook), the Space Reservation Policy, Roommate Agreements, and visitation and security policies specified in each hall.
(2) The terms and conditions presented within the housing agreement published by The Office of Residential Life and signed by each resident electronically upon completion of their housing application. This document is hosted on the Residential Life website.
(3) University Regulations published in the Code of Student Conduct and enforced by the Office of Student Accountability in conjunction with the Office of Residential Life. The Code of Student and additional university policies are found at uno.edu/student-affairs
(4) Federal, state, and local laws, enforced by University Police and officials outside the University.

Alcohol Policy
- Possession/use of alcohol by individuals under 21 years of age is prohibited.
- Kegs and other common sources of alcohol are prohibited. Parties involving alcohol are prohibited.
- Sale of alcohol is prohibited.
- Possession of alcohol in common areas is prohibited for all.

Space Reservation approval will not be granted for group activities that involve the consumption of alcoholic beverages. Residential Life staff acknowledge, however, that students of legal drinking age may choose to consume alcohol in their room, apartment, or suite. If found in possession of any open container of alcohol anywhere else in or around the halls, ALL students will be instructed to pour it out. Violations will result in administrative and/or disciplinary sanctions. Serious or repeated violations may result in the responsible residents completing conduct processes and potential termination of the housing agreement. In the event a student requires transport to a hospital emergency room solely due to excessive alcohol consumption, staff may take the following actions:
  - Notification of the student’s parents/ emergency contact
  - require an alcohol education course

State of Louisiana Law
- It is unlawful for any individual under 21 years of age to possess or consume alcoholic beverages.
- It is unlawful for any individual under 21 years of age to knowingly and willfully make any misrepresentation or false statement as to one’s age in order to obtain alcoholic beverages.
- It is unlawful for any person to obtain alcoholic beverages for consumption by an individual who is known to be under 21 years of age.

Smoking Policy
- The University of New Orleans is a smoke-free campus;
- Smoking in any form is not allowed within any residence hall room or space.
**Illegal Drug Policy**
- Possession/use of any illegal drug is prohibited.
- Sale, distribution or provision of any illegal drug is prohibited.
- Drug paraphernalia is prohibited.

Students alleged to be involved with drugs in or around the residence halls will be referred to the Office of Student Accountability. The case will be resolved in accordance with the Office’s adjudication process set forth in this document and in the Code of Student Conduct. Violations of drug policy may result in Immediate Housing Termination and Suspension or Expulsion from the University. In cases where the respondent is not deemed to be an immediate threat to the campus community, an alternate sanction will be provided.

**Medical Marijuana:**
The Office of Residential Life reiterates that under the University of New Orleans and Student Housing drug policies, the possession, use, sale or provision of marijuana is prohibited. Pursuant to the University of New Orleans’s obligations under the federal Drug-Free Schools and Communities Act, prescribed marijuana, also known as Medical Marijuana, is prohibited regardless of any laws permitting marijuana to be used for medicinal purposes.

**Noncompliance and Staff Entry into Student Rooms**
University staff respect your right to privacy and work to assure that no unwarranted or unauthorized entry into your room occurs. Designated University staff do have the authority to enter your room without your knowledge or consent in the following situations:
- for routine or emergency repairs or replacements, inspections for maintenance or sanitation problems, assessments of damage from flooding, improvements, etc.;
- at the start of winter breaks and during other announced room inspections, when staff visually inspect rooms to determine whether safety, security, or sanitation deficiencies exist;
- at the end of spring semester as check-out inspections for cleanliness and damages occur;
- at the time a resident vacates a given room as an inspection for cleanliness and damage; and,
- in any emergency when appropriate staff are responding to a reported incident or believe there is serious physical or psychological distress or imminent danger to the room’s occupants or contents.

The situations in which a Resident Assistant or other staff member may enter and/or inspect/search a resident’s room without the resident’s consent or knowledge or without a search warrant are those situations described above. In all other situations (i.e., when a staff member has probable cause to believe that a violation of campus rules and/or laws exists in a particular room but that purported violation does not present an imminent threat or danger to University property or to residents) a Resident Assistant or other staff member shall ask to speak with you and shall ask for your consent to enter your room and conduct a search. You shall respond to such a request by stepping into the hallway within a reasonable period of time and speaking with the staff member. If you fail to step outside promptly and speak with the Resident Assistant or other staff member, the staff member may initiate administrative and/or disciplinary action against you for noncompliance. You should immediately report any concerns you have about the appropriateness of a particular request to enter a room or a specific entry and/or inspection/search to the Area Coordinator of your building or the Director of Residence Life.

**Parties and Group Events**
While socializing is a significant part of the collegiate experience, students should consider the policies below prior to planning an event.
- parties/events involving alcohol are not permitted;
- floor lounges and other common areas need to be reserved in advance by emailing studenhousing@uno.edu.

Whether in rooms, suites, apartments, or other gathering spots, parties/events must not:
- become too large for the host resident(s) to manage the behavior of residents and guests;
- expand beyond the boundaries of the individual room, apartment, or suite;
- be open to all or advertised to all.
You can expect Residential Life staff, and University Police if necessary, to intervene and instruct the host(s) to end the event when gatherings:

- result in excessive noise, damage, destruction, fighting, or other disruptive behavior;
- exceed the normal boundaries, with persons gathering in hallways, stairwells, lounges, entrances, and other common areas; or,
- have been advertised or promoted to all through flyers, posters, or other means.

Pet Policy
With the exception of service animals and approved emotional support animals, pets are prohibited due to potential problems with allergies, odors, sanitation, and noise. The emotional support animal policy is managed by the Office of Disability Services.

Quiet Hours
Designated quiet hours in all residence halls are from 10:00pm to 10:00am every night. “Quiet hours” refer to those periods when the residence halls must remain especially quiet. Quiet hours are maintained to provide an atmosphere conducive to relaxation, study, and sleep. During designated quiet hours, it is expected that all residents will contain noise so it cannot be heard outside of their room with the door closed. During final exam periods, 24 hour quiet hours are in effect. Reasonable quiet is maintained 24 hours a day throughout the residence halls. These are referred to as “courtesy hours.” When asked by another resident to reduce noise and/or lower the volume of your music or conversation, you will be expected to immediately do so out of courtesy to your neighbors.

Selling/Conducting A Business
Residence halls cannot be used for commercial activity. Thus, residents may not conduct a business or other commercial activity using their room, room address, room phone, data jack, or wireless access. Problems with solicitors should be reported to the Office of Residential Life.

Soliciting/Posting Procedure
Student Housing is willing allow registered campus student organizations to post a limited number of signs or flyers in residence hall lobbies and/or common areas regarding the programs, information, and services.

- Campus organizations must have their posters approved and distributed for posting by the Residential Life
- All flyers must display the name of the student organization and no flyer will be approved if it contains inappropriate content (profanity, explicit or suggestive language, etc.).
- No more than 15 fliers should be hung in any given building.
- No posting of any kind may be placed on sliding elevator doors, sidewalks, or obscuring the vision of students approaching a glass door. Any improperly placed or unapproved posting will be promptly removed. Door-to-door, telephone, and other personal solicitations are prohibited by all persons, whether students or commercial salespeople. Problems should be reported to studenthousing@uno.edu

Pass-Keys, Spare Keys & Spare IDs

- A Pass-key occurs when a student has locked their ID or hard key in their suite or room. A Pass-key cost $10.00 and is billed to the resident’s student account. When a Pass-key occurs a Residential Life employee does not lend out any spare keys, but rather takes the student up to their room and lets them inside.
- A spare hard key will be issued when a resident has lost their originally issued hard key. A hard key replacement cost $50.00 and is billed to the resident’s student account.
- A spare ID can be lent out when a student has lost their swipe card after Card Services is closed. Spare IDs will not be lent out when Card Services is open, and Spare IDs will only be programmed until 8am the next business day. At that time, the student is expected to go to Card Services, get a new ID, and return the spare ID to Residential Life. If the spare ID is not returned the resident’s account will be billed $15.00.
Visitors and Guests

Guests are permitted 12pm-11:59pm Monday-Friday, and 24 hours on Saturday and Sunday. See chart below.

<table>
<thead>
<tr>
<th>Time</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>12am-11:59am</td>
<td>No Guests</td>
<td>No Guests</td>
<td>No Guests</td>
<td>No Guests</td>
<td>No Guests</td>
<td>Guests allowed</td>
<td>Guests allowed</td>
</tr>
<tr>
<td>12pm-11:59pm</td>
<td>Guests allowed</td>
<td>Guests allowed</td>
<td>Guests allowed</td>
<td>Guests allowed</td>
<td>Guests allowed</td>
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</table>

If a resident would like to have an overnight guest on a weeknight, they must have an overnight guest form approved prior to their visitor’s arrival. Overnight guest forms are available in the Office of Residential Life. The form must be signed by all the resident’s roommates and brought back to the office for an Area Coordinators approval. Stays longer than 5 days will not be approved. Overnight guest’s forms are not required on the weekends.

Visitors should notify their host of their arrival prior to entering the residence hall. All visitors must check in at the front desk with a photo ID upon arrival, and check-out upon departure. From the time that they enter the building, your visitors are your responsibility. You must be present with them at check-in and during their entire visit. These steps are important for ensuring a safe and secure environment. You and your guests are expected to be respectful and considerate of other residents and your roommates’ study and rest. Residents may be held financially responsible for damages caused by their guests.

Minors (over the age of 16) will only be allowed to visit if an approved Minor Overnight Guest form, has been completed, signed by the legal guardian and submitted to the Office of Residential Life via email at least 48 hours prior to the visit for approval. Minors are only allowed during the weekend and are not allowed during Mardi Gras Holiday.

UNIVERSITY POLICIES

The University of New Orleans is committed to creating and maintaining an education, working and living environment that is free from discrimination and harassment.

<table>
<thead>
<tr>
<th>Policy Statement</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nondiscrimination Policy Statement</td>
<td>The University is an Affirmative Action, Equal Opportunity Employer. This Policy prohibits discrimination on grounds protected under Federal and Louisiana law. To the extent protected by law, University programs, activities and facilities are available to all without regard to race, color, sex, gender identity or expression, sexual orientation, marital status, age, national origin, political affiliation, physical or mental disability, religion, protected veteran status or any other legally protected class.</td>
</tr>
<tr>
<td>Disability &amp; Accessibility Policy Statement</td>
<td>The University of New Orleans is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the University, or be subjected to discrimination. The University of New Orleans provides reasonable accommodations to qualified individuals. Reasonable accommodations shall be made in a timely manner and on an individualized and flexible basis. Discrimination against individuals on the grounds of disability is prohibited. The University also strictly prohibits retaliation against persons arising in connection with the assertion of rights under this Policy. Concerns about discrimination or harassment should be directed to The Office of Student Accountability &amp; Disability Services.</td>
</tr>
<tr>
<td>Sexual Misconduct</td>
<td>Sexual misconduct is a form of sex discrimination in violation of the University of New Orleans Sexual Misconduct Policy, the Code of Student Conduct, and the Resident Handbook. In instances where University Sexual Misconduct Policy conflicts with the Code of Student Conduct or Resident Handbook, the Sexual Misconduct Policy will apply.</td>
</tr>
</tbody>
</table>

Pontchartrain Hall Resident Handbook
Policy supersedes with respect to matters of sexual misconduct. The University will handle allegations of sexual misconduct in accordance with the provisions of the Sexual Misconduct Policy.

**Responsible University Employees:** All complaints or reports of sexual misconduct made to a responsible university employee, including those made to law enforcement, resident assistants, faculty, student employees, coaches, and administrators, must be reported to the Title IX coordinator, currently the Director of Student Accountability.

**Reporting and Resources:** There are confidential resources available on campus to help you decide all of your options. There are also campus offices that you may report directly to, which will initiate a campus investigation regarding Sexual Misconduct. Both the confidential resources and campus offices can assist in helping you to understand your options, and provide accommodations such as housing changes, academic accommodations, no contact directives, work accommodations, etc. For more information regarding the investigation and University adjudication process for Sexual Misconduct incidents please visit: uno.edu/student-affairs/.

**Amnesty:** Students who report sexual misconduct will not face disciplinary charges under the Code of Student Conduct or the Resident Handbook for using or possessing alcohol and/or drugs at the time of the incident.

**Reporting:** To report sexual misconduct and initiate an investigation, you may do so in person or over the phone, at the following campus offices:

- Office of Residential Life: 504-280-6402
- Student Affairs: 504-380-6620
- University of New Orleans Police Department: 504-280-6666

Upon receipt of a report, NOPD will typically conduct a criminal investigation.

**Confidential Resources:** If you have been victimized and are not sure what happened or what you may or may not want to do, you should access the University’s confidential services to help you determine how you would like to proceed. Only the resources listed below can provide legally protected confidential services. Anyone other than a confidential source that you share information with about an assault, may have an obligation to report the information if they are a responsible University employee under the University’s Sexual Misconduct Policy, (such as a resident assistant, faculty person, coach, etc.). Confidential campuses resources are only those that have a professional and legally protected ability to provide confidential services. It is important to note that confidential resources, under state law, are required to report child sexual abuse.

Counseling Services: 504-280-6683

Campus Chaplains-Newman Center: 504-280-6336

**Vaccination Policy**

Louisiana state law requires every student who resides in the on-campus residence halls to be vaccinated against meningococcal disease. A student may be exempt from this requirement if the student- or if under 18 a parent or guardian signs a written waiver stating that the student has received the information and has chosen not to be vaccinated against the disease. Additionally, the University of New Orleans requires all entering students to provide documentation of current vaccination from Measles, Mumps, Rubella, and Tetanus/Diphtheria.

**Multicultural Community Policy**

Our community is a dynamic, active multicultural community. Our citizens identify themselves in many different ways with distinctions that include, but are not limited
to, race, ethnicity, gender, sexual orientation, national origin, religion, age, physical ability, mental ability, class, cultural history, and life experience. Out of this diversity, we seek to build a community where we are able to balance our desire to explore individual differences with our desire to celebrate common bonds; a community that is equally concerned with our rights as individuals and our responsibilities as members. Our success in this effort depends on each citizen’s understanding of those rights and responsibilities, as well as one’s adherence to the principles upon which our community is built.

We seek to create an environment in which:

- each citizen feels he or she rightfully belongs;
- one’s dignity and membership is recognized and respected regardless of distinctions in identity;
- the moral and legal rights to free thought, speech, and opinion are encouraged in an atmosphere of mutual acknowledgement and respect;
- judgments by others are made solely on one’s conduct, character, and exercise of citizenship and intellect.

Your rightful membership as a citizen of this community is directly tied to your fulfillment of the responsibilities of citizenship. First among these is to recognize the rightful place of every other citizen in our community, and to abstain from acts of abuse, harassment, or assault towards others. Our community and our principles foster multicultural skills in our citizens. We believe that these skills are a fundamental and necessary capacity for every citizen in any pluralistic, multicultural, and democratic society.

### Conduct Adjudication Process

The following section outlines what procedures Residential Life staff follow in documenting, adjudicating, and sanctioning students when infractions of the Residence Handbook or Code of Student Conduct occur. These procedures are designed to serve the purposes of: (1) providing an orderly process in which cases of violations can be handled fairly and expediently, and (2) providing reasonable procedural protection for individual students accused of violating the Resident Handbook and/or the Code of Student Conduct.

1. Documentation
   Office of Residential Life staff members are required to document any event that occurs in and around the residence halls. This includes routine fire drills, policy violations, or serious medical emergencies. Staff may document events in a log or an Incident Report. These both serve as official documentation for administrative/disciplinary proceedings. Misconduct that occurs in and around the residence halls often constitutes violations of both the Resident Handbook and the Code of Student Conduct. Students found responsible for such violations may face sanctions that affect both their status as on-campus residents and their student status.

2. Referrals
   Misconduct may be documented by Office of Residential Life staff, University Police, or reports from other campus community members. Any person may refer a student suspected of violating the Resident Handbook and/or the Code of Student Conduct. Persons making a referral are required to provide information pertinent to the alleged violation(s) and will normally be expected to participate in the adjudication process. You have the right to expect that others with whom you interact, including staff, other University employees, and faculty, will treat you with
respect and fairness, and that other students will interact with you in a manner that conforms to the Resident Handbook and the Code of Student Conduct. If you feel you have been treated wrongly or unfairly by another student, you should report the incident to your RA or Area Coordinator. Staff will advise you on informal means, often with their help, of resolving the matter. Staff also can advise you on ways to make formal referrals through the University’s conduct process, police, or housing administrative action process.

3. Meeting with Area Coordinator
According to the Student Code of Conduct, “Faculty and staff complaints regarding students and/or student organizations should be handled at the lowest possible level.” Thus, students reported to have engaged in misconduct will receive correspondence requesting a meeting from the Area Coordinator of the hall where the misconduct occurred. Students have two (2) days to schedule their meeting with the Area Coordinator. The meeting with the Area Coordinator serves to review the incident and/or allegations, determine if charges under the Resident Handbook are appropriate, and to determine if the Area Coordinator will serve as the Hearing Officer or if the case needs to be forwarded to the Office of Student Accountability. Area Coordinators will typically serve as Hearing Officers for incidents where an imminent risk of safety to others was not present, and/or where removal from housing or charges under the Code of Student Conduct is not a consideration. As Hearing Officers, Area Coordinators will determine the facts of the case, determine responsibility of the students involved, and assign administrative housing sanctions to those found responsible. Failure to participate in requested meetings will result in a referral to the Office of Student Accountability.

4. Review of Area Coordinator’s Decisions
Students who have questions or concerns regarding decisions made by Area Coordinator should direct those concerns, in writing, to the Director of Residence Life within three (3) days of receipt of the final sanction letter.

5. Cases Referred to The Office of Student Accountability
Incidents where an imminent risk to the safety of others was alleged, a student faces potential removal from housing, and/or the alleged behavior constitutes a violation of the Code of Student Conduct, will normally result in a referral to the Office of Student Accountability. Students who do not reside on campus but are reported to have committed misconduct in or around a residence hall, will also be referred to the Office of Student Accountability.

6. Administrative Hearing
Students who are referred to the Office of Student Accountability will receive correspondence requesting that the student schedule an administrative hearing with the Director of Student Accountability or a designee. Students have five (5) days to schedule an administrative hearing. The administrative hearing with the Director of Student Accountability or designee serves to review the written referral and discuss pertinent procedures and options for resolving the allegation. Possible outcomes of an administrative hearing include:
   a. dismiss the case due to insufficient evidence;
   b. resolve the case immediately, by determining charges and rendering a determination; or,
   c. notify student of disciplinary charges and schedule the appropriate proceeding at later date.
   d. Failure to schedule an interview may result in:
e. a Review Board Hearing automatically being scheduled, and/or
f. a holding/blocking of the student’s course registration materials.

7. University Board of Review
The University Board of Review is made up at minimum of 1 student and 3 faculty/staff members. Board Hearings are held for violations of the Code of Student Conduct that may result in a suspension or expulsion from the University. Additionally, students who have questions or concerns regarding decisions made by Director of Student Accountability during an Administrative Hearing should direct those concerns, in writing, to the Director of Student Accountability within three (3) days of receipt of the sanction letter. The Director of Student Accountability will then make a Board of Review, and establish a hearing date. If the student is found responsible, the Board makes the sanction recommendation to the Director of Student Accountability, who makes the final administrative sanction decision.

8. Appeals of University Board of Review
University Board of Review findings can be appealed by emailing the Dean of Students within five (5) working days from the mailing date of the decision. The decision to grant an appeal will be based upon information presented in the written letter of appeal. The Dean of students will, in writing, inform the parties involved of his/her decision within ten (10) working days receiving the appeal. For more detail about the adjudication process please visit: uno.edu/student-affairs/

Potential Sanctions
Violations of Resident Handbook can result in a range of administrative sanctions. The sanction imposed for violations will depend on the degree of severity and impact (both potential and actual) of the behavior on the residence hall community. One or more sanction may be given in conjunction with another. With the exception of Housing Termination, all administrative sanctions may be implemented at the Area Coordinator Level. The sanction of Housing Termination is imposed by the Director of Student Accountability in consultation with the Director of Residence Life. If an action is a violation of both the Resident Handbook and the Code of Student Conduct a student may face sanctions that affect their both housing and student status.

- Written Warning: Indicates that a student’s behavior is in violation of stated policies. Further violations may result in a referral or a more serious sanction.
- Housing Probation: Probation is a serious sanction and is deemed as the final warning. A resident on probation will be precluded from employment with the Office of Residential Life, and may face Housing Termination if found responsible for another violation while on probation.
- Housing Termination: This sanction may be implemented only after an Administrative Hearing. The conditions of Housing Termination are as follows:
  - Residents are notified that the Housing Contract is terminated. The current assignment must be vacated with three (3) days of final sanction. The period of Housing Termination is determined by the Director of Student Accountability in conjunction with the Director of Residence Life.
  - Residents may also be prohibited from re-entering the residence halls. This additional sanction is called Denial of Access and, if violated, can result in suspension/expulsion from the University.
o Community Service Project/Educational Project: assigned in addition to, or in lieu of, other sanctions. The project will be completed under the supervision of Residential Life staff. Education projects often include a reflective essay.

o Restitution: The student is required to make payment to the University or to other persons, groups, or organizations for damages incurred as a result of a violation of the Code of Student Conduct or the Resident Handbook.

o Billing: Individuals/Residents will be assessed charges for damages, loss, or abuse of the assigned space and/or the Residence Hall policies. Residents may also be billed for damage or theft for which their guests are responsible. Questions or disputes of charges should be directed to the Director of Residence Life. Residents may be held collectively responsible for damage, theft, loss, or special service costs required for the common areas or to University property within the residence halls when individual responsibility cannot be determined. An equal portion of the charges may be billed to each resident. Questions or disputes of charges should be directed to the Director of Residential Life.

<table>
<thead>
<tr>
<th>Charges may include but are not limited to:</th>
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<tbody>
<tr>
<td>Smoking-$50.00</td>
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<tr>
<td>Alcohol-$50.00</td>
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<tr>
<td>Visitation Violations-$25.00</td>
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<tr>
<td>1st No Exit Violation-$25.00</td>
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<tr>
<td>2nd No Exit Violation-$50.00</td>
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<tr>
<td>Littering Violation-$50.00</td>
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<tr>
<td>Tampering with Smoke Detector-$50.00</td>
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<tr>
<td>False Fire Alarm-$100.00</td>
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<tr>
<td>Improper Check Out-$25.00</td>
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<tr>
<td>Move out past deadline-$100.00</td>
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<tr>
<td>Removal of items from room &amp; common room-$200</td>
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<tr>
<td>Storage of items (Per day, for a maximum of 30 days)-$15.00</td>
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<tr>
<td>Pass Key-$10.00</td>
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<tr>
<td>Key Replacement-$50.00</td>
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<tr>
<td>Lost Temp Key-$15.00</td>
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<tr>
<td>Tampering with Cable jack-$25.00</td>
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<tr>
<td>Cleaning of Bathroom-$50.00</td>
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<tr>
<td>Cleaning of Bedroom-$35.00</td>
</tr>
<tr>
<td>Cleaning of Common-$50.00</td>
</tr>
<tr>
<td>Removal of Trash-25.00</td>
</tr>
<tr>
<td>Removal of Graffiti or Marks from any surface-$15.00/hr</td>
</tr>
<tr>
<td>Painting-material, plus labor</td>
</tr>
<tr>
<td>Repair damages to room-material, plus labor</td>
</tr>
<tr>
<td>Repair or replace furniture-any cost, plus labor</td>
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</tbody>
</table>

o Removal of Appliances/Instruments/Lofts: Residents will be directed to remove any appliances and/or instruments that are deemed unsafe or create a disturbance. Failure to remove the appliance or instrument may result in a disciplinary or administrative referral. Lofts and other structures are prohibited and must be removed within 48 hours. Questions should be directed to the resident’s Area Coordinator.

o Administrative Room Move: Individual As per the Housing Agreement, an Area Coordinator can reassign a resident to a location on campus when that relocation would be in the best interest of the individual(s) involved and/or the community. Such a room move normally would be expected to occur within 24 hours of notification from the Area Coordinator, and therefore may occur prior to the initiation of a Conference or Hearing or independent of other actions which may be taken in adjudicating a violation of the Code of Student Conduct and/or Resident Handbook. Normally, the space vacated by the student will remain unassigned, pending the outcome of any adjudication process. Questions may be directed to the student’s Area Coordinator.

o Administrative Room Move: Group As per the Housing Agreement, an Area Coordinator may reassign a group of residents when it has been determined that a group has been disruptive in a serious or repeated manner, or that they pose a threat to their current living environment. All
individuals may be moved to other residence hall assignments. Such a room move normally would be expected to occur within 24 hours of notification from the Area Coordinator, and therefore may occur prior to the initiation of a Conference or Hearing or independent of other actions which may be taken in adjudicating a violation of Code of Student Conduct and/or Resident Handbook. Normally, the spaces vacated by the students will remain unassigned, pending the outcome of any adjudication process. Questions may be directed to the student’s Area Coordinator.

- Emergency Removal from Housing: The Director of Residence Life or an authorized designee may temporarily suspend an individual from the residence halls pending initiation or implementation of administrative or disciplinary action when the resident constitutes a threat to oneself or others.

**Administrative Housing Files and Disciplinary Files and Records**

All administrative Housing files are kept in the Office of Residential Life and University discipline files are maintained in the Office of Student Accountability and kept for a minimum of three years from the date of the final notice. Records may be retained for longer periods of time or permanently, if so specified in the sanction.

- Students may petition, in writing, the Director of Residence Life and Director of Student Accountability to void administrative housing files and disciplinary records.

**Residential Life Administrative Policies**

**Suitemate/ Roommate Concerns**

In choosing to live in the residence halls, you have entered a community of peers in which all students live together on this floor and as roommates in a suite. All occupants of the floor/suite have rights regarding the space, privacy, study and rest that do not infringe upon the rights of others. Having a roommate may be a new experience for many residents, and students will need to learn to negotiate and open the lines of communication to have a successful relationship. While students do have the opportunity to request specific students as a roommate on their application, Pontchartrain Hall suites are assigned with all students per suite having the same gender identity listed on their student account. Students interested in housing options other than traditional same gender housing assignments are encouraged to consider Gender Inclusive Housing (see below).

**Roommate Agreements**

It is highly recommended that each suite complete a roommate agreement. Residents may request assistance from their RA when completing a roommate agreement. The roommate agreement should be used as a discussion tool for all residents living in the space. When you live in a suite style residence hall there are more shared spaces that need to be discussed. Many suite-style residents make the mistake of assuming that because there are a small number of people involved, it is not necessary to establish a roommate agreement. This assumption nearly always

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**Discuss with your Roommate**

- Privacy needs
- Room Temperature
- Hours you sleep, hours you study
- Television, stereo, computer use
- Sharing of personal property
- Cleaning arrangements
- Guests in the room during the day and evening
- Overnight guests
results in conflicts that range from minor annoyances to full-fledged disputes.

Resolving Conflicts
At times our staff may work with students to create a more specialized roommate agreement. These agreements are tailored to the unique issues and concerns of roommates. In some instances, if roommates are having difficulty living together, RAs may require the completion of a roommate agreement as part of a roommate mediation process. If you have roommate issues that seem unresolvable, there are staff members available to help you work through your dispute. Your Resident Assistant, Area Coordinator and Director of Residence Life are trained to help you work out your difficulties.

To begin the mediation process:
- Contact your RA and request assistance.
- Be willing to state your issues clearly.
- The mediator will facilitate the discussion.
- You will work to develop a mutually agreeable compromise.
- An agreement is designed to address all resolved issues.
- If the agreement is violated, administrative action.

Gender Inclusive Housing Policy
Gender Inclusive Housing is open to all residents whose needs are not met by our traditional housing options. This policy supports the University’s non-discrimination policy, which includes sexual orientation and gender identity. While all housing on campus is expected to be free of bias and discrimination, GIH was designed to be a particularly comfortable home on campus for students who do not identify with traditional binary gender assignments. Students interested in living in a gender inclusive suite (4 bedroom or 2 bedroom) must opt into the option by notifying Office of Residential Life staff.

This policy is not designed to provide housing for students to live with a romantic significant other. Once the suite has been designated as a gender inclusive suite, it will remain so for the remainder of the term.

Assignment Information
Students complete the online housing application via the Office of Residential Life website in order to be assigned to Pontchartrain Hall. All fees, payment schedule, conditions of the agreement are outlined in the Pontchartrain Halls Housing Agreement which the student electronically signs during the application process. The agreement is also hosted on the Office of Residential Life website for student review. Several sections are listed below for convenience.

Types of Agreement Terms
- **Full Year Term** provides housing beginning Saturday, August 10, 2019 and ending at noon on August 3, 2020. Students choosing the full year term may be required to relocate for the summer term depending on space availability and Office of Residential Life projects. These students live in Pontchartrain Halls without leaving between terms.
- **Academic Year Term** provides housing beginning Saturday, August 10, 2019 and ending at noon on Saturday, May 16, 2020. Students who cancel the spring portion of this agreement will incur buyout costs as per the agreement terms.
- **Fall Only Term** is designed for students completing their course of study at the end of the fall term. This term provides housing beginning Saturday, August 10, 2019 and ending at noon on Saturday, December 14, 2019. Fall Only lease students may not choose to pay for extended stay over winter break if they are not staying in the Spring.

- **Spring Only Term** provides housing beginning Thursday, January 9, 2020 and ending at noon on Saturday, May 16, 2020. Students with this type of lease interested in Summer Housing will receive additional information about options, costs, and restrictions starting in April.

**HOW CAN I CHANGE ROOMS?**

You’ll keep your same room from fall semester to spring semester unless you ask for a change, or there is a special room assignment situation. Every requested room change must be approved in advance and in writing by Residential Life Staff.

“Room Freeze”

“Room Freezes” let Residential Life staff make sure all students have arrived, “take attendance,” and correct any assignment mistakes. “Room Freeze” occurs during the 1st two weeks of each semester. When room freezes are not in place, residents must email their Area Coordinator to request a room change. All changes are at the Area Coordinator’s discretion and the Area Coordinator may request a roommate mediation before granting any change. If a change request is granted the AC will work with the Housing Assignments Coordinator to find a new assignment and make sure it is move-in ready. There are two types of room changes that can be considered:

a) **Moves to an Open Space (A vacancy is required).** The resident moves to a different floor or building and becomes the new roommate of someone he or she may not know.

b) **Room Swaps (No vacancy is required).** The residents of the rooms involved agree and ask for Residential Life staff permission to switch room assignments.

The Resident may not move until they receive an email from their AC saying their new assignment is ready. The student must then follow the proper timeline and room change procedures outline in the AC email. Students who choose to move from a 4-bedroom, to a 2-bedroom, or 1 bedroom should note that they will be charged an increased rate for the upgraded room.

Room Changes at Mid-Year

The best opportunity to change buildings or change rooms on your floor is between semesters. This is because of the vacancies caused by residents who graduate, transfer, make room changes or for other reasons leave their assignments at the end of fall semester. Beginning on November 1st students may begin emailing the Office of Residential Life requesting a mid-year room change. No Area Coordinator approval is needed for a mid-year room change and staff try to accommodate any request for which they have availability. The Resident may not move until they receive an email from their AC or the Assignments Coordinator saying their new assignment is ready. The student must then follow the proper timeline and room change procedures outline in the email. Students who choose to move from a 4-bedroom, to a 2-bedroom or 1 bedroom should note that they will be charged an increased rate for the upgraded room.

**SPECIAL ROOM ASSIGNMENT SITUATIONS**

**A Vacancy in Your Room:**

Don’t get too used to the extra space and privacy, a roommate can be assigned at any point in the school year and with as little as 24 notice (less in some cases). If there’s an opening in your room at the end of the fall semester, you’ll most likely have a new roommate at the start of spring semester. Out of courtesy to this student, please leave your room in “clean, move-in” condition.
throughout the vacancy. This means not using the extra sink or bedroom space for any reason. Student who use spaces that are not assigned to them could face housing fines.

Consolidations
At times when the residence halls are not at full capacity, the Office of Residential Life will require certain residents in partially occupied suites to move into other suites so the suite is full. This allows the staff to consolidate energy and utility use. It also allows maintenance and custodial to maintain suites more easily. When a consolidation occurs students will be notified via email and given 1 week to move to their new space. Students who do not comply will be put through the student conduct process.

Displacement
In rare occasions, students are required to relocate from their rooms because their room, floor, or building is in need of maintenance/renovation, or is uninhabitable because of an emergency. Under normal circumstances the Office of Residential Life will give as much advance notice as possible, and the student will be reassigned to another room on campus. Staff will work with the displaced student to select their preferred relocation place from available rooms. These student must move. Non-complaint students may face a student conduct process.

Room selection/agreement renewal
Choosing your room and roommate for the next school year will occur in March and April. This is the best opportunity for all eligible returning residents to change buildings or roommates. The Office of Residential Life will email instructions for residents to complete the reapplication process in a timely manner. Spaces will not be held for students who fail to complete their reapplication within the allotted timeframe. Residents have until July 1st to cancel their re-application with no penalty. After July 1st, a $50 cancellation fee applies to those students still enrolled at the university who cancel their housing application for the following term.

Withdrawal from Housing Agreement

Release from the Agreement
Residents who wish to be released from their housing contract must submit a request to cancel via email to studenthousing@uno.edu. Those students who are withdrawing from the University will be charged a $100 cancellation fee and will lose their deposit if they have one on file. Residential Life follows the University calendar for refunds, thus these students will be issued a prorated refund for their housing and meal plan if they cancel with in the 1st four weeks of class. No refund will be issued to those who cancel after the 1st four weeks of class. Those students who cancel, but are still enrolled at UNO will be charged a $500-dollar agreement buyout fee and will lose their deposit if they have one on file. These students will be issue a prorated refund for their housing only if they cancel with the 1st four weeks of class.

Mid-Year Withdrawal
Unless as student has signed up for a Fall Only term, any student who wished to be released from their Housing Agreement at the end of fall/start of spring must cancel via email. Those students who are withdrawing from the University will be charged a $100 cancellation fee and will lose their deposit if they have one on file. Those students who cancel, but are still enrolled at UNO will be charged a $500 cancellation fee and will lose their deposit if they have one on file. If a student with a Fall Only agreement decides to apply for Spring term as well, they have until Dec. 1st to cancel the spring lease they recently signed up for. After Dec. 1st, these students will also be subject to cancellation fees if they decided to cancel their spring lease.
Part-Time Student Status
You are expected to maintain full-time student status (12 credit hours or more) each semester. If you drop below 12 credits after Schedule Adjustment ends, you normally may remain in residence halls that semester, although Office of Residential Life reserves the right to have you move out if your reduced credit load would pose issues with roommates or create other problems within your living environment.

Withdrawal from All Classes
If you withdraw from all classes at any time during a semester, you are expected to immediately submit an email notifying Residential Life of your change in status. Your move-out should occur within 48 hours after your withdrawal is processed. If you re-enroll you will have to reapply for housing.

Academic Dismissal
If you are dismissed, your housing assignment will be held until your appeal and/or the University’s reinstatement process for that semester has been completed. If you are readmitted after a semester or more of non-enrollment, you must reapply for housing.

WHEN YOU’RE CHECKING OUT...
• Wait until your room change, release from Agreement, etc., has been officially approved.
• Carry all trash and unwanted items to the outside dumpsters.
• Make sure walls, doors, windows, etc., are clean and without damages.
• Clean, broom-sweep, or mop the floor, and restore the room to its “move-in day” condition, including repositioning all furniture.
• Check out with an RA and return your room key. See “Individual & Group Billing” for charges that may apply at check-out

Room Care Considerations
Students are encouraged to maintain high standards of room cleanliness and care in the best interest of themselves and the community. The following guide offers additional details about care for specific areas of the suite.

Air Conditioners: In order to manage temperature and humidity levels, your suite thermostat is scheduled to limit the ability to lower the temperature below and above approved thresholds (69-80 degrees). In order to ensure units are not constantly cooling units that are unoccupied, the thermostats use motion sensor technology to gauge room occupancy. If the thermostat does not detect motion within a unit within 12 hours, it will revert to the auto setting of 75 degrees in cool mode. Student who notice their AC has reverted to the unoccupied room setting and maintaining 75 degrees may lower the set point to engage the system. As Pontchartrain Hall HVAC units are managed by the hot water/ chill water system, units at the extremities of the halls may experience longer cooling times during peak use. Please allow additional time for cooling during peak times.

Toilets: Only human waste and toilet paper are approved items to be flushed down toilets in Pontchartrain Halls. Flushing unapproved items such as wipes and feminine hygiene products will cause issues with the plumbing/ sewer system.
**Furnishings:** Bedrooms originally contained mirrored closet doors in Pontchartrain Halls. As students have requested them to be removed, Office of Residential Life staff has removed the mirrored doors, accommodating the request. Once removed, however, staff will not place mirrored doors back in the suite/closet. Students may request closet door removal via the online maintenance request form. Bedframes in Pontchartrain Halls are designed to allow the mattress height to be adjusted. Students wishing to have their bed height adjusted may use the online maintenance request form for Office of Residential Life staff to complete the request.

**Involvement Opportunities**

Living on campus provides multiple opportunities for residents to get involved in their community, developing interpersonal and leadership skills and learning from the diverse residential population. Several of the opportunities are listed below.

**Student Employment with Office of Residential Life**
*Resident Assistants* are University of New Orleans students hired to live on the floor of their Residence Hall and provide assistance with safety procedures, community building and daily management of the residents. Compensation includes scholarship in the amount of a 4 bedroom room costs and minimum residential meal plan. *Desk Assistants* are University of New Orleans students hired to staff the front desks of their halls. Desk assistance answer calls, enforce guest and security policies and more.

**Residence Hall Association**
All residents of Pontchartrain Halls are considered members of the Residence Hall Association. This organization provides a space for residents to coordinate feedback about their residential experience, plan events and activities of interest to the residential community and more.

**STEM Living Learning Community**
Students majoring in Science, Technology, Engineering and Math academic programs are invited to participate in the STEM living learning community residing on the 4th floor of Pontchartrain Hall North. In this community, students engage with STEM faculty and fellow students during events, study groups and projects designed to enhance the in class experience.

**Honors Community**
Students participating in honors coursework are invited to live together in our honors community on the 4th floor of Pontchartrain Hall North. This community celebrates academic excellence and provides support to community members’ academic efforts.

**Visual and Performing Arts**
Students majoring in the arts as well as those with interests in visual and performing arts are invited to live together in our Visual and Performing Arts community on the 3rd floor of Pontchartrain Hall North. This community celebrates long standing transitions of artistic expression in New Orleans culture.
University Contacts

Emergency Contacts
UNOPD Emergency Line .............................................. 504-280-6666
UNOPD Business Line ................................................. 504-280-6371
UNO Parking & Traffic .................................................. 504-280-6047
New Orleans Police Department ........................................ 911

Office of Residential Life
North Hall Service Desk .................................................. 504-280-7777
South Hall Service Desk .................................................. 504-280-7738
Main Housing Line ....................................................... 504-280-6402
Fax Number .................................................................. 504-280-5584
Privateer Place .................................................................. 504-571-9712

University Center
University Center Information Desk .................................. 504-280-6335
Book Store .................................................................. 504-280-6373
Mail Services ................................................................. 504-280-6247
Chartwells Dining Services .............................................. 504-280-6370
Chartwells Catering Services .......................................... 504-280-6079
Health Services .............................................................. 503-280-6387
Counseling Services ....................................................... 504-280-6683
Student Affairs Office ..................................................... 504-380-6620
Student Involvement & Leadership (SIL) ......................... 504-280-6349
Greek Life ...................................................................... 504-280-6341
Office of Diversity Affairs .............................................. 504-280-6692

Library & the Privateer Enrollment Center
Library Services .............................................................. 504-280-6355
Admissions Office ............................................................ 504-280-6595
Registrar’s Office ............................................................. 504-280-6489
Financial Aid, Student .................................................... 504-280-6603

Alumni Center
Career Services ............................................................... 504-280-6225
Alumni Center ............................................................... 504-280-2586
UNO Federal Credit Union .............................................. 504-280-6496

Administrative Building
Bursar’s Office ............................................................... 504-280-6489
Payroll ........................................................................ 504-280-6480
Human Resources .......................................................... 504-280-6259

Other Useful Campus Numbers
Information Technology Help Desk .................................. 504-280-4377
Privateer ID Cards .......................................................... 504-280-4357
International Center ....................................................... 504-280-3248
Newman Center (Catholic Center) ................................... 504-280-6336
Learning Resource Center (Writing & Tutoring Services) .... 504-280-7054
Campus Booking ............................................................ 504-280-2665
Athletics ..................................................................... 504-280-6102