



Residence Life Handbook:

A Guide to Campus Living



OLLU Residence Life Handbook

The “Residence Life Handbook” is published by the Office of Residence Life.

The handbook is distributed electronically to all resident students at Our Lady of the Lake University and is also available on the university website. Subsequent editions supersede the policies and procedures contained in this edition.

For questions or comments regarding this handbook, or the procedures herein, please contact the following:

Our Lady of the Lake University

Office of Residence Life

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San Antonio, TX 78207-4689

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Statement of Mission

The mission of Residence Life is to provide affordable housing for students in a responsible environment that promotes personal growth, academic achievement, community responsibility, and respect for individual differences in a vibrant atmosphere. As a part of the university community, housing support is available for several university activities and programs, including University-sponsored conferences, short courses, and extension programs.

Statement of Purpose

The purpose for having a variety of residence hall and apartment options, in addition to providing places to sleep, study and eat, is to provide educational support services to the university by creating and maintaining a learning environment and to provide an opportunity, through guided group living, for the educational, cultural, recreational, and social improvement of the individual resident. The purpose for offering residence hall meal plans is to offer a dining service program with variety and quality and to promote efficiency and economy consistent with the appropriate quality of product and service.

Standards of Community Living

Our Lady of the Lake University is a community of people from diverse cultural, racial, and ethnic backgrounds. Each person is a unique individual, drawn from the broad spectrum of society. We must each strive to understand the individuality and life choices of those among us. We can best learn from one another in an atmosphere of positive encouragement and mutual respect. As we engage in our daily activities and interactions, we must possess a genuine desire to learn from others. In addition, we must give others the respect and acceptance which we, ourselves, desire.

The principle of free exchange and inquiry is fundamental to the educational process. The Office of Residence Life is committed to the principles of free expression. We believe individuals have the right to hold, defend and express their ideas and opinions. To sustain these principles, we encourage students to engage and live with students of different backgrounds from themselves. Residence Life provides tools to help students navigate these new experiences and both challenges and supports the student through these experiences. However, while each of us has the right to our personal beliefs, these beliefs in no way give us the right to denigrate another based on their age, physical abilities, national origin, sexual orientation, race, gender, or religious affiliation.

While we have a commitment to not deter free speech, we must strive to create and maintain a community that is free of harassment, intimidation, and humiliation of our residents and staff. It is our belief that one's actions demonstrate

one's commitment to respecting the differences among individuals. We are individually and collectively responsible for our behavior and accountable for our actions. We must each take the initiative and responsibility for our own learning and awareness of the differences that exist in our community and avoid all actions that diminish others.

Bigotry and hate will be given no home within our university housing community. Our community will not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against our members. Thus, we cannot accept ignorance, false humor, anger, alcohol abuse or substance abuse as an excuse, reason, or rationale for such behavior. We strive to develop and support a learning environment free from all expressions of bigotry so each of us can genuinely enjoy opportunities to live, work, and learn.

All of us who work and live in the university housing community have chosen to be here. Thus, we must commit ourselves to these principles which are the basis for our purpose, value, and worth.

Residence Life Staff

The Office of Residence Life provides opportunities for student development through peer groups, living units, experiences with professional and paraprofessional staff and opportunities for interaction between students and environmental characteristics. Individuals providing support to resident students are the following:

Director of Residence Life

The Director of Residence Life is responsible for the complete operation of the residence hall system. Supervises professional and paraprofessional staff, monitors the Office of Residence Life budget, enforces Residence Life policies, and supervises the maintenance of the residence halls. Responsible for the general welfare of all resident students.

Office Manager

The office manager performs administrative and operational duties in support of the Office of Residence Life department, including office management and administrative support duties. The manager serves as administrative support to the Residence Life team, specifically to the Director of Residence Life, and is an integral part of the Division of Student Affairs. In addition, the manager facilitates a professional and positive customer service experience for students, faculty, staff, and visitors to Residence Life.

Residence Life Coordinator (RLC)

The coordinators assist the Director of Residence Life in facilitating student and student staff members in their total development. Responsible for assisting in supervision of the Resident Assistant staff, assisting in the development and implementation of student development programming, providing administrative support for residence hall operations, enforcing Residence Life policies, and assuming primary responsibility for a complex-wide assignment.

Graduate Assistant (GA)

The Graduate Assistant assists the Director and Residence Life Coordinators in the supervision and maintenance of the residence halls.

Resident Assistants (RA)

An RA is assigned to floors in each hall to assist residents. RAs are selected based on leadership experience, the ability to successfully interact with people and the desire to help students. The RA acts as liaisons between residents and the University for the mutual benefit of each. Additionally, the RA receives training in administrative duties, programming,

and peer counseling. The RA directs students through the proper channels to address their questions, requests, and concerns. The RA assists the Residence Life Coordinators and the Office of Residence Life to develop an effective method of enforcement of residence hall and university regulations.

Residential Communities

Ayres Hall

This co-ed, upper-class, residence hall accommodates 41 residents in single-occupancy rooms with connecting baths. This hall has central air conditioning and heat. A connecting hallway leads to the companion residence facility, Pacelli Hall (currently offline). A computer lab and study lounge are provided for the residents of this space. Additionally, there is direct access to an outdoor patio and swimming pool. Ayres Hall is named in honor of Mother Angelique Ayres, CDP, co-founder of Our Lady of the Lake College and Superior General of the Congregation of Divine Providence from 1943 to 1955.

Cats and dogs with certain breed restrictions are allowed in Ayres Hall if residents have gone through the Office of Residence Life approval process and have paid the annual \$150 non-refundable pet registration fee. A request for a pet application can be made by emailing residencelife@ollusa.edu.

Centennial Hall

This co-ed, primarily freshman, residence hall accommodates 62 residents in single-, double- and triple-occupancy rooms, all with private baths. This hall has central air conditioning and heat. Facilities include a study lounge, a small fitness center with television and an outdoor patio. Centennial Hall is named in honor of the centennial of the university's founding in 1895.

Flores Hall

This co-ed, primarily freshman, residence hall accommodates residents in double-occupancy rooms with connecting baths. This hall has central air conditioning and heat. Facilities include lounge areas, laundry rooms on each floor and an outdoor patio. Flores Hall is named in honor of Archbishop Patrick F. Flores, first Mexican American archbishop of the Roman Catholic Church.

Pacelli Hall

This residence hall is currently offline. When in use, this coed residence hall accommodates 125 residents in double-occupancy rooms with connecting baths. This hall has central air conditioning and heat. A connecting hallway leads to the companion residence facility, Ayres Hall. Facilities shared by both halls include a television lounge, an outdoor patio, and an outdoor swimming pool. Pacelli Hall is named in honor of Pope Pius XII (Eugenio Pacelli), the pontiff who beatified Fr. John Martin Moye, founder of the Congregation of Divine Providence.

Slater Apartments

This co-ed, upper-class, apartment-style residential building accommodates 234 residents in double-occupancy and quad-occupancy units. Each bedroom has single occupancy, and one bathroom is shared in the double occupancy unit, and two bathrooms are shared in the quad unit. A full kitchen and common living area are in each unit. Facilities include lounge areas, laundry rooms on each floor, and study rooms. The Slater Amenities Room provides residents with a gathering space, community kitchen, and fitness center.

IMPORTANT PHONE NUMBERS

Residence Life

Residence Life Office	210-431-3941
Director of Residence Life	210-431-4149
Office Manager	210-528-6786
Residence Life Coordinator – Flores/Ayres Halls	210-528-7045
Residence Life Coordinator – Centennial Hall/Slater Apartments.....	210-528-7110

Admissions Offices

San Antonio	210-431-3961
Houston.....	346-342-1300
Rio Grande Valley.....	956-277-0146
Toll Free.....	800-436-OLLU (6558)

Other Numbers

Academic Advising	210-431-3966
Accessibility Services	210-431-4010
Center for Career Development and Testing	210-431-3971
Center for Service-Learning and Volunteerism.....	210-431-3990
Center for Student Involvement	210-431-3931
Chartwells Dining Services	210-431-4123
Counseling & Wellness Services	210-431-4053
Division of Student Affairs	210-431-3954
Financial Aid	210-431-3960
IT Help Desk	210-431-3908
Library	210-431-3923
Post Office.....	210-431-3930
Registrar	210-431-3959
Student Affairs Office.....	210-431-3954
Student Business Office	210-431-3929
Student Employment.....	210-528-6805
University Ministry.....	210-431-3973
University Main Switchboard.....	210-434-6711
University Police Department	
Non-Emergency	210-431-4022
Emergency	210-433-0911

Contagious Diseases Preparation

Pre-Arrival Requirements

Students are not required, but are highly encouraged, to receive the COVID-19 vaccine as well as any eligible booster shots. Students are also not required to provide a COVID-19 test prior to arrival. However, if a student is experiencing symptoms, they should delay their arrival to campus until they have received a COVID-19 test.

Students are required by law to be vaccinated against bacterial meningitis. This is the last part of your OLLU admissions process and steps can be viewed at [Meningitis Vaccine Requirement \(ollusa.edu\)](https://www.ollusa.edu/saints-strong/index.html).

Isolation or Quarantine Process

All students living on campus are encouraged to have an isolation and quarantine plan. For students who can travel in a private vehicle and are within approximately 2 hours drive of their primary place of residence, we strongly recommend your plan include you conducting your period of isolation or quarantine in the comfort of your home. For those students living on-campus who cannot travel home, the university has set aside dedicated isolation and quarantine space. Meals will be delivered to students isolating and quarantining on campus and Residence Life or athletic coaches (for student-athletes) will check in on you daily to monitor your symptoms.

Any residential student who has tested positive for any viral or bacterial disease, such as but not limited to COVID-19, the flu, or meningitis, or has been exposed to COVID-19 that would be detrimental to the residential community, must complete the OLLU Self Report Form. Go to this webpage for the form and latest protocols of the university:

<https://www.ollusa.edu/saints-strong/index.html>

- Residents who may have been exposed to COVID-19, and cannot travel home, will be required to wear a mask for 10 days or be required to quarantine in a room for a designated number of days before they can resume normal activities. Roommates and suitemates will be considered a “family unit” and will also need to quarantine if deemed necessary.
- Residents who test positive for COVID-19 or any viral or bacterial disease that would be detrimental to the residential community, and cannot travel home, may be transferred to another housing assignment for the duration of their isolation or until alternate arrangements are made. Residents will need to isolate as instructed by their primary care physician and will follow additional guidelines set forward by OLLU/CDC. Roommates and suitemates will be considered a “family unit” and will also need to quarantine if deemed necessary.
- Notification may also be sent to other members of the residence hall where the impacted students reside. No personal information of the students in quarantine/ isolation will be shared.
- OLLU will continue to monitor national news coverage and recommendations by the city, state, and federal governments in addition to the Center for Disease Control regarding COVID-19 and other spreadable diseases. Should this impact campus and/ or housing operations, we will communicate this to you with as much notice as possible. Residents will discuss a plan of action with their parents, guardians, family and/ or friends for evacuating campus with a minimum of a weeks’ notice including international and out-of-state residents. OLLU will work with residents who have no other options for vacating campus, which could include off-campus housing at a hotel. If OLLU must shut down housing operations, all remaining residents must move out following the timelines and guidance provided by the university.

Procedures for Housing Application, Selection and Cancellation

Consolidation

Consolidation refers to the process of requiring resident students who are single occupants in double- or triple-occupancy rooms to move together in one double- or triple- occupancy room. Consolidation also allows empty rooms to be used as guest rooms, storage rooms, or showrooms. Students may remain as single occupants in double- and triple-occupancy rooms without being charged single-occupancy room rates only if there is no option for consolidation. If the opportunity to consolidate becomes possible, students may be required to move together. Residents are required to move if they are contacted by Residence Life to consolidate. If there is an option for the resident to buy out the room as a single room, they will be informed by Residence Life. Otherwise, they must move when they are told. A student may not sublet or rent a room assignment or empty space nor permit another person to share a private room assignment. (i.e., Airbnb, HomeAway, Craigslist, private rental, etc.).

Housing Availability

Residence halls and apartments are available for occupancy during the fall, spring, and summer semesters. All residence halls close between the fall and spring semesters and after the spring semester prior to the summer term. Interim housing is available on a limited basis after the spring and summer terms. There is a charge for interim housing, and it may be available only in one residence hall. Residence halls do not close during Thanksgiving, Spring Break or Easter holidays. The university apartments do not close between the fall and spring semesters. Apartment residents are not required to move out during the break. Students who are taking summer classes and/ or are associated with a university-sponsored program or event during the summer break are eligible for housing. The Summer Housing application will be available in the spring semester.

Housing Contract

Housing contracts are issued on an annual basis. Refer to the OLLU Housing Contract for details regarding the terms of the contractual agreement, including contract dates and associated cancellation fees.

Housing Contract Cancellation Policy

The university reserves all rights in connection with cancellation of the housing contract. Refer to the OLLU Housing Contract for any fees related to cancellation.

- If the student intends to leave the university at the end of the fall semester and not return for the spring semester, the student must notify the Office of Residence Life in writing prior to the end of the fall semester. Cancellation fees will be assessed as outlined in the [OLLU Housing Contract](#).

Housing Application Fee

All students applying for housing are required to submit a \$200 housing application fee that serves as a financial commitment to their on-campus housing and is nonrefundable.

- Once the application fee is received, it will be retained regardless of if the student chooses to not attend OLLU or to live in the residence halls/apartment.
- The housing application fee reserves the room until the date the housing agreement becomes effective.
- The housing application fee is only made once upon the initial application for on campus housing and is not required annually for students who participate in housing renewal.
 - A student would only be required to pay the housing application fee again if they move off campus for more than one semester, excluding summer, and then request to return to campus housing. In this instance, the student must reapply for housing and resubmit the nonrefundable \$200 application fee.

- The housing application fee does not cover any intentional or careless damage that may occur during the period of occupancy. These charges will be billed to the student separately once the damage is brought to our attention or at the end of the academic year, whichever comes first.
- If residence hall space is not available, a refund of the housing application fee will be made after all measures have been taken to secure on-campus housing for the student.

For current residents, as of Feb.1, 2020, the \$200 housing deposit fee which accompanied students' University Housing application now serves as a nonrefundable commitment to housing. Only students who enrolled in housing prior to Feb. 1, 2020, are eligible to have the application fee (deposit) refunded upon written request after all monies owed by the student to the university under this contract, or otherwise, have been paid and all other obligations under this contract, including, without limitation, proper check-out procedures, have been fulfilled.

Housing Renewal Process

Current residents can renew their housing contract for the upcoming academic year every spring semester. This process takes place every spring semester and is reserved for those students who are living on campus at the time. Resident students who are graduating, transferring, or not planning to live on campus for the next academic year should not participate in this process. Resident students who plan to live on campus for the next academic year must complete the renewal application process. **Resident students who fail to participate in this process are not guaranteed a housing assignment the subsequent academic year.** The Office of Residence Life will provide information on the housing renewal process for that upcoming spring.

Immunization Policy

In accordance with [Texas State Law SB 62](#), all entering or returning students under the age of 22 as of the university's first day of class for a particular semester must be immunized against bacterial meningitis. The immunization or a booster must have been received less than five years and at least 10 days prior to the first day of class. Exemptions may be obtained by providing an affidavit signed by the student stating that the student declines the vaccination for bacterial meningitis for reasons of conscience, including a religious belief and/or medical exemptions. A conscientious exemption form from the Texas Department of State Health Services must be used.

Room Assignments

The university will make every effort to place students in the style of their choice and with the desired roommate(s) when possible. However, current residence hall occupancy, date of receipt of application, receipt of housing application fee and simultaneous roommate requests all affect the room assignment process. For these reasons, the university cannot guarantee room style and roommate requests and reserves the right to assign any applicant to any available space. Students who wish to make a request for a specific room style and/or roommate must indicate this information on their housing application. Room assignments are made based on availability, disabilities accommodation needs, and on a first-come, first-served basis. The date the Office of Residence Life receives a student's completed application along with a housing application fee is the date the student is eligible for assignment. Submission of the housing application does not guarantee a housing assignment. If residence hall space is not available, a refund of the housing application fee will be made after all measures have been taken to secure on-campus housing for the student.

We understand that living with a roommate can be challenging at times. However, we want to ensure that every resident has a comfortable living environment. Therefore, in cases where there is a pattern of a resident that is making living conditions unlivable, after attempts of medication and other residents being reassigned to the area, the room rate may be changed from a double to a single or the resident could be removed from Residence Life Housing at OLLU. We believe this solution is fair and will lead to a better living experience for all residents.

Room Changes

Room changes occur during a specified period after the first two full weeks of classes each semester and are made only with the authorization of the Office of Residence Life. Submission of a room change request does not guarantee approval. If the room change is approved and housing rates vary between rooms, students will be responsible for paying the higher housing rate for the remainder of the semester. If the rate is lower, the student will receive reimbursement for the difference. There will be an additional \$25 charge (if approved) for a room change request that is made after the fourth week of classes for each semester. Students who change rooms without Residence Life approval are subject to a minimum of \$75 for improper move fee.

Procedures for Housing Occupancy and Vacancy

Charges

The Office of Residence Life has the right to impose additional charges to a resident student for any of the below mentioned scenarios or as deemed appropriate by the Director of Residence Life. Failure to pay any assessed fees will result in a hold on the student's account that can prohibit registration, access to transcripts, and being able to receive your diploma after graduation.

- **Damages** - Resident students are responsible for all damage to their rooms and the furniture assigned therein caused by their behavior or by the behavior of their guests. Community damages such as broken ceiling tiles, missing furniture, discharged or missing fire extinguishers, graffiti, holes in walls and incidents that require additional custodial services can be billed to the entire community (apartment, floor, wing, or hall) if the responsible person(s) cannot be identified.
- **Cleanliness Fee** - Resident students may be charged to cover the cost of extra custodial service required to remove personal belongings or to clean rooms left in unsatisfactory condition. A minimum of \$25 will be assessed per area that is not cleaned along with a minimum of \$25 charged per bag of trash that is left.
- **Improper Check-Out Fee (\$75 minimum)** - Resident students leaving the residence halls without following the check-out procedures will be charged an improper check-out fee. Reasons for charge include:
 - not cleaning room, bathroom, and shared common spaces before leaving
 - failure to empty, clean, and defrost refrigerator and microwave
 - moving room debris and trash into hallway
 - loading hallway with belongings
 - failure to move out by the posted deadline
 - leaving without following check-out procedures
 - late checkout or missed check-out appointment without prior approval
- **Loss of Key/Failure to Return Key** - Resident students not returning a room key will be assessed a \$60 key core replacement charge.
- **Payment of Charges** – Payment of any Residence Life fees and/or damage charges can be made online through the following link: <http://marketplace.ollusa.edu/reslifeoutstandingcharges>.

Check-In Procedures

When checking into the residence halls and apartments, resident students will receive the following:

- Room key
- Student ID Card (for new students)
- Electronic Room Condition Form
- Electronic Residence Life Handbook and Housing Contract (on OLLU website)

- Residents are advised to read the handbook and housing contract and are responsible for the information in it.

Each resident will receive an electronic Room Condition Form as part of the check-in process. A thorough inspection of the room/apartment should be made to identify any pre-existing conditions, which should be noted on the form. The completed form should be completed with accuracy and should be submitted by each member of the room/apartment. Residents will have 5 days after they have checked in to submit the condition form. Any damage that is not recorded on the form will be the responsibility of the resident(s).

Check-Out Procedures

When checking out of the residence halls and apartments, resident students will perform the following:

- Resident students must check out by the posted deadline.
- Follow provided check-out procedures (e.g., specific times, dates, procedures).
- Remove all personal belongings.
- Clean bedroom, bathroom, and shared space.
- Sign up for a time to check out of their assigned space with a Resident Assistant
- Return the room key to the RA upon completion of their check-out process

Procedures for Room Entry and Search

General Guidelines for Room Entry and Search

Except under extreme emergency circumstances, premises occupied by students will not be entered and searched unless appropriate authority has been obtained. The following guidelines apply:

- Reasonable suspicion must exist that occupants of a specific room have in their possession articles or are in the process of committing acts that are in violation of local, state, and federal laws or university rules and regulations.
- Authorization for room entry and search must be obtained from the Director of Residence Life or designee. Such investigation is restricted to those individuals specifically designated by the forenamed.
- Unless unfeasible, the university will make every effort to have one or all the inhabitants present during the search and to inform the inhabitants as to the reason for such search.
- Articles representing illegal possession or violation of civil law or university rules and regulations may be confiscated and withheld until necessary disciplinary action and safety measures have been completed.

Guidelines for Entry by Other Students

Students may enter the residence hall and apartment rooms of other students only at the invitation of or with written permission of residents of such rooms. Written approval of entry into a residential space may be denied by the Director of Residence Life or their proxy.

Guidelines for Entry by Residence Life Staff Members

Residence Life staff members may enter residence hall rooms and apartments under the following circumstances with permission from the Director of Residence Life or designee:

- To investigate which individuals are occupying the room.
- To replace damaged or obsolete university property and remove from the room, without the owners' permission, any objects or materials which constitute a safety or sanitation hazard, or which are the property of the university and are being illegally held in the room.

- To eliminate disruptive noise from electrical sound equipment which may violate an individual's right to sleep, study, read, or otherwise occupy the room.
- To determine, with reasonable cause, if a violation of Residence Life or other university rules and regulations is occurring in the room.
- To conduct health and safety checks.

Guidelines for Entry and Search by University Police

University Police Officers may enter residence hall rooms and conduct searches within the boundaries of the law.

- A University Police Officer or other university official may enter a room when there is clear or apparent emergency such as fire, serious illness, or injury or where danger threatens persons or property.
- A University Police Officer or other university official may enter a room under one or more of the following circumstances:
 - With a warrant for arrest or search.
 - With permission of the resident.
 - When in pursuit of an individual observed committing a crime, or if the officer has reasonable grounds to believe the occupant committed a crime.
 - When the officer has probable cause for belief that a crime is being committed.
 - When a narcotic detection dog indicates that there may be an illegal substance in one of the rooms.
- A University Police Officer or other university official may search a room under one or more of the following circumstances:
 - With a search warrant.
 - With permission of the resident.
 - With permission from the Director of Residence Life or designee.
 - When the room is the area incidental to an arrest.
 - When the officer has probable cause for belief that a crime is being committed.
 - When a narcotic detection dog indicates that there may be an illegal substance in one of the rooms.

Guidelines for Entry and Search by Other Law Enforcement Officers

Residence Life staff members will open residence hall rooms to admit law enforcement officers only when a search warrant applying to a specific room has been obtained or if the law enforcement officer is accompanied by a narcotic detection dog that has indicated that there may be an illegal substance in one of the rooms. Off-campus law enforcement officers must be accompanied by a University Police Officer when entering the residence halls.

Resident Student Right to Privacy

A resident student's room is his/her home while living in university housing. Resident students have the right to privacy in their own rooms. However, in cases of emergency, to conduct a welfare check, to make routine maintenance inspections, to maintain minimum health and safety standards and to enforce regulations, the university reserves the right to enter residence hall and apartment rooms. Before entering, staff members will knock and identify themselves. If staff members remove any articles, a written receipt will be left in the room. No staff member will enter a residence hall room or apartment without prior permission from the Director of Residence Life or their designee. University staff will always secure a resident's room by locking the door if found unlocked.

Facilities and Services for Resident Students

Access for Students with Disabilities

Residence hall rooms accessible to students with disabilities are limited and are available in Slater Apartments, Centennial, and Flores Halls. Students needing certain accommodations such as private/semi-private room or bathroom are available in Slater Apartments, Ayres Hall (for upper classman), Centennial, Flores, and Pacelli Hall (for overflow). Students requiring housing accommodations based on a disabling condition must contact the Accessibility Services Office at ada@ollusa.edu and should also indicate the need for such accommodation on their housing applications. Such accommodation requests include, but are not limited to, ADA accessible room/apartment, Emotional Support Animal, Service Animal, video, or audio alerts for deaf/hard of hearing or blind/low vision residents and private/semi-private room or bathroom. Students should be aware that if they are placed in these areas, they will be required to pay the housing rate that has been set for the modified/new room types. For instance, if you are assigned a double private in Centennial Hall and you are now requiring/requesting a single private in Centennial Hall, you will be required to pay the single private rate for Centennial Hall.

Counseling & Wellness Services

Our Lady of the Lake University aims to provide excellent services for students through Counseling & Wellness Services. The main office is located in Walter Student Service Center, Suite 206.

Counseling Services are available to listen to and support students during their time at OLLU. They offer several therapeutic resources including individual and couples counseling, group therapy and psychoeducational workshops. All appointments are free and confidential and are scheduled with licensed professionals and/or supervised trainees. To schedule an appointment for any of these services, contact Counseling Services via email at wellnesscenter@ollusa.edu or 210- 431-4053.

If you are feeling sick with a non-life threatening matter, set up a virtual visit through OLLU TimelyCare or call your primary care physician's office. If you do not have a primary care physician, visit any urgent care or walk-in clinic in the community but you should call ahead first. If you are experiencing severe and/or life-threatening symptoms and/or respiratory issues, call 911. Be prepared to answer additional questions. Students should understand the benefits provided by their health insurance. Visit your insurance company's website for available benefits and additional information. Benefits provided may include:

- Nurse On-Call
- Behavioral health intervention
- Tele-medicine virtual appointments

For all life-threatening or medical emergencies, call 911 or call University Police at 210-431-4022.

After-hour health and counseling services are available to you through OLLUHealth via TimelyCare. To access these services, please visit www.timelycare.com/ollu or download the TimelyCare app. If emergency care is needed, call 911 or University Police at 210-433-0911.

Dining Service/Board Plan

Board plans (also known as meal plans) are available during fall and spring semesters. All resident students **are required to purchase a board plan** during the academic year and plans of various monetary amounts are available. Resident students' university ID cards also serve as their meal cards. Meal cards are accepted at all campus dining facilities. Refunds on board plans are only permitted when a resident student has terminated their housing. Refunds on board

plans are prorated from the start of the semester to the day of the termination of housing. Only unused board can be refunded. The student is still responsible for payment of all used board.

- Resident students wishing to cancel or change board plans must contact the Office of Residence Life.
- Resident students wishing to have their required meal plan waived must submit a “Board Waiver Request Form” to the Office of Residence Life 30 days prior to the start of the contract period.
- If depleted, board plans may be increased at any point in the semester by visiting the Chartwells Dining Office in the Main Building.
- Board plans are active from the first day of class through the last day of the semester.
- Board plan waivers will only be made for serious medical and/or personal reasons. Resident students must make waiver requests in writing to the Director of Residence Life prior to the start of the contract period.
- Unused board plan at the end of the fall semester will roll over to the spring semester, unless the student is not registered for the spring semester, in which unused board plan will be forfeited. Unused board plan at the end of the spring semester will roll over to the summer semester, unless the student is not registered for the summer semester, in which unused board plan will be forfeited. Unused board plan at the end of July, or on a communicated deadline, will be forfeited and does not roll over to the new academic year.
- Resident students are the sole authorized users of their respective board plans and may not lend their meal cards to other individuals nor can they be transferred to another individual. However, resident students may purchase meals for others and must be present to do so.
- If resident students misplace meal cards, the loss should be reported IMMEDIATELY to both the Office of Residence Life and the Chartwells Dining Services Office.
- The meal card’s magnetic strip makes it sensitive to electronic equipment. Meal cards should be kept away from radios, televisions, computers, refrigerators, other appliances and magnetic-snapped handbags to avoid damaging the magnetic strip. Dry cleaning and washing of meal cards may also damage the magnetic strip (there is a fee to replace one’s meal card/ID card).

Elevators

Elevators are available in Slater Apartments and Flores Hall. Priority for usage should be given to persons with disabilities or severe mobility impairments. Individuals who vandalize the elevators will be subject to disciplinary action. Operating failures should be reported immediately to a Residence Life staff member.

Internet Access

Residence Hall apartments/rooms are equipped with one, two, three or four data lines (depending upon planned capacity), allowing resident students with personal computers to access wired network support from their rooms with an ethernet cord. Additionally, they are equipped with wireless access capabilities. To access wired or wireless internet services, residents must set up an account through [Apogee Resnet](#) (contact options within the link). All wired and wireless internet access is handled through a 3rd party partner and any connection issues will also be addressed through this partner.

Refer to the “Technology Acceptable Use Policy (AUP)” and the “Student Code of Conduct” for regulations and sanctions of computer usage. Residents are prohibited from installing or operating personal routers and wireless access points within any residential facility.

Laundry Facilities

Only resident students are permitted to use the university’s laundry facilities. Tampering with or otherwise defrauding washers, dryers and automated vending systems will result in disciplinary sanction, civil prosecution, or both. CSC ServiceWorks should be notified when washers and dryers malfunction. Reimbursements are requested through CSC

ServiceWorks, as well. They can be contacted on 1-800-762-3452. Work orders can be submitted online. Currently, washers and dryers are complimentary for resident students.

Washers and dryers are located in the following locations:

- Ayres Hall: lower level
- Centennial Hall: second floor
- Flores Hall: first, second and third floors
- Slater Apartments: first, second, third, and fourth floors

Lobbies and Lounges

Residence hall lobbies and lounges are for residents and their escorted guests. Resident students should not leave guests unattended in lobbies. Residents and guests not using lobbies and lounges for their intended purposes will be required to leave. Visiting hours apply (see Visitation) to residents and guests using lobbies and lounges. Each hall has a lobby or lounge that can be utilized by residence hall students only for visitation. Individuals wanting to use the lobbies and lounges for large group gatherings (e.g., meetings, activities) must make reservations with the Office of Residence Life a minimum of one week before the activity or event.

Mailboxes

The University Post Office assigns resident students a campus mailbox. The University Post Office and campus mailboxes for resident students are located on the first floor of St. Ann's Hall. Both flat mail and packages will be distributed at this location. Packages are not received at the residence halls or apartments directly. At the end of each semester, resident students should leave forwarding addresses with the University Post Office.

Mail should be addressed to:

Resident Name MSC #
411 S.W. 24th St.
San Antonio, TX 78207

Reception Desks

Centennial and Flores Halls have a reception desk open five days a week during the long semesters. Hours vary and are posted at each community desk. Slater Apartments uses the Office of Residence Life for reception five days a week throughout the year when the university is open.

Repairs to Residence Hall and Apartment Rooms

It is the responsibility of the resident to report repairs and/or damages in their room/apartment immediately, so they can be addressed in a timely manner and limit additional damage. Fees associated with any intentional damage will be assessed to the student or split across all occupants if necessary.

- **Housekeeping** – Housekeepers are responsible for light maintenance and keeping public areas of the residence halls and apartments clean. Resident students can help keep surroundings attractive by cleaning personal spaces and by not abusing the facilities. Resident students are responsible for the regular cleaning of their rooms/apartments, bathrooms, and other common areas of their assigned space. Housekeepers will occasionally enter residence hall rooms and bathrooms (not apartments) to spray bathrooms for mold and mildew.
- **Maintenance** – To report a maintenance problem, residents must submit a work order to their Resident Assistant or by emailing the following information to physicalplant@ollusa.edu:
 - Name
 - Room Number
 - Phone Number
 - Detailed description of the issue

Emergency maintenance situations requiring immediate attention, such as power outages, broken water pipes, or clogged/overflowing toilets should be reported to the Office of Residence Life immediately at 210-431-3941. If the Office of Residence Life is closed, report the problem to the RA on Duty at 210-749-7571 or 210-749-9625 or Campus Police at 210-431-4022 immediately.

Pest Control

Exterminators make rounds on a routine basis. Resident students should report insect problems to their Resident Assistant or to the Office of Residence Life. An exterminator will be accompanied by an OLLU staff person when individual room extermination is requested.

Swimming Pool

Resident students may use the pool between Pacelli and Ayres Residence Halls from 10 a.m. to 10 p.m., seven days a week unless booked for a private event. Alcoholic beverages are prohibited in and around the pool area and patio. Swimming alone and horseplay are prohibited. Pool access is limited to resident students and one adult guest per resident student only. Guests who are minors are prohibited. The pool is not staffed with a lifeguard.

- Swimming Pool Events – Individuals wanting to host a pool gathering must contact the Office of Residence Life for permission to reserve the swimming pool.

Suggested Items for Residence Hall Living

The following is a list of items resident students often find necessary and convenient for residence hall living include linens (sheets) for a Twin XL bed, pillowcases, pillows, blankets, bedspreads or comforters, towels, toiletries, an alarm clock, cleaning supplies and other academic materials such as school supplies. Resident students may bring Bluetooth speakers, ethernet cords, tablets, gaming equipment, laptops, televisions, DVD players and floor fans. Small electrical items, such as hot air popcorn poppers and coffee makers are permitted in the residence halls. The Office of Residence Life encourages resident students to contact roommate(s) to plan for necessary and convenient items to avoid duplication.

Prohibited Items for Residence Hall Living

Prohibited items include electric blankets, waterbeds, candles, lava lamps/oil lamps, fireworks, wireless routers, weapons, personal bed loft kits and items listed in the “Restricted Appliances” section of this handbook. Since a combination microwave and refrigerator (microfridge) is already provided in each residence hall room, and a full-size refrigerator and microwave is provided in each Slater apartment, additional refrigerators and microwaves are prohibited.

Trash and Recycling

All resident students are expected to keep their environments free of trash and litter. All trash must be disposed of in the dumpsters located next to the softball field or in front of Flores Hall. At no time should trash be left in hallways, common areas, stairwells or on patios. The Office of Residence Life encourages all residents to participate in recycling efforts.

Vending Machines

Vending machines are located throughout some of the residence halls. Money lost in vending machines should be reported to the Student Affairs Office at studentaffairs@ollusa.edu. Tampering with or otherwise defrauding coin-operated vending machines will result in disciplinary sanction and/or civil prosecution.

Regulations and Requirements for Resident Students

In addition to obeying all local, state, and federal laws, resident students must obey all university policies, procedures, rules, and regulations. Residence Life staff members are not authorized to grant exceptions to these regulations. As university employees, Residence Life staff members may not ignore violations of university regulations. Resident students will be asked to make suggestions for policy changes directly affecting the residence halls. Resident students are expected to be knowledgeable of the contents of this handbook and any other notices and publications of policy. The university reserves the right to change and/or delete any policy and will notify students of any changes thereof.

In situations not covered by specific regulations, resident students should use common sense to ensure their behavior always reflects conduct expected of mature, responsible individuals with high ethical standards in accordance with the mission and values of the university. Per the Vice President of Student Affairs, the Residence Life Director and Coordinators are considered University Student Conduct Officers. They are authorized to impose sanctions upon students, who are found to have violated the Student Code of Conduct as stated in the [OLLU Student Handbook](#). They are also authorized to impose sanctions for Residence Life policy violations.

Abandoned Items

Any personal property left in the residence halls at the end of a resident's housing agreement or at the end of the spring semester will be considered abandoned. The Office of Residence Life does not provide storage of abandoned property and all usable goods will be donated to a local organization 72 hours after the student has vacated and contact with the student has attempted to be made.

Alcohol Possession and Consumption

The Office of Residence Life is extremely concerned about the way alcohol use may affect the behavior and academic performance of resident students. Research indicates that college-age students are more likely to abuse alcohol than any other age group in the United States. Such abuse often results in alcohol poisoning, addiction, and death. Alcohol use is frequently associated with inappropriate and sometimes illegal behavior and has been shown to impair judgment in many situations, often with unfortunate consequences. The Office of Residence Life is especially concerned with behaviors that violate or interfere with the rights of others and the dignity of self. Regarding the consumption of alcohol by students of legal drinking age, local, state, and federal laws must always be observed. Of primary importance to the university community are the following regulations:

- In accordance with Texas State Law, OLLU does not permit the purchase, possession, use, sale, or consumption of alcohol by persons under 21 years of age.
- Persons 21 years of age and older are prohibited from providing alcoholic beverages to persons under 21 years of age.
- Intoxication, disorderliness and offensive behavior on university premises and adjacent properties owned by the Congregation of Divine Providence are unacceptable and subject to disciplinary action.
- Students engaging in self-destructive behavior that impedes a student's ability to enjoy the privileges of education and to fulfill one's obligations as an educated member of society, should seek assistance from applicable resources. It is the entire university community's responsibility to respond to such behavior.
- The following guidelines apply to possession and consumption of alcohol in the residence halls:
 - Alcoholic beverages are permitted in Ayres Hall and Slater Apartments only. Resident students of these halls, aged 21 or over, are permitted to possess and responsibly consume alcohol in their residence hall bedrooms, provided all individuals present are aged 21 or older. If you are a Slater resident with roommates who are under the age of 21, all alcohol must be confined to your individual room and must not be stored or consumed in common spaces in the presence of those who are under the age of 21. If you are drinking in

common areas of the apartment unit, all that are present in the common area or in the apartment unit must be 21 or older. If you are an Ayres Hall resident, and you have a visitor, you are not allowed to consume alcohol in the room if your guest/s is under the age of 21 years old.

- Alcoholic beverages and alcohol paraphernalia are prohibited in Centennial and Flores Halls. Residents of these halls, even if aged 21 or older, are prohibited from possessing and/or consuming alcohol in their rooms.
- Regardless of age and residence hall location, consumption of alcohol is prohibited in public areas (e.g., lounges, hallways, patios) inside and outside the residence halls except at those events approved by the Vice President for Student Affairs.
- Kegs and party balls are prohibited across all residential communities. This includes empty kegs or party balls brought on campus for storage purposes or to be used as furniture or decoration. Alcohol brewing is also prohibited across all residential communities. Empty alcohol/liquor bottles and beer cans are prohibited in the residence halls.
- Refer to the “Alcohol Distribution Policy” located in the OLLU Student Handbook for additional information. Alcohol is not allowed outside of your unit nor in any other building spaces unless approved by the Office of Residence Life for an event. If you violate any of the Alcohol Distribution Policy, you are subjected to fine and other disciplinary measure per the OLLU Student Handbook.
- Students or guests of students found to be in violation may be subject to disciplinary action, as well as possible police involvement.

Appliance Regulations

Electrical appliances which are (1) UL listed, (2) equipped with thermostatic controls, and (3) rated at 1200 watts or less are permitted in the residence halls. It is necessary to limit the wattage and usage of certain appliances in student rooms because of the potential fire hazard, as the residence halls’ circuits are limited to 15 amperes. Whenever the total amperage on one circuit exceeds that figure, the fuse or circuit breaker is likely to turn off. Continuous overloading creates excessive heat in the wiring, causing its insulation to deteriorate and increasing the possibility of fire. Resident students should coordinate appliance use with neighboring residents to avoid power interruptions. All electrical appliances and equipment should be unplugged before leaving your room for any vacation period.

Appliances Restricted

University fire safety and sanitation regulations prohibit the use of some types of appliances in student rooms even though they may be commonly found at home. Among the items not allowed for either storage or use are open coil heaters, immersion coils for heating liquids, pottery warmers, deep-fat and french fryers, air fryers, rotisseries, electric grills, ovens, hot plates, stoves, any type of exposed burner, large power tools, camping stoves and charcoal grills. It is impossible to list all electrical appliances that are hazardous for use in the residence hall. As a general guideline, any appliance is prohibited if it is rated over 1200 watts or if it has an exposed heating element. Under all circumstances the user should exercise reasonable precautions. Appliances should be used in a manner prescribed by the manufacturer. Damage or injury resulting from the use of any appliance or equipment in the residence halls are the responsibility of the user. The only exceptions for crock/instant pots and countertop electric grills are the kitchen areas of Slater Apartments.

Assault

Threatening, being verbally abusive (in-person or via technology), acting in ways that threaten to endanger the health and/or safety of any person and causing physical harm to another person are strictly prohibited. Students or guests of students found to be in violation may be subject to disciplinary action, as well as possible police involvement.

Balconies, Fire Escapes, Ledges, Roofs, and Windows

Resident students and their guests are prohibited from engaging in the following activities:

- Removing screens from windows.
- Climbing onto ledges and roofs.
- Climbing from one room to another via ledges and roofs.
- Hanging out of windows.
- Covering windows with aluminum foil or other dense material.
- Pushing others towards or out of open windows.
- Throwing items out of windows.
- Hanging signs, posters, or other materials from roofs, ledges, balconies, and fire escapes.
- Blocking stairwells and fire escapes.

Candles, Fireworks, and Open Flames

Candles, fireworks, incense, open flames, all types of diffusers (including but not limited to automated and heat-generating fragrance and aromatherapy diffusers), and appliances with open heating elements are prohibited. Electric wax warmers are also prohibited.

Christmas Trees

Residents are prohibited from installing live Christmas trees in their residence hall room or apartment.

Confiscation/Removal

Residence Life personnel will ask students to remove dangerous and/or prohibited items from their rooms or common area. Should the resident fail to respond to this request, Residence Life staff will confiscate, store and/ or dispose of the item with approval from the Director of Residence Life or designee. During fire drills/alarms and safety inspections, university officials may confiscate prohibited appliances or other prohibited/illegal items ([see Procedures for Room Entry and Search](#)). Residents will be sent an email if any item is confiscated or removed. Following a disciplinary hearing, students may claim their confiscated items provided they are immediately removed from the residence hall.

Damages

Resident students are responsible for all damage to their rooms and the furniture assigned therein caused by their behavior or by the behavior of their guests. Each member of the residence hall or floor will be held responsible for damage to common areas, unless the responsible party is identified.

For routine repairs, resident students should inform their RA of specific problems requiring attention. Minor problems should be corrected and repaired before escalating into major ones. Excessive humidity, leaks and other problems should be reported promptly. If conditions worsen because of failure to report the problem, resident students may be charged room damage fees.

Decorations

Resident students may hang pictures, posters, and other decorations by means that do not leave permanent marks, holes, or other damage to walls, doors, ceilings, floors and other fixable surfaces. Nails, screws, masking tape, double-sided tape, glue, and other permanent adhesives are prohibited on walls, doors, ceilings, floors, and other fixable surfaces. To reduce the likelihood of paying damage charges, residents are encouraged to only use thumb tacks, painter's tape ("blue" tape), and/or 3M removable strips to hang items on the walls. Some adhesive hooks damage the walls; use

of adhesive devices risks damaging the walls, in which case a resident must pay for the cost of damages. Stickers mounted on residence hall property such as doors, windows, walls, ceilings, and floors are not allowed.

Damage charges will be assessed for the cost of removing the items. Nothing should be secured to the room doors. If you are unsure what items you can hang within your room, please contact your Residence Life Coordinator. Alcohol containers, open or closed, and drug paraphernalia are considered inappropriate room decorations. If these types of items are found in Flores and Centennial Hall rooms, or Ayres and Slater apartment rooms belonging to minors, Residence Life staff, in conjunction with OLLU UPD, reserve the right to confiscate and dispose of them.

Dress Code

Although the university does not have a dress code, resident students and their guests are required to wear appropriate clothing such as shirts, shorts/pants, and shoes inside the buildings/halls and in all common areas (e.g., study lounges, computer labs, TV rooms, exercise spaces, laundry rooms, etc.).

Drugs and Controlled Substances

The possession, use, distribution, manufacture and sale of illegal drugs, other controlled substances, and drug-related paraphernalia are prohibited. Per the Student Handbook, the Student Code of Conduct, and the OLLU compliance with the Drug-Free Schools and Communities Act of 1989, students found to be in violation of this policy will face disciplinary actions. Delta-8 in Texas remains classified as illegal and is not permissible.

Emergency Contact/Missing Person

If it is determined that a resident is missing, the Our Lady of the Lake University Police Department or the Office of Residence Life will begin calling that person(s) designated as an emergency contact on the Residence Hall Application/Agreement. If a student wishes to identify a different individual for notification, his or her contact information must be sent by email to the Office of Residence Life at residencelife@ollusa.edu.

Emergency Procedures

Per the “Emergency Procedures for Students” section for information online in the OLLU Student Handbook. The most important thing to remember in any emergency is to remain calm. Confusion and fear will do nothing to alleviate personal discomfort or the discomfort of others. Irrational behavior may put lives in serious jeopardy. The following basic steps can apply in any emergency:

- Assess the scene.
- Call University Police at their emergency number: 210-433-0911.
- Off-campus, call 911.
- When calling in an emergency, be calm and give the best description as possible as to the location, number of participants involved and remain at the scene until the University Police arrive.
- Care for any victims within your capabilities if doing so will not endanger lives.

If the university experiences a weather emergency, staff will notify residents through posted signs, email and, if necessary, the use of a public-address system. Please follow the directions of all Residence Life staff members as they are looking out for the safety and security of all residents. In cases of weather emergencies, please stay tuned to a local news or weather channel.

The University Police non-emergency number is 210-431-4022. They are available 24 hours a day, 365 days a year.

Extension Cords/Power Strips

Extension cords should be used sparingly and never overload cords or extended cords with another extension cord. Always use extension cords in accordance with the manufacturer's instructions. UL listed, type "S" or "SJ" cords are the minimum size permitted. Extension cords may not be tacked down, placed under rugs, or used in places where pedestrian traffic can cause damage. Only authorized employees of the university or their agents may make any modifications of or additions to the existing wiring of a building. Power strips must be UL approved, rated no higher than 15 amps, and equipped with a built-in current breaker.

Fire Safety Evacuation Procedures

At minimum, there will be one unannounced fire drill in each residential community per semester. All students are expected to participate in the drill as if an active fire is taking place. Students who fail to vacate the residence halls and apartments will be subject to a university conduct violation and/or a monetary fine should the San Antonio Fire Department choose to assess one.

All fire alarms should be considered as an actual "real" fire, and the building must be evacuated immediately. Individuals are responsible for evacuating themselves from the building and should leave by the nearest and/or safest exit. Students should familiarize themselves with emergency exits. As the situation permits, building staff will assist in the evacuation process. In case of fire, pull the nearest fire alarm and/or call 210-433-0911 (University Police). If possible, be prepared to direct emergency personnel to the suspected cause. At no time should you put your safety in jeopardy.

The following procedures should be followed:

- Close and lock your room door. Bring the room keys with you.
- Leave the building in an orderly manner, through the safest and most immediate exit.
- Do not use elevators.
- Wear or carry clothing suitable for the weather and carry a towel for protection against smoke.
- Take a flashlight, if one is available.
- Remain outside and at least 50 feet away from the building until the signal to return is given.

A damage assessment may be levied against students for a fire occurring within an on-campus living area. If a false alarm is pulled and no one is identified as perpetrating the alarm, the residents of the hall will be held accountable.

Fire Safety Equipment and Tampering

It is a criminal offense to falsely sound an alarm. Students apprehended sounding a false fire alarm or tampering with firefighting/fire alert equipment (e.g. smoke alarm or sprinklers system) or failing to evacuate immediately when an alarm is activated, are subject to a minimum fine of \$200, dismissal from the residence halls or university and/or prosecution from civil authorities. Residence hall students have ready access to fire extinguishers in hallways. All residents should familiarize themselves with the proper use of fire extinguishers.

Furthermore, in accordance with Texas House Bill 1284 (2013-2014), you are hereby notified that making or causing a false alarm or report involving an institution of higher education the penalty and/or charge is escalated from a Class A misdemeanor to a state jail felony.

Furniture

Furniture provided in the residence halls for use in private rooms and general lounge areas may not be removed, borrowed, or exchanged from one room to another. Lounge furniture is not to be moved from its original arrangement without the permission of Residence Life staff members. When moving furniture for any reason, the furniture should be carefully lifted and moved. Shoving or pushing heavy items can scrape floors. Furniture should be taken care of by

avoiding propping feet on or climbing on furniture. Residence Life staff members reserve the right to require any student-owned furniture be removed from the residence halls. While students are permitted to provide their own mattress padding/topper, they are not permitted to bring in their own mattress. Requests for the use of a personal mattress can be requested through the Office of Residence Life and decisions will be made on a case-by-case basis.

Grills

Grills of any type and/or size may not be stored or used within any area of the buildings. If a rented/borrowed grill is used on campus for an event, they may not be used within 50 feet of the building. Propane tanks, grills, lighter fluid, instant charcoal briquets, and any other combustible materials or chemicals may not be stored inside any room.

Halogen Light Bulbs and Lamps

Halogen light bulbs and lamps are not permitted in any on-campus residence.

Health and Safety Inspections

RAs conduct periodic health and safety inspections of residence hall rooms and apartments to accomplish the following:

- To connect with residents, they do not see on a regular basis.
- To report maintenance issues.
- To confiscate unapproved items (e.g., hot plates, alcohol).
- To verify that all furniture and/or furnishings in the room at check-in are still in the room.
- To verify that no furniture and/or furnishings from common areas are in the room.
- To ensure there are no health and safety violations within each room/apartment.

RAs will post notices 48 hours in advance of the health and safety inspection. If residents are not present at their respective scheduled times, RAs will contact other Residence Life staff members to enter the room and complete the safety check. All OLLU property will be checked including but not limited to refrigerator, microwave, dressers, and closets. RAs will leave notification of room entry if residents are not present.

Holiday and Semester Break Occupancy

No meal service will be provided during any University holiday, which includes Winter Break, Easter Break, and other student holidays (e.g. Thanksgiving and Spring Break) the University may designate, unless stated otherwise. **The university does not provide interim housing during semester break periods (e.g., Christmas Break and break between spring and summer sessions), except for those residents that have a valid OLLU Housing Contract to reside in Slater Apartments.** For alternative housing options, contact the Office of Residence Life.

ID Cards (Electronic Access and Meal Plan)

All university students must obtain and carry with them a current university ID card as proof of their right to use university facilities and attend university events. ID cards must be produced upon request by any university official, including RA staff. ID cards are non-transferable. Students allowing others to use their ID cards are subject to disciplinary sanction. ID cards for resident students serve as their meal cards in addition to serving as electronic access cards to the residence halls. Most front doors to the residence halls are locked at 10 p.m., and interior doors are locked 24 hours. ID cards are issued at the ITS Help Desk located in the Walter Center (2nd Floor). Building and apartment access is granted by the Office of Residence Life. If your ID no longer grants you access to your building or apartment, please report the issue to the Office of Residence Life. Lost or stolen cards should be replaced as soon as possible; there is a \$10 fee assessed to replace the ID.

Indoor Athletic Activities

The playing of athletic games is prohibited in the residence halls because of the potential for personal injury and property damage that often occurs because of such activity. Prohibited activities include, but are not limited to, baseball, basketball, football, frisbee, hockey, soccer, volleyball, shaving cream fights, water fights and indecent exposure or behavior.

Keys

Resident students receive one key to their residence hall rooms. Room keys will not be issued to any friend, relative or other individual. Residents should always carry their room key with them to avoid being locked out. Resident students may not duplicate room keys or alter locks. Room keys must be returned to the Office of Residence Life upon vacating the assigned residential space.

- Lockouts – If resident students lock themselves out of their room or residence hall, Residence Life staff or the RA on duty will unlock the door and/or building. The resident student will receive 1 free lock out per semester and be charged \$25 per lockout thereafter. Additionally, on the fourth time, resident student must schedule an appointment with the Director of Residence Life or designee. RAs will unlock only the room or residence hall for that resident who is locked out.
- Lost Keys – If resident students lose their room keys, the Office of Residence Life will have Physical Plant staff change the door locks, at the resident's expense, and issue new keys for the room. This precaution is for the resident's safety and the security of the resident's possessions. The fee for a lost key is \$60.

Liability and Personal Property Protection

Our Lady of the Lake University will not be liable to residents or residents' guests for personal injury or for damage to or loss of their personal property from fire, flood, water leaks, rain, etc., unless such injury, loss or damage is caused by the negligence of Our Lady of the Lake University. The university recommends that residents secure their own insurance to protect against such occurrences. The Office of Residence Life recommends that students invest in renter's insurance to help resident students protect their belongings.

In the event the room or apartment assigned to a student is destroyed or rendered wholly uninhabitable and the university does not elect to furnish other accommodations, the contract shall be terminated. In the event of such termination, any prepaid room and board fees or rent shall be refunded to the student.

Resident students are responsible for protecting personal items from theft and vandalism and for ensuring the residence halls and apartments are as secure as possible. The Office of Residence Life recommends the following:

- Resident students should identify personal property by engraving with an identification number or affixing name tags.
- Resident students should maintain an inventory of personal property information and keep the list in a secure place. The list should contain model numbers, serial numbers, and brief physical descriptions of all personal property.
- All doors, including bathroom doors and windows should always be locked.
- Residence hall entry doors must not be propped open for any reason.
- Resident students may not permanently install additional locks, chains, latches or other security devices to their doors and windows as this could prohibit entry into a room/apartment during an emergency.
- **Resident students are encouraged to purchase personal property insurance, as the university is not liable for theft and/or damage of personal belongings.**

Mediation

If a student is not getting along with his/her roommate, the residents of that room will participate in a mediation process guided by Residence Life staff. Every effort will be made to work toward a mutually satisfactory decision.

Maintenance

If you require room maintenance, please submit your work order requests via email to physicalplant@ollusa.edu.

Parking

All motor vehicles parked on university property must be registered with University Police and have a valid parking decal. Resident students may park anywhere unless the space is marked reserved.

Parties and Other Group Gatherings

Group gatherings, social functions and parties are permitted in residence hall room and/or apartment, if events are of a size and number not to exceed 10 persons who can be contained wholly in the room or apartment (including noise). In Slater Apartments, the limit is 10 people for the entire apartment, not per individual room within the apartment. All events in the residence halls and apartments must end by the end of visitation hours.

Personal Recording/Security Devices

Making, attempting to make, transmitting, or attempting to transmit audio or video of any person(s) on university housing premises in bathrooms, showers, bedrooms, or other premises where there is an explicit expectation of privacy, especially with respect to nudity and/or sexual activity, without the knowledge and consent of all participants subject to such recordings is strictly forbidden. The use of "video doorbells" is also prohibited.

Pets and Emotional Support Animals

Pets

Pets are prohibited in Slater Apartments, Flores Hall, and Centennial Hall, except for small fish in 5-gallon tanks or smaller. However, cats and dogs with certain breeds and weight restrictions are allowed in Ayres Hall, which is a pet-friendly community. Only upper-class students are eligible for this community with prior approval from the Office of Residence Life. This process includes proof of vaccinations and an annual \$150 nonrefundable pet registration fee. Contact the Office of Residence Life for more information. Failure to get approval through Residence Life, prior to bringing the animal on campus, will result in a \$150 fine and will be given 24 hours to remove the animal. Failure to comply will result in an additional fine of \$150 per day that the animal remains on campus, will go through the conduct process, and will be subjected to cleaning fees.

Emotional Support Animals

Emotional Support Animals (ESA), also known as therapy, comfort, or assistance animals, alleviate one or more identified symptoms or effect of an individual's disability. The assistance performed by the animal must be directly related to the individual's disability. Assistance animals are not service animals, which are defined in and protected by the Americans with Disabilities Act. Therefore, assistance animals may be considered in conjunction with access to university housing, but they are not permitted in other areas of the university (e.g., libraries, academic buildings, classrooms, dining areas, labs, work areas, student centers, etc.).

If a resident student would like to request an ESA, the Office of Residence Life will make every effort to accommodate students with approved ESAs based on a disabling condition. The student is required to follow the guidelines provided by the Accessibility Services Office. The Accessibility Services Office must approve a student to have an ESA within University Housing **before** the student brings the animal to campus. The resident must then complete the Residence Life

ESA contract and get approval from Residence Life before the animal is allowed on campus. Students are required to complete the ESA registration process through Accessibility Services Office and Residence Life at the start of each new academic year; anytime a new animal is brought to campus or at the request of Accessibility Services Office and Residence Life staff. Resident students who fail to complete the required ESA request process and choose to still bring their animal to campus are in violation of the pet policy and will result in a \$150 fine and will be given 24 hours to remove the animal. Failure to comply will result in an additional fine of \$150 per day that the animal remains on campus, will go through the conduct process, and will be subjected to cleaning fees.

Posting

Announcements may be posted on Residence Life bulletin boards only with the approval of the Office of Residence Life. Use of bulletin boards around campus requires approval from the Student Affairs Office prior to posting. Refer to the "Policy on Posting" in the OLLU Student Handbook for additional information.

Quiet Hours and Consideration Hours

Resident students have the primary responsibility for the enforcement of Quiet and Consideration Hours. If resident students feel uncomfortable with a confrontation or if the offending noise is coming from another wing or floor, resident students may ask Residence Life staff members to remedy the situation. When requests are reasonable, RA Staff will assist.

- **Quiet Hours** - The establishment of quiet hours provides resident students with an atmosphere conducive for studying. During quiet hours, resident students are encouraged to keep room doors closed. Any conversations or amplified sound (e.g., radio, television) should not be audible in hallways or other rooms. Quiet hours are from 9 p.m. to 8 a.m. each day but may be made more restrictive as deemed necessary.
- **Consideration Hours** - Consideration hours are always in effect. Resident students should be considerate of roommates, suitemates, and hallmates. All noise should be kept within the confines of individual residence hall rooms. At the request of another resident or staff member, resident students are expected to cooperate by lowering the volume of conversations and amplified sound. Excessive noise is always unacceptable.
- **Dead Week/Finals Week Quiet Hours** - During dead week and finals week, quiet hours are observed 23 hours a day. Study breaks, usually an hour in length, occur at designated times during these weeks.

Self-Propelled Transportation, Motorized Vehicles, and Electric Personal Transportation

The riding of self-propelled bicycles, skateboards, skates, scooters, etc., is prohibited in the residence halls and all other university buildings. Motorized vehicles and electric personal transportation devices, including hoverboards, mopeds, and segways, are prohibited inside the residence halls. For fire and safety reasons, self-propelled, electric, and motorized forms of transportation may not be stored in hallways, stairwells, common areas, fire exits, hall entrances or other places in on-campus living units. The only exception is for self-propelled items which can be stored in residence halls and apartment bedrooms. Bicycles should be adequately secured to prevent theft. Self-propelled equipment must never be ridden inside the residence halls and apartments, should be kept free of doorways and windows and in no way interfere with or damage room fixtures or furnishings. Any self-propelled equipment found improperly stored will be moved to a proper storage area at the owner's expense.

Smoking

OLLU is a designated smoke-free campus. Smoking of any kind, including electronic cigarettes, vaping, hookah, etc., is prohibited inside all university buildings, including all residence halls, courtyards, apartments, individual rooms, and all campus grounds. Failure to abide by the OLLU smoke-free policy is a violation of the Student Code of Conduct and makes the student subject to a conduct hearing.

Solicitation

To protect residents from unwanted disturbances, the university prohibits door-to-door solicitation in the residence halls and the operation of a personal business/practice. Students and organizations wanting special consideration should contact the Center for Student Involvement.

Student Handbook

It is the responsibility of all residents to be aware of and to abide by all approved policies, procedures, guidelines, and statements set forth by the University Administration in the [OLLU Student Handbook](#).

University and Personal Property

Damaging, defacing, or destroying any property of the university or of another individual is prohibited. Removing any property from its assigned place including furniture, recreational equipment, TVs, computers, etc., without proper authorization is prohibited. Tampering with or borrowing the personal belongings of others without permission is against policy. Tampering with mailboxes, telephones, laundry equipment, vending machines, etc., is also prohibited.

Visitation

Resident students are permitted to invite non-resident guests to their residence halls and rooms, in compliance with the following visitation policy. Resident students are responsible for their guests' behavior and safety while in the residence halls. All guests must be escorted by the resident student from the main entrance of the residence hall to any other area of the hall and from any area back to the main entrance. Guests must leave the residence halls at the end of the visitation period.

Visitation hours in any residence hall and apartments are 10 a.m. to midnight, Sunday through Thursday, and 10 a.m. to 2 a.m., Friday through Saturday. Resident students and/or guests visiting any other resident(s), regardless of gender, are required to abide by the established visitation hours.

- **All Guests** - Guests must always be escorted by their resident student host.
- **Minors** - Because the residence halls are designed as adult living communities, the Office of Residence Life discourages the presence of infants, small children, or adolescents. Resident students are prohibited from baby-sitting in the residence halls and apartments. Children must always be accompanied by their resident student host and must adhere to the rules and regulations of the residence halls. Children aged 17 years and younger are prohibited from staying overnight in the residence halls. Resident students must request written permission from the Office of Residence Life for overnight guests and they must be 18 years of age or older.
- **Overnight Guests** - Resident students wishing to have overnight guests must notify their RA a minimum of 24 hours in advance, submit an overnight guest form and be approved to receive an overnight guest pass. For a weekend guest pass, residents will need to submit their application by Friday at 12pm. Overnight guests will have to provide a government issued identification once they arrive on campus for Residence Life to verify their identity. Overnight guests of the opposite gender are prohibited. Overnight guests have a maximum three-night limit within a one-month time period. Any special circumstances warranting modifications require a written request for approval from the Director of Residence Life a minimum of one week in advance. Periods in which overnight guest passes will not be issued are the last two weeks of each semester and mid-term examination week.
- **Parents and Other Adult Family Members** - Parents and other adult family members are encouraged to visit campus; however, the Office of Residence Life does not allow overnight lodging. Resident students should contact the Office of Residence Life for special circumstances warranting such overnight visits. Upon availability of guest rooms, a lodging fee applies.

Weapons

A “weapon” is defined as any object that by use, design or definition may be utilized to inflict harm or injury upon another individual or animal. Examples of weapons include, but are not limited to, handguns, pistols, rifles, axes, knives with blades more than five inches, mace, throwing stars, and nightsticks or batons. Possession, storage, use, sale or transfer of weapons, whether licensed or not, are prohibited on university premises and violators thereof will be subject to disciplinary action. Storage of the above items in vehicles parked on campus is also prohibited. Such weapons, if confiscated, immediately become the property of the university.



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