

**CONCORDIA
UNIVERSITY
TEXAS
RESIDENTIAL
LIFE MANUAL
Revised: 8/19/2024**

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SECTION 1: RESIDENTIAL REQUIREMENTS

Am I required to live on campus?

- 1) Incoming Freshman – Yes, freshmen are required to live on campus, unless they apply for an exemption and it is approved through the process.
- 2) Continuing Sophomores – Yes, sophomores are required to live on campus, unless they apply for an exemption and it is approved through the process.
- 3) Upper Classmen – It is optional for upper classmen (Juniors and Seniors) to live on campus; however, if space available you are encouraged to live on campus.
- 4) Transfer Students - It is optional for Transfer Students to live on campus; however, if space is available transfer students are encouraged to live on campus.
- 5) Graduate Students – It is optional for Graduate Students to live on campus.

New, incoming traditional first-year students commit to a 2-year housing agreement. This Housing Agreement requires students to remain and reside in housing for the entire 1st and 2nd academic year, unless they apply for an are granted a housing exemption. Students may choose to live on campus for the summer semester, but this is not part of the University's housing requirement. Students desiring to live off campus may request an application for exemption from The Office of Residential Life. Completing this application does not guarantee that your request is granted. All residential students sign a Housing Agreement which is included in the application which states that they agree to live in Residential Housing and will adhere to the rules of the Residential Hall as explained in this manual. Note that once the Housing Application is submitted, the student has signed the Housing Agreement which means the student has agreed to follow the conditions found in this handbook

Housing Application Process:

- 1) Students Submit Housing Application.
 - Students complete and sign the Housing Application and the Housing Agreement.
 - Students pay any applicable fees/deposits with their Housing Application.
- 2) CTX Residence Life places/assigns students into a room (shared via CTX email by a set deadline).
- 3) Students move in. (dates and times for student move in will be sent to students' CTX email); keys will be issued on the date that the student moves into the room after they provide proof of CTX student ID.

Academic Enrollment Requirement: All undergraduate residential students must remain enrolled in a minimum of 9 credit hours each semester while living in the residence halls. Students enrolled solely in online courses must request approval to live on campus through the Dean of Students. A student not enrolled in classes at Concordia University Texas, is not eligible to live on campus.

SECTION 2: Welcome to Residential Life

CTX Residential Vision: To support students in the adventure of faith, learning and life-changing experiences leads to meaningful work.

CTX Residential Life Philosophy: As a vital part of a liberal arts education, the Office of Residential Life exists to challenge and support personal wellness, individual growth, and the achievement of educational goals. We strive to provide care for the whole student as they live within the residential community. The ultimate goal of the residential experience is that each student would live in a residential community that provides opportunity for:

- 1) GROWTH as responsible and respectful individuals;
- 2) ENGAGEMENT in activities and experiences which create positive memories and academic success which leads to meaningful work;
- 3) GENEROSITY with time, talents, and resources in service to others in their residences, the campus community, and the world at large;
- 4) LEARNING how to create and maintain a healthy work-life balance.

Letter From the Dean of Students:

Welcome to Residential Life! Together, we are about to begin Concordia University's 99th year in operation and I am excited to have you as part of our Residential Life Community. As we begin this school year, I want to greet you with encouragement for a peaceful and successful year. Please read these two announcements and review my recommendations for a positive residential experience, but first, here are two announcements:

At the beginning of the summer, we said goodbye to Residential Director Leslie Moore- Paul who served the university for 4+ years. During her time at Concordia, Ms. Leslie shared her heart and cared greatly for students. Her passion for students was evident. Her cheery disposition will be missed. I'm sure those of you who met her will agree, Ms. Leslie left a lasting positive imprint on Residential Life.

Notes of appreciation intended for Ms. Leslie can be dropped into the secure white wall mailbox outside of F-207 (Dean's Office). Markers, blank cards and empty envelopes will be left on the table near the mailbox for your use. All notes should be left by September 13th at noon.

After prayer and deliberation, [Nik Locker](#) agreed to move into the position of Director for Residential Life. Returning students will know Nik from running a vibrant Student Activities team in 2023-2024, playing piano in worship, or serving delicious meals around campus. New students may recognize Nik from the 2024 Embark sessions where he was the Purple vs. Gold Games announcer.

Prior to moving to Austin, Nik had experience working with hundreds of young adults in Boston and other faraway places. Nik joined CTX in August 2023 and has thrived with Student Activities, excellent communication, collaboration with other University departments and organizations, as well as sharing great meals. We value Nik's investment into the lives of

students and affirm that the entire University unanimously supports his transition to Director of Residential Life. We are thankful for his leadership with all things residential.

We expect this year to have some minor bumps and hiccups as we transition to a new Director, a new residential team and a new set of students, however, we are fully confident that this year's residential staff will provide every student with the opportunity to experience growth, engagement, generosity, and learning.

Here is my **Recommended to do list** for new and returning students:

- 1) Read the Student [Code of Conduct](#).
- 2) [Read the residential handbook](#) – so you know what's expected in residential halls.
- 3) Attend your hall meetings.
- 4) Check CTX email daily.
- 5) Download the CTX Safe app to your phone.
 - Save (512) 313- 3311 to your phone as the contact number for Campus Police
- 6) **Update your Parking Pass:** Each fall new parking passes are issued.
 - Go to Tornado Print and Mail to request a new one and avoid tickets.
- 7) Sign up for and watch for notifications from Concordia Hub.
- 8) Ask questions
- 9) Communicate with your roommate/residential staff.
- 10) Get involved with Student Activities – Intramurals – Week of Welcome fun.

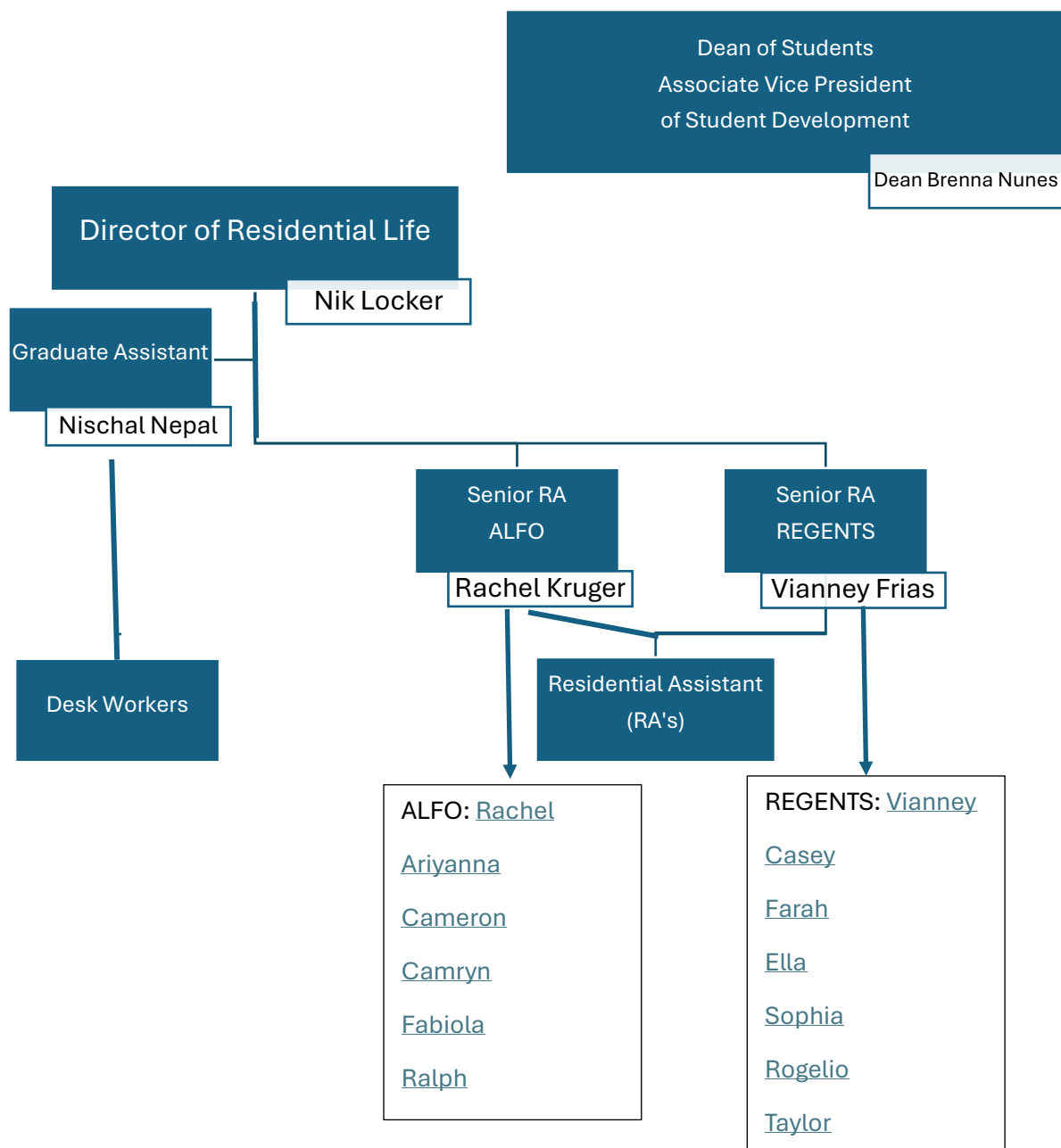
A note about Student ID: University students are required to always carry their University ID cards. Permitting another person to carry, use or swipe the student ID card is prohibited. If requested, students are to present their ID to University Staff including Residential Staff, Campus Police, Dean of Students, faculty and anyone acting in an official capacity at the University.

All the best on the upcoming academic year - I look forward to seeing you at Week of Welcome where you can find me at Pancakes with the Dean (Monday/Tuesday morning in the Purple Rock Courtyard), or at the petting zoo on Thursday from 3:30-5PM in the Student B) . Stop in my office F-207 to say hello anytime. A momentous year awaits.



Deaconess [Brenna Nunes, MA](#)
Associate VP of Student Development
Dean of Students

MEET THE RESIDENTIAL LIFE STAFF TEAM



Students in need of assistance should first refer to the Residential Handbook. If they are unable to find answers to their questions/concerns they can contact their assigned Resident Assistant (RA). If the student(s) remain unsatisfied and questions remain, they can take their questions/concerns to the Senior RA. Following this, students can then move to the Director of Residential Life. Jumping to the Director without following this process may delay results. Additionally, the Director may send the student back to the Handbook if the information sought is clearly outlined in this document. There are times however, when conversations with the Director of Residential Life are prudent. Please give 24-36 hours for the Director to respond to emails.

SECTION 3: Life in Residential Halls

GENERAL INFORMATION

Hall Names: Concordia University Texas has two on-campus residential buildings with three names based on their location:

- Alumni and Founders is one joined building often informally referred to as “Al-Fo”
- Regents Hall

Room Options by Hall:

Occupancy:	Alumni	Founders	Regents
Double: 2 students/room	YES	YES	YES
Triple: 3 students/room	YES	NO	NO
Single: 1 student/room (shared bathroom)	NO	NO	YES

Communities: As applicants complete the Housing Application, they may request a variety of specialized living communities:

- **QUIET HALL:** extended quiet hours are **9pm until noon** in quiet halls
- First Year Experience (FYE): students who are in their first year of college.
- Transfer Students (TS): students who have already completed some college/university elsewhere. They are not new to higher education but are new to Concordia Texas.
- Upper Classmen (UC): Students who are classified as Junior or Senior.
- Gender: some halls are grouped together based on student gender, but this is not always the case. Note that your neighbors, and your RA may be the opposite gender from yourself. Your roommate will never be the opposite gender.

Room Keys: Room doors are opened using a key or key fob depending on the residence hall. Each student is issued a key or key FOB for entry into their residential room. Students shall not share keys with other students, guests, or family members. It is the responsibility of the student to always know the location of their key. For safety, students shall not write their room number on anything affixed to their keys. If keys are lost, promptly report this to the RA on call. Students who lose their keys will be charged a fine of \$25/key

Keys/Key fobs must be returned upon move out. Failure to return a key or key fob may result in charges for improper check-out. If the University needs to change a lock due to an individual not returning their key, the student will incur a fine for the cost of the lock change (see Section 8).

Residents who wish to have their locks changed for personal reasons, must pay the lock change and key replacement fine. See Section 8.

Move-In Information

A) Before students move in...

- 1) Students are notified via CTX email regarding their move-in date and time.
- 2) Students needing accommodations meet with the Office of Accessibilities.
- 3) Students must obtain their CTX Student ID (see Tornado Print and Mail).

- 4) Students who bring a car to campus must apply and obtain a (free) Parking pass which must be renewed each year.
- 5) Students are encouraged to purchase renters' insurance (optional).

B) During the move-in process, the residential student...

- 1) Will be issued a key/fob from the RA or ResLife Staff.
- 2) Shall complete the Room Condition Report with RA or Residential Life Staff.
- 3) Shall dispose of all trash related to move-in in appropriate trash receptacles.

C) After move-in, the resident student...

- 1) Introduce themselves to their roommate/suitemate/neighbors.
- 2) Complete the Roommate/Suite mate Agreement form (see your RA).
- 3) Review the Student [Code of Conduct](#) policies.
- 4) Review your academic schedule found on the "My Info" page of the Concordia website.
- 5) Review the [Week of Welcome schedule](#) found on the Concordia website.
- 6) Attend their (required) hall meeting.

Roommate Change or Room Change: At times, residential students may desire to move to another room, or move in with another roommate. Every move must follow specific protocol listed in this section of the handbook. Residential staff will respond to your request, but we must emphasize that this often takes time and will require patience from the student(s) making the request. Note that there are times when rooms are "frozen", and changes are not permitted. If you request a change during frozen dates, an increased level of patience will be needed from the student(s) making the request. Frozen dates occur two weeks *before* the beginning of the semester and ends three (3) weeks *after* the first day of school.

Any student may submit a Room Change or Roommate Change request by completing the Room Change Form. Students who are requesting a change due to a conflict with a roommate, suite mate or neighbor may be required to go through a conflict resolution process first. Living in community with others can present challenges at times and when possible, it is healthy to find positive resolutions. However, if an agreeable resolution cannot be reached, Concordia University Texas may determine that a room change may be the best option.

At any time, a resident may be moved by the Director of Residential Life. Examples of reasons a student may be moved include, but are not limited to:

1. One of the roommates is an aggressive party and the person(s) being harassed refuse(s) to pursue appropriate action.
2. Both roommates are violating each other's rights.
3. One or both roommate(s) refuse(s) to complete a Roommate Agreement or adhere to agreements contained within the Roommate Agreement.
4. A violation of Residential procedure(s) has occurred.

A conflict-based room change or roommate/suite mate change process is as follows:

1. All parties in question review the Roommate Agreement that was completed at the start of the semester (within the first 2 weeks of the semester). This is an opportunity for the residents to attempt to reach a positive resolution themselves based upon the agreement they initially created.

2. If the parties in question are unable to find a resolution, Residential staff may offer to assist in the mediation of the conflict and attempt to help roommates/suite mates come to an effective agreement. This process may include updating the Roommate Agreement to address specific concerns.
3. If the conflict continues or moves toward any aggressive or threatening behavior by any of the parties, Concordia University Texas will take appropriate action to ensure the safety of its students. An aggressive or threatening roommate is one whose actions or communication are intended to harass, intimidate or humiliate.

The Office of Residential Life may include the Dean of Students if there are alleged conduct violations that need a collaborative approach.

- **How do I request to change a roommate or move to another room/building?**

To request a room change or roommate change, a resident must complete a Room Change Request Form (see ResLife Staff). Note that:

- 1) There is no guarantee of their preferred new room or roommate.
- 2) A room or roommate change will only occur if space is available and all roommates agree.
- 3) Frozen dates may delay moves from happening. These are dates when we do not allow moves to be able to coordinate an effective move-in and adjustment period for students.
- 4) A resident is not permitted to relocate or change roommates without approval from the Office of Residential Life.
- 5) Changing of room occupancy type may effect the overall cost of the room for the semester. Contact Student Central regarding billing adjustments.
- 6) If the room or roommate change request is granted and results in a student moving rooms, they are required to go through all normal move-out procedures.

Calendar Information & Residential Hall Closures: Kindly note that the dining hall is closed during all seasonal breaks listed below, as well as designated holidays/school closures.

- 1) **Fall break** – Students do not move off campus – permitted to stay
- 2) **Thanksgiving break** – Students do not move off campus or complete an application to stay – personal items can stay in room
- 3) **Winter break** – Students must obtain permission to stay during the Winter break from The Office of Residential Life. All students returning for the Spring semester, may leave their personal belongings in their rooms over the break, but must be registered for Spring term.
- 4) **Spring break** – Students do not move off campus or complete an application to stay – personal items can stay in room
- 5) **Easter break** - Students do not move off campus – permitted to stay
- 6) **Summer break** – Students who wish to live on campus during the Summer must complete an application to stay (See RA). Students not staying on campus for the Summer must remove all personal items from their rooms and complete the Residence Hall Check-Out procedure.

Hall meetings and Floor meetings: Periodically, required meetings for residential students occur. Hall meetings, and floor meetings are an opportunity for residential students to become aware of important housing information, address any residential concerns and/or issues regarding the hall and/or building, and is a time to continue to develop a residential community within housing.

- 1) Residential Students are required to attend meetings.
- 2) Residential staff will notify students regarding meetings 36 hours in advance via CTX email address (unless unusual circumstances arise).
- 3) Will need to sign into the meeting and record their attendance using their student ID.
- 4) Are expected to stay until the end of the meeting and not leave early.

If a residential student cannot attend the scheduled meeting, it is essential that the resident informs his or her RA, via CTX email at least 4 hours prior to the meeting. If the resident does not communicate a follow up meeting with the RA or Director of Residential Life may be required. Missing multiple meetings may result in a meeting with the Dean of Students or appropriate sanctions.

Quiet Hours: Quiet hours, in and around the residence halls will be observed by all residential students and their guests, according to the following schedule:

10:00pm until 8:00am for all residential areas

If you live on a **quiet floor** your quiet hours are extended from **9PM until noon**.

- During Exams: Twenty-four (24) hour quiet hours begin the night before the first final exam of each semester through the close of the residence halls to allow students to study
- General Noise: Due to varied resident schedules and lifestyles it is essential to always be courteous and abide by a policy of 24-hour courtesy hours which are always in effect. Noise should always be contained in resident rooms so as not to disturb other residential students. Quiet Hours are maintained throughout the year regardless of vacation days and/or holiday breaks.
- Amplified noise: The use of equipment, such as stereos, radios, amplifiers, video game players, sports equipment, and musical instruments by residents in a manner that creates an environment that is not conducive to study or sleep (as determined by Residential Life) is not permitted and may cause such equipment to be removed from a room. Stereo equipment or stereo speakers may not be placed facing out of an open window. Concordia University Texas may confiscate these or any other items that interferes with the observance of quiet and courtesy hours in the residence halls. (See section regarding [Confiscation Procedures](#)).

Room Entry: The University reserves the right to enter any residential room. The Office of Residential Life, emergency response staff, or operations personnel may enter residential rooms for the following reasons:

- To investigate violations of university regulations or federal, state, or local laws;
- For fire and life safety room inspections;
- When a student's welfare and/or that of the residence hall may be at risk;
- To ensure proper care, maintenance, and safety of the facility;
- To make needed necessary repairs;
- To conduct standard Health & Safety Room Checks

Prior to entering a room, the entering personnel shall knock loudly and identify themselves.

If Concordia University Texas becomes aware that a violation of University policies or Residence Hall procedures has occurred and/or if contraband is observed, contraband will be confiscated (see [Confiscation Procedures](#) below)

In the event that the room is in a condition such that maintenance or pest control cannot be performed as scheduled, the resident may be given a warning.

Room Checks: Periodically residential staff will conduct room checks to ensure there are no health and safety violations, facility repair needs, or code of conduct violations.

- Residential students will be notified 48 hours in advance via CTX email of planned Health and Safety Checks. Residential students are encouraged to review the Residential Handbook to ensure they are following expected room requirements.
- Residential students will be given a range of time that their room may be visited, usually a 3-day window of time.
- Prior to entering the room, the Residential staff will knock and identify themselves saying “ResLife” or “ResLife – keying in”.
- Residential students will receive a notice via email that their room was entered within 24 hours of the room check. A report of any issues that the Residential staff may have found will be included in this email. If items were confiscated, Residential staff will follow the [Confiscation Procedures](#) (listed below).

During a Health & Safety Room Check, RAs will work in pairs and complete a general check of the following:

- Cleanliness of room/refrigerator
- Hazards
- Maintenance needs

Additionally, rooms are checked after students vacate for Winter Break to ensure that:

- Refrigerators are empty
- Thermostats are on “auto”
- Bathroom fans are left in the on position
- Lights are turned off
- Appliances are unplugged
- All garbage is taken out
- Other tasks on the check-out list have been completed

Confiscation Procedures: During Health and Safety Checks or visits to residential rooms for other reasons, Residential Staff may see violations where conditions in the room do not match expectations in the Residential handbook. Typical issues include but are not limited to: unauthorized appliances, illegal items, candles, or other contraband. The following outlines the Contraband Removal Protocol:

- 1) Residential Staff will immediately:
 - a. Take a photo of the item(s) in the place it was found.
 - b. Label the item(s) with the date and the room number.
 - c. Remove the item(s) to a secure designated storage area.
 - d. Take a photo of the new location and send to the Director of Residential Life.
 - e. Complete the Contraband Log that includes a chain of custody for belongings
 - f. Residential Director and one witness will dispose of alcohol, smoking, or vaping related items which qualify as contraband and update the Contraband Log.
- 2) Residential staff will also:

- a. Within 4 hours: Submit an Early Alert and attach the photo evidence.
 - b. Within 24 hours: Email the student(s) to inform them that the item(s) was/were confiscated.
- 3) Residential student will:
 - a. Within 24 hours: Be notified by an email stating which items were removed.
 - b. Within 10 days from receiving the email: the student will set up a meeting with the Director of Residential Life to discuss contraband, and review policy regarding contraband
 - i. If a meeting is set up, the student can use this time to explain the situation, learn more about residential expectations, and arrange a time to take the item(s) off campus. The student must email the Director of Residential Life with the date they wish to remove the item(s). The agreed upon date will be added to the label on the item(s). The item(s) will only be released to the resident to whom they belong. Items will not be mailed. Item(s) past the designated pick-up date will be donated or disposed of.
 - ii. If no meeting is set up by the student, the student will be considered in violation, receive a written warning, and the conduct case will be closed.
- 4) Returnable items are at the discretion of the Residential Director.
 - o Typical returnable items to be relocated off campus: candles, appliances, electric blankets, string lights, etc
 - o Nonreturnable items: Illegal drugs, drug/alcohol paraphernalia, vape pens, cigarettes, weapons; alcohol (any amount) when in a room with someone under the legal age of 21; alcohol in open container by someone of any age; alcohol being carried by a person 21 and under.

MOVE OUT: Students are permitted to move out when:

- A) The semester ends (and you are no longer enrolled or required to live on campus).
- B) They are no longer enrolled at the University.
- C) They are officially assigned to another residence hall room (refer to room change policies)

Move out includes:

- 1) Attendance at a hall meeting (only needed during end of semester move outs).
- 2) Scheduling a move out time with your RA.
- 3) Removal of all personal belongings.
- 4) Disposal of any unwanted personal items.
- 5) Completion of the room check-out list.
- 6) Return of key or key fob.

RECOMMENDED:

- a. Take photos of the room with a timestamp as proof of the room condition.
- b. Check out with an RA rather than using the Express Check Out option.

The University and Student Resident agree that any personal property remaining in the room after the resident vacates the room shall be conclusively presumed abandoned.

Abandoned Property:

Property left in a residence hall room 48 hours after the designated move-out date will be considered abandoned. The remaining items will be donated or disposed of at the decision of the Residential staff or its contracted staff. Fees for abandoned items may be applied.

If you leave without completing the proper check out procedure, your items will follow the lost and found procedure and be held for 10 days. See lost and found section on page 15.

If you accidentally leave an item behind, please contact the RA on call as soon as possible, to see if the item can be located. If found, a mutually agreeable pick-up time will be created. Items cannot be mailed.

Move Out Fines/Fees: Move Out charges may be applied to cover the cost of:

- i) removal of any items left behind
- ii) furniture not returned to it's original location
- iii) cleaning fees (general cleaning or deep cleaning)
- iv) repair or damage to furniture, walls, or structure
- v) damaged or missing University property

Fees are applied to your student account within 10 days of move out after the following has occurred. Before a fee is applied to your account,

- 1) The Residential staff will document the case with the Early Alert form including students name and room number.
- 2) The Residential staff upload photos to the case.
- 3) The case will be reviewed by the Director of Residential Life.
- 4) If deemed necessary, fees are applied to the student's account.

SECTION 4: ROOM EXPECTATIONS

Good Order: Residential students are responsible for maintaining their assigned room and keeping it in good order. "Good order" includes, but not limited to:

- A clear doorway passage to ensuring that easy entrance or exit is always possible;
- Reporting damage to or loss of fixtures, furnishings, or structures via a CTX message to their RA (if there is a maintenance issue please contact your RA, or the RA on call);
- Regular cleaning: scrubbing toilet – sweeping – mopping – vacuuming;
- Wiping hard surfaces with household cleaners;
- Storing food in appropriate spaces (refrigerated or non-refrigerated);
- Removing trash to the large dumpsters.

Garbage/Trash: Under no circumstances are residential students to place, or allow to be placed, garbage cans or bags in the hallways outside resident rooms. Residential students shall place their garbage in bags and place them in the designated dumpsters located outside the

residential buildings. Residential students must keep their residence and shared campus spaces free from trash and garbage.

Appliances: Concordia University Texas permits some appliances and prohibits others. Duplicates of any approved appliance is prohibited. Residential students found in violation of the approved appliance list will have their unapproved appliance confiscated. Residential staff will follow the Confiscation Procedure (page 10). Students with violations will receive warnings. Students with repeated violations will be subject to disciplinary action from the Dean of Students.

APPROVED ITEMS

Blenders	Lava lamps
Coffee grinders	Clothes steamers
Air fresheners (non-plugin)	Heating pads Electric blankets
Electric can openers	Food dehydrators
Juicers	Battery operated string lights

PROHIBITED ITEMS KITCHEN APPLIANCES

Any appliance with open heating elements/coils including, but not limited to:

Air Fryers	Bread makers
Broilers	Camp stoves
Coffee/drink warmers	Convection ovens
Crock pots	Deep fryers
Egg cookers	Electric woks
Hot plates	Rice cookers
Electric sandwich makers/presses	Electric skillets, griddles, or waffle makers
Induction cooking appliances	Hot oil popcorn poppers
Toasters/toaster ovens	George Foreman-style grill
Appliances that burn propane, charcoal, or wood	
Microwaves (Regents Hall only – allowed in Alumni Hall & Founders Hall)	

PROHIBITED ELECTRICAL

Extension cords without a built-in breaker	Plug-in rope/string/strip lights (including LED)
3D Printers	Clothing Irons with no auto-cut-off
Soldering irons	Space heaters
Warmers (e.g. wax or potpourri)	Plug-in air fresheners
Multi-USB plugs	Neon lights
Black light bulbs	Glow lights
Halogen lamps	Incandescent bulbs
Lanterns with bulbs	Torchiere lamps
Electrical appliances, equipment, or other devices that are not UL- listed	

PROHIBITED ITEMS GENERAL

Hazardous materials	Fireworks	Ammunition
Explosives	Facsimiles of weapons	Toxic chemicals
Airsoft weapons		

Weapons (Firearms, swords, knives etc.)

OPEN FLAMES: Candles, lighters, matches or burning incense

Flammable or combustible liquids, solids, gases

PROHIBITED ROOM DECORATIONS

Excessive amounts of paper on door or wall (larger than two 8x11" sheets)

Paper lamp shades

Decorative lighting

Furniture: Each residential room is designated with a set of furniture including but not limited to a desk, bed, mattress, and dresser. While caring for the furniture please note the following:

- Removal of University furniture from the residential room is prohibited.
- No alterations or adjustments are to be made to the furniture or fixtures.
- Furnishings may not be moved from common areas, residence hall rooms, or outdoor patio; nor may they be transferred from one room to another, placed in storage, or taken outside.
- Room furnishings may exceed the number of current occupants. A student may not occupy vacant sides of the room or empty suites.

Decorations: Command Strips that will not damage the paint for adhering decorations to painted surfaces are recommended. Items/actions which are prohibited:

- Sticky-tac, tape, tacks, nails, screws;
- Mounting TV monitors;
- Objects of any kind placed on or hung from the ceiling, sprinkler system, or any component of the fire protection system;
- Empty alcohol bottles, boxes or posters with alcoholic images, smoking or drugs (even decorative);
- Painting rooms (students who paint, will be required to pay for the cost of repainting);
- Plug in string lights (battery pack lights are approved).

Any damage, including but not limited to, nail holes, sticky-tac residue, stickers, holes or gouges and graffiti to the room walls, floor, ceiling, windows, screens and room door may result in a fine to pay for repairs.

Mold: To prevent mold growth and potential health problems, it is imperative that residential students do the following:

- Maintain a clean-living environment, including the vacuuming/sweeping of floors and cleaning bathrooms; cleaning spills as they happen; wiping the inside of appliances;
- Ensure laundry has been completely dried prior to removing from the dryer;
- Minimize humidity by following directions listed on the thermostat;
- Run the bathroom fan during and for an hour after showering or if the room feels humid;
- Avoid obstructing the air conditioning vents;
- Clean any spills immediately and thoroughly dry affected surfaces;
- Immediately report to leaks from plumbing, windows, or air conditioning units;
- Immediately report any spill that is too large to contain or clean up (eg. Toilet/tub overflows).

Failure to report any spill, leak, or abnormal water buildup may result in the Resident being liable for damages and/or cleanup costs.

Lost and Found Items: Property found around the building or laundry room will be kept for **10 days**. Items may be disposed of after that time. The resident may incur improper checkout charges.

Residential Staff will:

- Immediately label the item(s) with the location of where it was found and date it was found.
- Remove the item(s) to a secure designated storage area/lost and found box.
- Record the item on the lost and found list.
- Donate the item to the clothing exchange or an area charity after **10 days**.

Cameras/Recording: The University has cameras throughout the residential halls in common areas, entry doors, etc. Recording in public bathrooms, or bedrooms is prohibited.

Students are prohibited from having a personal recording device including but not limited to webcam or “Ring camera”) in their residential rooms, or any other location in the residential halls.

Guest: Common Area CTX students are permitted to have guests in any common area of campus, or residential halls. Guests are the primary responsibility of the host. Visitation to common areas is permitted 24 hours a day. Guests who are not residential students are not permitted to be unaccompanied within residential buildings. It is also recommended that the host escort the guests/visitors to bathrooms on the first floor, rather than to bathrooms in residential room.

Guest: Residential Room CTX students are permitted to have guests in their rooms. The guest may or may not be a CTX student. Anyone visiting a room that is not assigned to them is considered a “guest”. The person for whom the room is assigned is called the “host.” The “roommate” is also assigned to the room but may not be the host of the guest. The “suitemate” is assigned to the adjacent room that shares the bathroom area (Regents only) but is not the host.

The following criteria must be met prior to any guest being permitted to visit a room:

- 1) The guest is arriving within the visitation hours: **Guests are permitted: 10:00 am – 11:59 pm**

NOTE: Visitation hours must be maintained throughout the year regardless of vacation days and/or holiday breaks.

- 2) The host, and associated roommate/suitemate (if applicable) are in agreement that the specific guest is permitted to visit at the time/day they are visiting. A roommate can refuse to permit guests in the room at any time for any reason. To avoid conflict, roommate guest practices should be decided upon in advance and written into the Roommate Agreement during the first week of school.
- 3) Quiet hours are respected during the visit.
- 4) Guests are restricted during Finals Week.
- 5) The assigned roommate “host” is in the room at all times that. If the host needs to leave the room, all guest should also leave at that time. Guests behavior/actions are the responsibility

of the host and not the roommate/suitemate. Guests should never be left unaccompanied in the room.

- 6) The number of guests permitted in one room at any given time is limited to three (3) per resident. No residential room should reach a capacity of five (5) total persons (including the host/roommate) at any given time. Groups of more than 5 persons should move to a common area or lounge.
- 7) Guests shall not to share the hosts keys, key fob, or student ID for any reason.
- 8) The guest is permitted to use the bathroom in the common areas on the first floor of the hall. Prior to the guest using the bathroom in the room of a host, the roommate and also suitemate (when applicable) must agree in advance of the visit.
- 9) The host of the guest cannot have a sanction that prevents or restricts visitation hours.
- 10) Guests are permitted to eat in the cafeteria but shall not swipe the ID of a residential student. This is equivalent to fraud and is a violation of the code of conduct. Guests can pay by credit card to eat in the cafeteria.
- 11) All guests should be prepared to show their ID if requested by a Concordia University Texas staff.
- 12) Guests who are not currently enrolled at Concordia University Texas are restricted from being unaccompanied in common areas of residential halls. Students hosting a guest who is not currently a student of Concordia University Texas, shall accompany guests through corridors, halls, in elevators and common areas until they have left the residential building.
- 13) Guests must follow parking guidelines and not leave their cars improperly parked. Guests may use the visitor spaces near the Welcome Center (Building A). Non-residential students of Concordia University Texas must not park in residential parking.
- 14) If at any time the host feels they need support because their guest will not leave when requested by the host, or is breaking Code of Conduct, the host is encouraged to contact the RA on call or Campus Police. Although the host is responsible for the behavior of the guest, University staff will support any student who needs assistance in helping their guest comply with requests.

Guests: Of Minor Age A minor is any guest who is not an adult and is under the age of 18 years.

- Babysitting: Care for the children of others is not permitted in Concordia University Texas residence halls. Residential students who wish to babysit should make arrangements to do so off-campus.
- Guests who bring children under 18 years of age or under onto campus should not permit their children to be unsupervised in elevators, residential rooms, common areas, or anywhere on campus. Children under 18, and any guest should not be unaccompanied throughout the residential building.
- Children who are guests of residents under the age of 18 are prohibited from being in common areas between 9PM and 9AM any night.
- Any guest/visitor under the age of 18 may not spend an overnight on campus without discussing this in advance with the Director of Residential Life who may ask for parental permission forms to be signed prior to their visit. Allowing 2-3 weeks advance notice of any minor aged guest is preferred. This includes siblings.

Guests: Overnight Residential Students may host an overnight guest in their room provided:

- a. The Overnight Guest Form has been completed. (ask RA On-Call for the Link)

- b. Guests are permitted to stay on campus up to a total of three (3) overnights/month and no more than six (6) nights per semester regardless of who is their host. If a guest has already stayed with another host for 3 overnights within the past 30 days, they are not permitted to stay until the 30 days resets as a month equals 30 days. If the requested guest does not meet this condition, a Residential staff will contact the host and deny the visit for the guest. It becomes the host's responsibility to escort the guest out of the room/building by the end of visitation, or immediately if already past the end of visitation hours. Guests should be escorted out of the building by the host.

CONDITIONS for a guest to stay overnight with a host.

- A) The host, and associated roommate/suitemate (if applicable) are in agreement that the specific guest is permitted to visit at the time/day they are visiting even if the roommate/suitemate will not be present at the time the guest is proposed to stay with the host. A roommate can refuse to permit guests in the room at any time for any reason. To avoid conflict, roommate guest practices should be decided upon in advance and written into the Roommate Agreement during the first week of school.
- B) Overnight guests are restricted during Final Exam days, and during vacations and breaks (Fall break, Spring break, Winter break). However, during Summer break guests may be permitted.
- C) The guest must be the same gender as the resident host.
- D) The guest is not currently or has not previously been romantically involved with any resident of that room.
- E) Permission from your roommate is obtained in advance of the guests arrival. Having this permission in writing is recommended.
- F) All guests are the responsibility of the host and not the roommate/suitemate.
- G) All guests are required to follow the laws of Texas and the University code of conduct.
- H) Quiet hours are respected during the visit.
- I) The assigned "host" is present in the room while the guest is visiting. If the host needs to leave the room, all overnight guest(s) should also leave at that time. Guests should never be left unaccompanied in the room for any reason. Guests who are not residential students of the university should not be unaccompanied in any location in a residence hall.
- J) Guests are not permitted to share the hosts keys, key fob, or student ID for any reason.
- K) Guests are permitted to eat in the cafeteria but are not permitted to swipe the ID of a residential student. This is equivalent to fraud and is a violation of the code of conduct. Guests may pay with a credit/debit card at the cafeteria.
- L) Overnight guests are permitted to use the bathroom in the room unless the roommate/suitemate specifically requests that this doesn't happen. If there is not agreement on bathroom usage, the guest should find other accommodations and not spend the night with the host.
- M) The host of the guest does not have a sanction that prevents or restricts visitation hours.
- N) All guests should be prepared to show their ID if requested by a Concordia University Texas staff, or a person acting in an official capacity.
- O) The number of overnight guests permitted in one room at any given time is limited to two (2) per resident. No residential room should reach a capacity of five (5) total overnight persons (including the designated residential students/roommate) at any given time.
- P) Students not following the guest protocol may be subject to sanctions and it may be considered conduct violations.
- Q) Guests who are not currently enrolled at Concordia Texas are restricted from being unaccompanied in residential halls. If you are hosting an overnight guest, please be sure to

walk through corridors, halls, elevators and common areas with your guest until they have left the residential building.

- R) Guests must follow parking guidelines and not leave their cars improperly parked. Guests may use the visitor spaces near the Welcome Center (Building A). Non-residential students of Concordia University must not park in residential parking. Sharing vehicle information with the RA on call may be helpful.
- S) If at any time the host feels they need support because their guest will not leave when requested by the host, or is breaking Code of Conduct, the host is encouraged to contact the RA on call or campus police. Although the host is responsible for the behavior of the guest, University staff will support any student who needs assistance in helping their guest comply with requests.

Animals: Guests who arrive to visit campus with animals, should not bring animals into the residential hall common areas, elevators, or residential rooms.

- **Leash Law:** All personal animals on campus in parking lots, or outdoor areas should be leashed as per Austin leash law at all times, regardless of size or age.
- **Pets:** Pets are not permitted in the residence halls. An Emotional Support Animal (ESA) is not a pet. The prohibition on pets includes all mammals, insects, birds, and reptiles. With the consent of all roommates, one freshwater fish tank less than 10 gallons is permitted in each room and the tank shall not exceed 10 fish.
- **Pet Sitting:** Care for the animals of others is not permitted anywhere on Concordia University Texas Campus including residence halls. Residential students who wish to pet-sit should make arrangements to do so off-campus.

Emotional Support and Service Animals: The prohibition on pets does not apply to service animals and/or emotional support animals (ESA), since these are not pets. In compliance with Section 504 of the Rehabilitation Act and the Fair Housing Act, Concordia University Texas will consider on a case-by-case basis requests for housing an emotional support animal (ESA). Residential students requesting an ESA must follow these steps:

- 1) Register with the Office of Accessibility
- 2) Email the Office of the Dean of Students to receive:
 - a. Copy of the policy for Residential ESA
 - b. Online ESA form
- 3) Contact the Office of the Dean of Students to set up a meeting:
 - a. To Review the policy for Residential ESA
 - b. To Show the chosen ESA confinement system (crate/cage)
 - c. For Dean to meet the ESA
- 4) Dean of Students will review the following prior to approval, delay or denial of ESA request:
 - a. Student agrees to follow the policies listed in the manual
 - b. Confinement System is secure and appropriate for the animal
 - c. Online form is completed and submitted by student
 - d. Online form is completed by student's roommate (if appropriate)

SECTION 5: RESIDENTIAL CONDUCT EXPECTATIONS

Smoking/Vaping/Tobacco: Concordia University Texas prohibits all forms of smoking on any area of campus including, but not limited to, buildings, trails, parking lots, and residential halls. All violations connected to smoking are managed by the Dean of Students.

- Smoking includes but is not limited to cigarettes, marijuana, cigars, pipes, water pipes (hookahs), bidis, kreteks, and electronic smoking devices, including e-cigarettes, e-hookahs e-cigars, e-pipes, or vape pens, or under any other product name or description.
- Smoking and tobacco use is prohibited in all residential housing facilities, including but not limited to all living areas, common area spaces, hallways, lounges, lobbies, stairwells, laundries, vending areas, balconies, breezeways, connectors, and courtyards.
- Hookahs and e-cigarettes (vaping) are strictly prohibited on campus. Tobacco chewing and/or spitting is prohibited in residential housing hallways, common areas, breezeways, lounges, courtyards, connectors, and stairwells.
- The scent of marijuana, tobacco or other smokiness is considered a violation of the smoking policy. Those found to be emitting a smoky odor from their room is in violation of this smoking policy.

Candles and Incense: Candles, incense, smoking of any kind, burning sage and other combustible materials may not be used in any residential room and/or university facility. For the safety of all, the University will not tolerate residential students starting fires in rooms, hallways, stairwells, elevators, lounges, study areas, utility and storage rooms, kitchens, grounds, and near building exteriors. Candles and incense are prohibited on campus as is paraphernalia related to candles and incense, which are all considered contraband. Removal of items including ash trays, lighters, matches, etc. is expected. Items will be confiscated from residential rooms and violators will meet with the Director of Residential Life and possibly the Dean of Students.

Drugs: The use, possession, or distribution of narcotics or other controlled substances/illegal drugs, as well as drug paraphernalia (including hookahs and gummies) except as expressly permitted by law, is strictly prohibited on campus and in the residence halls. Marijuana, is illegal in the state of Texas and as such is not allowed in any form in the residence halls.

- A) The abuse, misuse, possession, sale, or distribution of prescription or over-the-counter medications is prohibited. Prescription medication shall only be used by the student for whom the medication has been prescribed and in its medically intended purpose.
- B) The scent of marijuana, tobacco is considered a violation of the smoking policy. Those found to be emitting a smoky odor from their room, or may be in violation of this smoking policy.

Alcohol: *Concordia University Texas abides by Texas state laws concerning the sale, possession, and use of alcohol. Concordia University Texas policy regarding alcohol is as follows:*

1. All residential students living in a room or suite where alcohol is openly present, stored or being consumed must be of legal drinking age (21 or older), and have successfully attended the 21+ and Over meeting with online test.
2. The consumption or possession of alcoholic beverages by persons 21 years of age or older on the Concordia University Texas campus is restricted to the following areas and conditions:
 - a. Alcohol is not to be consumed on any Concordia University Texas property which is outside of residence rooms for any reason at any time.

- b. Rooms where one or more of the roommates is under 21 years of age shall have no alcohol at any time.
- c. Residential students may not provide alcohol to minors (under 21) in any situation.
- d. Minors (under 21) may not, under any circumstances, carry alcohol throughout the building, be present in a room where alcohol exists or be in a room where alcohol is being consumed.
- e. Minors (under 21) are responsible for leaving immediately if they detect alcohol consumption in a room or area in which they are present.
- f. No resident, regardless of age, may be intoxicated on Concordia University Texas property.
- g. No resident may be intoxicated at university sponsored activities of any kind regardless of the location.
- h. Drinking games involving alcohol are prohibited.
- i. Alcohol is not allowed in the common areas of residence halls.

Furthermore:

- a. Drinking paraphernalia including, but not limited to, funnels, and beer bongs, and shot glasses are not permitted in residential rooms, these items are not approved decorations.
- b. Empty alcohol containers are not prohibited in rooms at any time for any reason, including decorative purposes.
- c. Regardless of ownership or origin, any of the following items found in the residence halls will be confiscated by Residential staff (21 and over) who will follow the chain of custody for contraband (see confiscation procedures page 9). Residential staff will confiscate:
 - Open alcoholic beverages outside of a room of a person of any age.
 - Sealed or open alcoholic beverages in or outside of a room of a person of any age who did not complete the 21and over and over meeting.
 - Unauthorized alcoholic beverages such as alcoholic beverages found in the possession of minors (under 21)
 - Drinking paraphernalia (including but not limited to: kegs, beer balls, taps or other mechanisms used to dispense alcohol, or shot glasses).

To be permitted to have alcohol in a room, the residential student must have:

- 1. Turned 21 years of age or older,
- 2. attended the 21and Over meeting,
- 3. complete and submit the 21and Over online test,
- 4. received a Concordia University 21 and Over identification permit, and
- 5. not have received a sanction that prohibits them from having alcohol in their room.

Weapons: Weapons are prohibited in any location on campus including residential rooms. Concordia University Texas is a gun-free campus. Weapons include but are not limited to: TASER (or similar electroshock devices), handgun, rifle, shotgun, paintball gun, airsoft gun, knife, other edged weapons, live ammunition, or other lethal or dangerous instruments capable of maiming and/or casting a projectile by air, gas, explosion, mechanical means on any property or in any building owned or operated by the University are prohibited. Regardless of proximity to campus, illegal or unauthorized possession of firearms, explosives, other weapons, or dangerous chemicals, or use of any such item, even if legally possessed, in a manner that harms or threatens others, is not permitted.

Residential students are not allowed to engage in activity, which shall endanger the lives or safety of resident(s) or of others. This includes, but is not limited to, the possession or false reporting of weapons, firecrackers, fireworks, gunpowder, or any other dangerous chemicals or explosive materials.

Pepper Spray: Pepper spray is permitted on campus. All students having pepper spray are personally responsible and must accept full personal liability for any losses by the University, staff or other students related to such a device, which includes situations where the item is stolen or used by someone else. Concordia University Texas will not defend a student who is sued for a loss related to such a device. Pepper spray is permitted under the following conditions.

- It is consumer grade only.
- It is intended for personal protection from other humans/animals.
- No oversized cans or bear spray is permitted.

Physical Violence: The Office of Residential Life holds a no tolerance policy toward any act of physical violence. For the safety of residential students, staff and faculty physical violence will not be tolerated on campus, particularly in the residence halls. Residential students who are found to commit violent acts are subject to immediate dismissal. Campus visitors who commit acts of violence on campus will be considered criminally trespassing and handled under the authority of the campus police. Witnesses of acts of violence are requested to report and comply with investigations toward any and all acts of violence on campus. Campus Counselling is available to any student who has experienced violence.

Security and Safety: All residential students are responsible for abiding by the security policies pertaining to residence halls. Residential students who compromise the security of residence or living areas, who disable security devices, or who violate University policy may be subject to discipline, a fine, or criminal charges as the circumstances may permit.

- Doors shall not be propped open. Residential students who enter or leave by locked security doors are responsible for leaving the doors in a locked position. Residential students responsible for propping a door may face disciplinary action from the Dean of Students.
- Residential students are encouraged to keep their residence hall room, windows, and wing door locked at all times when the resident and his or her roommate(s) are not present in the room. Keys should be carried at all times and is a violation of the code of conduct to loan out keys, student ID or duplicated keys.
- Residential students should report anyone or anything suspicious or any lost or stolen articles to Residential Life Staff and/or Concordia Police.
- Residential students are required to carry their University ID Cards at all times and to present it to University and Residential Life officials upon request.
- No security measure is fail-safe, and the University denies any express or implied warranties of security. The University does not assume responsibility for loss of or damage to personal items, or for personal injury.
- Residential students are expected to follow the directives of University Staff, including resident staff. Failure to do so may result in disciplinary action.

Tampering with Fire Equipment: Disciplinary action will be taken against those found tampering with fire sprinklers, smoke detectors/alarms, heat detectors, AED units, fire-alarm

mechanisms, and/or fire extinguishers. Tampering includes but is not limited to removing the batteries of any alarm system; disconnecting wire from any alarm system; muffling the sound of any alarm system. The Residential Life staff may assess residential students either collectively or individually for an inspection charge for tampering with fire sprinklers, false alarms and/or damage to alarm mechanisms or extinguishers.

Fire Alarm and Emergency Policy: All persons including residential students, guests and staff are expected to vacate the facilities every time a fire alarm is activated as per the local fire code. Failure to vacate the facility will result in the submission of an incident report as well as a follow-up meeting with the Dean of Students. As safety is a priority, we expect all residential students to respond to every alarm as if it were an actual emergency regardless of time of day.

During an alarm:

- All students and guests should move in a calm and orderly manner to the nearest exit and vacate the building.
- No student should interfere with staff or fire personnel as they are executing their duties to secure the residential students and the building. If you have concerns, complaints or suggestions, please email them to your RA, or wait to share them until the alarm has been deactivated.
- Residential staff may enter any room to ensure that residential students have vacated the building.
- No student should go into their rooms to remove items of value. This includes those students with Emotional Support Animals (ESA). Regarding ESA's: residential students with ESAs should only remove their animal if it is with them at the time of the alarm. Residential students who violate this policy will be written up and subject to a review of their ESA status.

Severe Weather and Evacuation: When residential students are alerted of severe weather, they should follow directions given in a safe manner.

If fleeing the residence hall:

Close the door when leaving the room, proceed to the nearest exit, descend to street level, and leave the building. Move to the designated evacuation area.

ALFO = in front of the athletic building

REGENTS = in the backyard near the sport court

If sheltering in place:

If residential students are unable to evacuate due to severe weather, residential students should move into the bathroom and close the door. Residential students should take a flashlight, go and sit in the bathtub (if possible) and wait until they receive word from the Residential Life Staff.

Icy conditions:

When ice accumulates on the outside stairwells of Alumni/Founders and the walkways/connectors between Alumni/Founders, Residential Life staff will temporarily block access to those areas. Blocking access to those icy areas is for the safety of the entire residential community. Blocking access to the stairwells and walkways/connectors are by displaying flyers and putting up caution

tape informing residential students temporary access is being denied to those icy areas. Removing caution tape or warning signs is prohibited and may lead to warnings, or sanctions.

Disciplinary Decision(s): Residential students who fail to comply with any disciplinary outcomes imposed by the Associate Vice President of Student Development/Dean of Students Director of Resident Life, or the Disciplinary Hearing Committee may face additional sanctions. Violations include, but are not limited to, not attending or being late for required educational classes, failing to complete assignments, or failing to follow the guidelines of outcomes.

Residential Violation(s): When a residential student has violated the University code of conduct the following actions will occur:

- The allegation is documented.
- An email is sent to the alleged residential student.
- Interviews with some or all of the following: Student of Concern, Witnesses, Residential Staff and/or the Dean of Students.
- Decision based on a preponderance of the evidence leads to appropriate charges, sanctions are communicated.
- Students may be placed on behavioral probation, suspension or expulsion as deemed fit by the Dean of Students.
- Supportive measures or meetings with campus counseling or others may be necessary.
- Appeals follow the appeals process found in the code of conduct manual.
- When sanctions are complete the case is closed. Students are notified via CTX email.
- The student returns to a student in good standing.

Sanction(s): When necessary, students will receive sanctions meant to reduce the likelihood of repeated behavior, increase safety on campus, ensure compliance with state and federal law, and to assist the student in behavior modification. Residential sanctions commonly include but are not limited to restrictions, additional meetings, reflections papers, etc., or the following:

- **Handbook Quiz:** Students who have repeated violations may be sanctioned by the Director of Residential Life, or the Dean of Students to complete the online handbook quiz. This is a multiple choice open book quiz that is intended to assist the residential student in reviewing the content of the handbook with the intention of assisting the student in knowledge and understanding. It is the hope that this knowledge will cause the students conduct to improve. Since this is an open book multiple choice quiz, a grade of 90% is expected unless otherwise stated.
- **Room Check Status:** Elevation of the room check status may happen with issues of contraband. The room may be elevated to "random check" meaning that Residence Hall staff may search the room of this resident without prior warning to the resident for a specified number of weeks. This timeline can be extended with permission of the Dean of Students. Notifications of this sanction will be shared via the student's University email. ** Note: Residential students who are living in a shared room (including shared bathrooms) with a resident who has an elevated random check status will also receive an elevated room check status and a letter stating that staff may enter their room without prior notice of random check of the room.

Preparing for a Conduct Meeting: Conduct meetings with students initially are intended to be investigative in nature. When a student receives an email that a meeting is required the student is expected to:

- 1) Respond to the email as soon as possible.
- 2) Arrive on time or communicate change requests.
- 3) Be prepared to share your student ID if asked.
- 4) Treat the interaction with professionalism.
 - a. Arrive on time or reschedule at least an hour prior to the meeting time.
 - b. Refrain from using offensive language.
 - c. Take turns while speaking.
- 5) Be honest, and clear.
- 6) Take breaks if needed during the meeting.
- 7) Bring a supportive friend or person to the meeting, if desired – note that it is respectful to share in advance that this is happening – the person may be asked to leave temporarily if confidential information about prior cases or sensitive information is being shared.
- 8) Recording or projecting the audio or video of a meeting to third parties is not permitted by the student or the persons leading the meeting. The person leading the meeting may ask you to present your phone(s)/iPad to demonstrate that the meeting is not being broadcasted to others.

Notice of Eviction: Concordia University Texas may determine a residential student is unable to live within the rules of the Residential Life Handbook, and as such that resident may be sanctioned to move out of the residence hall from the Dean of Students. This process will follow the regular move out procedure listed previously. When occupancy is terminated, the resident must vacate his or her room within twenty-four (24) hours of his or her receipt of a termination notice. An extension longer than 24 hours may be granted in writing at the sole discretion of the Dean of Students. The resident will return all keys and arrange for a room inspection by the Resident Assistant On-Call staff member or the appropriate Residential Life staff who will complete a Room Condition report. A copy of this report will be sent to the student via CTX email.

Student Appeal Process: In cases where the student wished to dispute the outcome of a case, the student will notify the University in writing of their concerns on the [appeal form](#) and follow the code of conduct appeal process including a documented list of the grounds for appeal. Questions about this process can be directed to the Dean of Students.

SECTION 6: LIFE IN COMMUNITY

Living by a Preserve: Residential students need to understand that garbage left both inside and outside their rooms, common areas, breezeways, hallways, parking lots, and connectors, will attract pests, insects, rodents, and animals. It is important that residential students maintain their room in a tidy manner. The same applies to outdoor areas of housing, and on campus. If the Office of Residential Life and/or Facilities Management finds that a resident's room is not in good condition, the resident(s) may be charged a fee. Please take special care to ensure that trash is not falling out of your vehicle.

Communication: Residential Staff will communicate with students through their CTX email and also the Concordia Hub app. Students should ensure that they check these locations often so they are informed of upcoming events, campus climate, deadlines, timelines, forms and possible violations.

Lost and Found: Lost items found in the residence halls will be taken to the first floor office of that building. Items will be kept in the Lost & Found for 10 days before being donated.

Mail and Amazon Deliveries: While living as a Residential Student, your address is as follows:

[Resident First and Last Name]
11400 Concordia University Dr.
Austin, TX 78726

All residential mail and amazon deliveries are delivered to **Regents Hall Mail Center** located in the lobby of Regents Hall. Mail arrives daily (except weekends, national holidays, and University holidays). Instructions for pickup from the mail center will be provided in the CTX email. Packages shall not be delivered to your room. If you believe your incoming package is missing, please notify the residential front desk and file a report with the University Police Department.

Special Deliveries: The Mail Center and desks will only accept mail and packages delivered by the U.S. Postal Service or a certified shipping company (FedEx, UPS, Dahill, etc.). It is the responsibility of other delivery/courier services to contact the resident to arrange pick-up. The Office of Residential Life is not responsible for maintaining special items such as flowers, cakes, and fruit baskets delivered to desks by vendors. Concerns regarding delivery should be addressed directly to the vendor.

Food Deliveries: Student choosing to order food through such companies like Uber Eats, Door dash, Instacart, etc. are responsible for providing clear instructions with the driver for drop off. The University is not responsible for any undeliverable item, or item left at the desk. Drivers are not permitted in the buildings unaccompanied by a Residential staff member or student.

Businesses, Private Enterprises, and Sales: Conducting businesses of any kind in residence rooms or residence hall spaces is prohibited. This includes, but is not limited to, door-to-door selling, email/text solicitation, or display tables. Businesses that are service-related, like hair braiding, baby-sitting and tattoo artistry, are also prohibited. No food products are to be sold in the residence rooms, halls, and/or buildings.

Students are permitted to sell personal items online, if they are marketing these items through a third-party vender (Facebook marketplace, Depop, Offerup, Etsy, Posh) and the marketing is not exclusively to Concordia University Texas residential students, but to the public at large. No direct point of sale transactions are permitted in the residential community.

Use of Concordia University Texas facilities for personal gain is prohibited. No outside, third party vendor is allowed to perform services within the residence hall rooms or the public living areas of

Concordia University Texas. This includes, but is not limited to, laundry, weight loss and moving services. These vendors will not be considered guests of residential students or Concordia University Texas.

Custodial Services: Custodial workers and repair persons may be seen in or around buildings cleaning hallways and public areas. Residential students should report untidy common areas, equipment malfunctions, hazardous conditions or safety concerns to the Resident Assistant-on call and not directly to the workers.

Responsibility for Common Area: “Common areas” shall include but are not limited to hallways, stairwells, elevators, lounges, study areas, utility and storage rooms, kitchens, grounds, and building exteriors.

- Residents may be recorded in any common area on campus at the University’s discretion.
- No items are to be placed in or attached to any common area without the written consent of the University, (including, but not limited to, any type of satellite dish).
- Children who are guests of residents under the age of 12 are prohibited from being in common areas between 9PM and 9AM.
- The resident is responsible for all damage and loss caused by the resident or his or her guests in common areas, including damage to and loss of fixtures and furnishings in the common areas as well as damage to the common areas themselves. The resident agrees to accept responsibility for the acts and omissions of the resident and of the resident’s guests. The resident may be held jointly and severally liable with other residential students who cause damage.
- The University shall have the right to charge a resident’s account for such damage or loss including repair, replacement, cleaning, or other charges from such damage or loss or to pursue other legal remedies as the circumstances may permit. Removal of common-area furnishings or equipment from their proper location constitutes theft of university property and may result in discipline and/or filing of criminal charges. Items left in the common areas for more than 24 hours will be presumed abandoned. The University in its sole discretion may dispose of any items left in common areas.

Public Kitchen: Cleanliness is a major concern in group kitchens; thus, all dishes and pots and pans should be washed and stored immediately after use. If dishes are not washed and left in the kitchen area for more than 24 hours the dishes will be thrown away or donated. Counters should be cleaned following use, and garbage should be disposed of properly in the outside dumpster. Repeat violators may be subject to Director of Residential Life/Dean of Student sanctions including use restrictions.

Laundry Facilities: The laundry room(s) are solely for residential students who are currently living in a residential room. Commuter students and online students, along with guests of the residence hall are not permitted to use the laundry facilities. If non-residential residential students are found using the laundry facilities the resident(s) will be removed from the laundry facility and further institutional disciplinary action through the Dean of Students office may be taken.

- Residential students provide their own laundry supplies.
- Concordia University Texas assumes no responsibility for damaged, lost or stolen articles of clothing.

- Residential students must remove their clothing from the laundry room in a timely and sufficient manner. Failure to remove clothing from the laundry room within twenty-four (24) hours will result in the clothes being abandoned, and clothing will be donated to a local charity.
- Residential students should place lint and other discarded items into the garbage. Used dryer sheets should also be placed in the garbage.
- Residential students should wipe up spills, and sweeping up debris as it occurs.

Bicycle and Wheeled Vehicles: Skateboarding, rollerblading, scooter, hoverboard, and bicycle riding, or the use of any wheeled vehicle (except approved wheelchairs) is prohibited inside all residence halls. Residential students can store bicycles only in the designated bicycle rack areas. Residential students are expected to exercise caution when using the bicycle racks by providing the necessary locks.

- Wheeled vehicles (except approved wheelchairs) are not to be ridden inside university buildings, including residence halls.
- Residential students are also responsible for removing their bicycles when vacating the residence halls. When a bicycle is not removed within a twenty-four-hour (24) period of vacating the residence halls (i.e., summer break), it shall be conclusively presumed abandoned. The University will dispose of unclaimed and/or abandoned bicycle(s) at its sole discretion.

Parking: Residential students who intend to maintain and park a vehicle on campus shall be required to properly register the vehicle with Tornado Print and Mail and display their parking pass visible in the window of the vehicle, affixed to the window in accordance with and adherence to all policies and parking fees as outlined by the CTX Police Department. Residential students must only park in areas designated as parking spaces and must not park in any reserved parking area for which they do not have proper credentials.

SECTION 7: Other Policies/Statements

Responsibility for Personal Property: The University does not assume and hereby denies any and all liability and/or responsibility for personal injury or illness to residential students, guests, or visitors, or for damage, theft, or loss of personal property that occurs in its buildings or on its grounds. The resident expressly commits to indemnify and hold the University, its officers, and employees harmless from the liability on account of any accident, injury, illness, property damage, theft, or other loss caused by a University Employee, the resident and/or the resident's visitors' intentional or negligent acts or omissions.

Residential students and their parents or guardians are encouraged to carry \$100,000 in Landlord Legal Liability insurance to cover potential losses (This is not mandatory, and does not need to be shown to Residential Life Staff).

Retaliation and Harassment: Threats or other forms of intimidation and/or retaliation against a resident or employee for bringing a complaint of any alleged violation of the Resident

Handbook, the Housing Agreement, or other University policy are prohibited. This includes threats or other forms of intimidation and/or retaliation against the family or friends of a resident or employee who brings a complaint, those who assist a resident or employee in bringing a complaint or those who participate in an investigation and/or resident discipline process for an alleged violation of the Resident Handbook or other University policy. Retaliation is a violation of university policy and may also be a violation of the law. All incidents that are believed to constitute retaliation should be reported immediately to the Director of Residential Life and/or The Dean of Students (when the individual alleged to have engaged in retaliation is a resident) or to the Director of Human Resources (when the individual alleged to have engaged in retaliation is a non- resident).

Social Media: Residential students should remember to take precautions and to be safe when communicating in online forums. Posting threats or other forms of intimidation, retaliation, illegal activity, or whatever affects the health and safety of residential students is a violation of university policy should be reported immediately to the Director of Residential Life or the Dean of Students.

Campaigning and Election Activities: Speakers' forums on political issues may be held in designated public areas of residence halls when sponsored by an official club or organization of the University. Only registered organizations in good standing can sponsor advertisements in the University Residence Halls. Organizations may not campaign in public areas of the halls or door-to-door. Display of signs and posters in the window of individual resident rooms is permissible provided they are not in violation of the Resident Handbook.

- A resident or resident organization not affiliated with the University Residence Hall Association may not distribute petitions, handbills or literature in any residence hall or dining room. Residence Hall Councils may distribute information with approval.

Internet Usage: No resident and no guest may use CTX internet connections to post, disburse, gather, or reproduce any material that is racist, sexist, or simply illegal. CTX assumes no liability for damages, penalties, fines, or any actions taken as a result of illegal or inappropriate internet use. The illegal downloading of pirated software, movies, music, games, or other copyrighted material may be cause for disciplinary action, including but not limited to dismissal or removal from the residence halls and further legal action. CTX takes no responsibility for damage to devices arising from the use of internet connections.

Wireless Information from the Helpdesk (IT Services): There are 24 access points that provide internet service to the residence halls in Resident Housing. All devices (i.e., computers, wireless printers, smart phones, etc.) that utilize internet service continually “roam” to seek and find the “best” wireless connection point. These devices may select an access point that actually has a weaker signal but has fewer other devices connecting to it. This roaming functionality is built into the devices and is not usually adjustable by the owner/user of the device.

- The connection that the device selects automatically may not, in fact, be the best selection for the user, depending on what the user is trying to use the device for (i.e., email, video gaming, producing a document, etc.).
- Other devices interfere with the strength and continuity of the internet signal strength and this interference impacts the user's experience. Even devices that are not using the internet connection can impact the user's connectivity, such as microwaves. The structure of where

the user is operating may provide physical obstacles that make it difficult for wireless coverage to operate at peak performance. Concrete, rock, and steel infrastructure all affect wireless coverage. In addition, other residential students may own and operate devices that compete and interfere with the 24 access points and therefore affect the user's ability to connect to the internet.

- The Helpdesk continually monitors the access points that the Helpdesk owns and controls to maintain their performance.
- While wireless service offers the convenience of mobility, it does not offer the security or continuity of a wired connection. The Helpdesk continues to maintain the wired connections in the residence halls because they are still the most reliable and safe way to connect to the internet.
- If the user is using the internet connection to transact any business or utilize any information that the user wants to keep confidential, the Helpdesk recommends the user use a wired connection. If a user needs an internet cable to utilize a wired connection, he or she can purchase one and/or come by the Helpdesk (located on the 1st floor of Building D), to borrow and the Helpdesk can provide the user with an internet cable. Contact the Helpdesk at 512.313.HELP (4357) or helpdesk@concordia.edu if you experience any issues or have questions about the wireless service and/or IT services.

Residential Life Complaint & Grievance Process

• Resident Assistant Complaint or Grievance

Resident(s) who have a grievance and/or complaint regarding Residential staff are encouraged to:

1. Speak directly to the RA with whom they have the grievance and/or complaint as the first step toward conflict resolution.
2. If additional conversations are needed, it is suggested to bring in the Senior RA or a Residential Life Graduate Assistant to help moderate the communication with the goal of seeking a positive resolution.
3. If a positive resolution cannot be reached, the resident can submit, in writing, the grievance and/or complaint to the Director of Residential Life. This written submission should include:
 - a. a detailed account of the event or behavior in question,
 - b. the name of the Resident Assistant(s),
 - c. the location and date of the incident in question,
 - d. a list of all parties involved including any witnesses, and any written evidence.

All submissions of grievances and/or complaints that are not able to be resolved at the appropriate level should be submitted through CTX email to the Director of Residential Life. After the email is reviewed, a meeting with the resident(s), the Resident Assistant(s), and the Director of Residential Life and possibly the Dean of Students will be arranged. An appropriate resolution to the matter will then be determined. It is important to note, throughout this process, the identity of the resident(s) who brought forward a grievance and/or complaint will be made known to the parties involved.

• The Office of Residential Life Grievance

The Office of Residential Life at Concordia University Texas is committed to respecting all members of the University community and providing a quality educational experience for all students. To that end, there is an established complaint policy and procedure at the University to provide students with a process for addressing complaints or grievances regarding any aspect of their educational

experience. Students are encouraged to resolve complaints or grievances at the appropriate level of dispute. However, should this approach fail or be inappropriate, students may submit a formal complaint to the Provost/Executive Vice President describing the treatment, action, or decision at issue and the remedy sought.

To file a formal complaint, students should utilize the online [Incident Reporting Form](#) and provide the following information:

- Student name
- Telephone and email contact information
- Details regarding your complaint
- Evidence that supports the complaint and how it can be verified
- What harm has resulted
- The actions already taken to resolve this issue and who has been consulted
- The remedy or solution you seek for this complaint

The full procedure is available on the Complaints page of the Concordia University Texas website.

Per the Texas Higher Education Coordinating Board, all student complaints must first be addressed internally. If the internal resources have been exhausted and the complaint is not satisfactorily resolved, the student may file a complaint with the Texas Higher Education Coordinating Board. Contact information for this agency is below.

Texas Higher Education Coordinating Board

Office of the General Counsel
P.O. Box 12788
Austin, TX 78711

For more information, visit the [THECB student complaint webpage](#).

Handbook Changes: Residential students will be made aware of policies or regulation changes at the beginning of each semester. While we do not plan for changes during the academic year, should a situation arise that warrants a mid-year change, all residential students will be notified and information will be shared on one or more of the following:

- University assigned e-mail account
- Posted notices throughout the residence buildings
- A building/hall/floor meeting
- Postings on the university webpage

SECTION 8: Fees and Fines

The following list contains potential fees and fines for a variety of infractions. The fee amount is directly related to a fair and reasonable charge including labor to fix or repair the item to a usable form. These charges are determined by the University.

Fees: A fee is a cost for a service.

Note: repair fees may vary depending on costs for repairs – includes labor

Room cleaning fee (minor)	\$40
Room deep cleaning fee (major)	\$300
Key or key fob replacement	\$25
Repair or replacement to any CTX property varies	minimum \$25
Additional Custodial Services varies	minimum \$50
Failure to report any room issues	minimum \$25
Responsible for any damage in common	minimum \$25
Damaged lock to a door and needs replacement	maximum \$300

Fines: A fine is a penalty for wrong doing.

Improper move out (major)	\$300
Fire protection equipment tampering	\$400

Fees/Fines during breaks:

Living on campus w/o authorization	\$50/day
Living on campus with authorization	\$18/day

Non-Residential fees and fines:

Student ID replacement	\$25 (Tornado Print and Mail)
Parking fines (Campus Police)	Varies based on violation

NO FEES/FINES ALTERNATIVE SANCTIONS

Unlike previous years, the following Fees/fines are no longer charged for the following violations. Students should note that appropriate sanctions including written warnings, reflection papers, online conduct quiz, residential restrictions, and up to a Residential Probation may be enforced.

- Security tampering
- Propping open a gate/door
- Absent for hall or building meeting w/o permission
- Guest stays past approved time
- Undocumented overnight guest
- Room in condition where staff can't enter and do a job
- Room change fee