
THE UNIVERSITY OF TEXAS AT SAN ANTONIO

OFFICE OF HOUSING AND RESIDENCE LIFE

Resident Handbook

INTRODUCTION

Welcome to UTSA! We think you made a great decision to live on campus. In doing so you have become a member of a select community of neighbors—from different cities, states, and countries, with one common bond - UTSA! Living on campus allows you to closely observe and interact with fellow students who come from diverse cultures with different viewpoints.

Campus living has many advantages, such as the convenient proximity to the library so you can use it often; the freedom to talk longer with your professors, study with classmates, receive academic assistance, access computers, and participate in programs and activities; and not having to worry about preparing meals, cleaning dishes, or shopping for food.

The University of Texas at San Antonio's Office of Housing and Residence Life (HRL) is committed to helping you reach your academic and personal goals. Please let us know how we may assist you.

Feel free to contact the City Center desk, your Resident Assistant, or the Office of Housing and Residence Life at (210) 458-6200.

COMMUNITY STANDARDS

The HRL seeks to foster the best in community living. In order for a community to function well, the people living in the community must have a sense of ownership. As residents, we expect you to be involved in your community. This involvement may include serving as a leader on the director's Advisory Council, participating in activities and programs, creating a roommate agreement, or confronting behavior that is not acceptable. We need you to stand up and take care of your environment. Our community is only as good as the people living in it want it to be. There is nothing better than living in a community where people have earned each other's trust, hold each other accountable, and have learned to live and laugh together.

In any community, there are guidelines, policies, rules, and regulations that exist to protect the rights and well-being of each member. You will find academic, racial, lifestyle, age, cultural, and interest differences as well as similarities among its members. All members of the community should treat each other with respect and dignity. Harassment and victimization of residents by fellow students will NOT be tolerated. This type of behavior between residents will be confronted and addressed immediately.

As a resident on-campus, you are required to read and adhere to the policies and rules of UTSA as well as those for HRL. The policies and rules are outlined in the *Information Bulletin of UTSA*, *Student Code of Conduct*, the *Resident Handbook* and the "*Housing Contract*."

MISSION AND VISION

Whether you are a student, parent, or a member of the UTSA community we think it is important that you know our mission and vision.

MISSION

Our mission is to be widely recognized as an innovative leader in Housing and Residence Life.

VISION

Housing and Residence Life fosters the development of the holistic student by creating opportunities for academic, personal and professional growth.

CORE VALUES

Dedicated to building an engaged residential community while supporting the University's and Division of Student Affairs missions, we embrace the following core values:

- Sustainability
- Accountability
- Student-Centered Philosophy
- Learning
- Inclusion/Diversity
- Collaboration
- Empowerment

PROCEDURES FOR ON-CAMPUS RESIDENTS

SPECIAL HOUSING NEEDS:

Students who feel they have a physical or emotional condition that may impact their room assignment are required to notify the housing office prior to move in. The HRL provides accessible living for residents with mobility impairments, including access to the City Centers and Neighborhood Centers. Students with extended or unusual needs not met by the available accommodations may be allowed to make reasonable changes with prior approval from HRL.

OBLIGATION OF RESIDENTS:

Residents are obligated to honor the terms of the Housing License Agreement, Meal Plan Contract, the Resident Handbook and the UTSA Student Handbook. Residents are also financially obligated for the entire period of the meal Contract and housing Contract.

CONDITIONS OF THE LICENSE AGREEMENT:

The License Agreement (Contract) is offered on the condition that you are admitted to UTSA. The contract does not guarantee that you have been admitted to the University. Only the Office of Admissions can grant admission to the University. You must be a student to be eligible to live on campus. Registered Sex Offenders are prohibited from working or living on campus, and housing will not be provided to, or required of any Registered Sex Offenders. Registered Sex Offenders are prohibited from being within the living areas of the University's Residence Halls.

HOUSING DEPOSIT:

All students applying for on-campus housing must submit a housing deposit of \$175, plus a \$25 non-refundable application fee with the housing application. The deposit is held by HRL throughout the licensing period and until such time as a student moves out and has no future assignment. The deposit will be applied to any damages or outstanding fees on the student's UTSA account. If there are no damages to the unit or outstanding fees, the deposit will be refunded within 45 days from the last day of the Contract agreement.

RENEWAL OF HOUSING CONTRACT FOR THE NEXT YEAR:

All on campus residents have the ability to renew a housing Contract for the next academic year. Renewals will take place at the HRL office from February 15 through March 15 for the next academic year. Residents will have priority over new incoming students as long as they renew their License Agreement before March 15. Information on renewals will be distributed on email beginning February 1.

MEAL CONDITIONS:

Meal service may be limited or cancelled during inclement weather if UTSA must close. Meal service will end on a date designated by UTSA in the Meal Plan Contract. A Meal Plan contract will be for the entire academic year (Fall and Spring Semester). Students may make changes to their meal plan as long as the change is submitted prior to 5:00 p.m. on the census day for that semester. The census day is designated as the 12th class day for a particular semester.

CHECKING IN:

You may check in on the first day of the Contract Period, unless you schedule a late arrival date. If you fail to check in by 5:00 p.m. two days before classes begin, HRL will terminate your Contract and you will be charged \$500.00 in liquidated damages. Failure to check in on or before a scheduled late arrival date also results in a \$500.00 liquidated damage charge. If you are permitted by HRL to check in early, accept a room card or place any belongings in a room, you are fully bound by the Contract on the day you check-in or begin using the room.

Occupancy during the approved early check-in periods will result in a room charge equivalent to the Daily Room Rate for each day before the first day of the Contract Period.

UTSA MOVE IN CONDITION REPORT:

Each resident will complete a UTSA Move In Condition Report form when moving into their assigned room. Any damages or missing items must be noted at this time to prevent a charge at check out. The form, once completed, is returned to the HRL office. The resident should retain a copy of the form for their records. UTSA Move In Condition Report form should be returned within 3 days after move in.

ROOM KEY CARD:

Every resident will use their UTSA ID Card to access their assigned room. The card is used to enter the front door as well as the specific bedroom to which the student is assigned. The card will not access other rooms. Operating instructions to lock and unlock your door are outlined in the “Maintenance Issues” section of this handbook. The UTSA ID Card is also used to enter the gates, the Neighborhood Centers, and the Computer Labs.

If a resident loses his or her ID card, the student must purchase a replacement card from the UTSA Card Office and bring it to the front desk of their specific complex to be programmed for their individual unit. A temporary card may be issued until a new UTSA ID Card can be purchased. A temporary card will be activated until the close of business the next business day. Failure to return the temporary card to the Front Desk could result in a \$25.00 charge.

CHECKING OUT:

You must check out by noon the day following your last final examination or by noon on the last day of your Housing Contract which ever of these dates come first. You must follow the Move-Out Instructions as outlined in the Resident Handbook. You may also obtain specific move-out instructions from the Front

Desk of your complex. Failure to follow these procedures may result in a \$50 failure to check-out properly charge in addition to any damage fees assessed.

If you do not renew your Contract for the summer you are required to vacate. If you fail to move out on time, you will be charged the Daily Room Rate plus 10% of this rate each day until you follow such check out procedures or HRL removes your property from the room pursuant to Section XII of the Housing Contract.

Students who withdraw from classes during the Contract Period are required to move out within 48 hours of the official withdrawal from UTSA. Failure to move out could result in additional charges.

MOVE-OUT INSTRUCTIONS:

All residents moving out of their assigned space in their particular complex must complete the move-out process as outlined below:

If a resident is moving out completely, the resident must complete a housing cancellation form indicating the exact move-out date. Forms are available at the HRL office or the front desk of your housing facility. Please note the Contract Period.

Students must move all their belongings out of their assigned space prior to officially checking out.

- Your living space, including bedroom, kitchen, living room, and bathroom, shall be clean and in good condition at the time of check out. If a resident moves out prior to the other residents of that unit, common areas need to be inspected for damages. An agreement between all the residents should be met to determine who is responsible for the damages. A maintenance request along with a billing request should be completed to outline responsibility for damages.
- Residents should notify the Front Desk of their complex regarding the date of check-out and schedule a time the unit can be inspected.
- Any time a resident changes a unit or moves out, the unit must be cleaned and inspected. If you fail to move out by the last day of the Contract Period, or within 48 hours after you withdraw from the University, you will be charged the Daily Room Rate plus 10% of this rate for each day until you follow such check out procedures or HRL staff removes your property from the room pursuant to Section XII of your Housing Contract.
- If you are changing units and fail to move out within 48 hours of access to your new unit, you will be charged a daily rate plus 10% for each day that you fail to vacate your old unit.
- You are required to provide a mail forwarding address at the time of check-out. If you fail to provide a forwarding address, we will use the permanent address that you submitted on your housing application. We will forward mail for 30 days after you vacate.

ROOM ASSIGNMENTS:

HRL assigns rooms and roommates without regard to race, sexual orientation, religion or national origin. All units are single gender assigned. For special accommodations, such as students with disabilities or

other unique needs, you must make a written request to the HRL office at the time you submit your housing application.

Should a vacancy occur during the Contract Period within a specific unit, residents of that unit may request a specific person to move in. In those cases, HRL will try to accommodate the request. If there is no request, then HRL will attempt to assign that space to another student. Please note that any empty room in a unit may be leased at any time throughout the school year; therefore, you should expect a new roommate at any time. At no time are residents allowed to utilize unassigned rooms for guests, storage, etc. In the event that residents of a specific unit utilize an empty room, the daily rate for that empty room will be divided among all the residents of that unit unless it can be determined that a specific individual was responsible for utilizing that empty space. The charges will be made from the date the previous occupant moved out.

HRL reserves the right to make changes in room assignments for reasons it determines to be appropriate at its sole and absolute discretion, including roommate conflicts, pending disciplinary action, and non-compliance with University Regulations. Room reassignments include, but are not limited to, assignment to supplemental space for the consolidation of residents, and shall not result in a decrease or an increase in the Contract Rate.

If you fail to move to a new location within forty-eight (48) hours after the HRL Office has issued you authorization or a directive to move, you will be assessed the Daily Room Rate plus 10% for each day that you remain in the room that you have been instructed to vacate.

ROOM CONSOLIDATION:

This procedure will be instituted by HRL based on need for space or a reduction of utility costs. Students in units without roommates, or in under-populated buildings, will be notified of the consolidation process. The Consolidation can take place any time during the academic year if occupancy of a specific unit falls below an acceptable number. A student may be consolidated to another same style unit as well as another building. Students will be notified of their new room assignment and required to move within 48 hours of the notification. HRL will attempt to accommodate roommate requests and building requests wherever possible.

ROOMMATE MEDIATION:

Conflicts occasionally occur with roommates. Most conflicts can be resolved with assistance from your Resident Assistant. All parties involved must be willing to come together to discuss their differences and be willing to compromise. Most issues can easily be resolved if residents involved will talk to each other.

SUGGESTIONS IN HANDLING A ROOMMATE CONFLICT:

1. Resident addresses concern directly with the individual(s) involved.
2. Resident discusses issue with their Resident Assistant, who then provides options on how to deal with the situation.
3. Resident Assistant follows up with the resident to see if the concern is still an issue. If so, RA will meet with all parties involved to formulate a plan to resolve the issue. This may include revising the roommate agreement previously established.

4. Complex Coordinator may follow up on the mediation if they feel the mediation has not resolved the issue. A room change possibility may be discussed. Failure to get along with a roommate is not grounds for termination of your housing Contract.

Every resident has rights when living with other residents. Talk to your roommate at the beginning of the semester to explore issues of potential conflict. We encourage residents to be proactive and set the rules together using the Roommate Agreement form.

INDIVIDUAL RIGHTS AND ROOMMATE RIGHTS:

All residents have certain rights. These rights include but are not limited to the following:

- The right to clean common areas and bathroom areas
- The right to make mistakes
- The right to sleep or study with as little disturbance as possible
- The right to refuse requests without feeling guilty or selfish
- The right to feel safe to express ideas, opinions, and grievances without retaliation
- The right to be independent
- The right to not be discriminated against on the basis of race, color, religion, national origin, age, disability, veterans status, or sexual orientation

ROOM CHANGES:

If a resident is interested in a room change they must submit a Room Change Request with the HRL office or the front desk of their assigned complex. The Room Change Request may be submitted during the first three weeks of the semester only. HRL will notify you when your request is honored. We are willing to work with you in obtaining an alternative assignment. If your Room Change Request is approved, you will be required to move to your new apartment within forty-eight (48) hours from the approval. If you fail to move to a new location within forty-eight (48) hours after HRL has issued an authorization to move or issued you a directive to move, you may be assessed the Daily Room Rate plus 10% for each day that you remain in the room that you have been instructed to vacate.

After you have completed your move, you are required to complete the move-out process. Your old unit should be left clean with all items in the same condition as you found it upon move-in. You may be assessed for any damages or cleaning. You will need to schedule an appointment in the HRL office to walk the unit.

ADMINISTRATIVE ROOM CHARGE:

HRL may decide that moving a student is necessary as part of a disciplinary situation or other administrative decision. The student will have forty-eight (48) hours to complete the move. Failure to move as directed could result in additional charges or further disciplinary action. Administrative room changes may be made to solve a roommate issue that has not been resolved using other methods; or disciplinary action as a result of a violation of Housing or University policy.

MOVING TO ANOTHER ON-CAMPUS HOUSING FACILITY:

Students from one complex may transfer to another on-campus housing complex prior to the start of the Contract Period if space is available. For a fall semester, requests must be submitted prior to July 1.

Transfers to another on-campus housing facility during the Contract Period will be considered at the sole discretion of the Associate Director for the Office of Housing Operations and the Managing Director of Campus Living Villages. All requests are to be submitted in writing to the HRL office for review.

CONTRACT CANCELLATION:

- a. STUDENT AND GUARANTOR, IF ANY, ARE RESPONSIBLE FOR PAYING THE FULL CONTRACT RATE FOR THE ENTIRE CONTRACT PERIOD, UNLESS YOU CANCEL THE CONTRACT IN COMPLIANCE WITH ONE OF THE PROVISIONS BELOW.
- b. DEPENDING ON WHEN AND HOW THE CONTRACT IS CANCELLED, STUDENT AND GUARANTOR, IF ANY, MAY OWE THE UNIVERSITY AN ADDITIONAL CANCELLATION FEE. THE CANCELLATION FEE CHARGED BY THE UNIVERSITY CONSTITUTES LIQUIDATED DAMAGES THAT WILL COMPENSATE THE UNIVERSITY FOR THE COSTS IT WILL INCUR AND/OR LOSSES IT WILL SUFFER AS A RESULT OF YOUR CANCELLATION, WHICH COSTS AND LOSSES ARE DIFFICULT TO QUANTIFY. AS PROVIDED IN SECTION III. F., ABOVE, YOUR \$175 DEPOSIT MAY BE USED TO PARTIALLY DEFRAY THE CANCELLATION FEE.

Cancellation Before the Start of the Contract Period.

Before the beginning of the Contract Period, you may cancel this Contract by providing notice of cancellation in writing to the Office of Housing and Residence Life at the address found in Section XV. (3), below. The Effective Date of Cancellation is the date your notice of cancellation is received by the Office of Housing and Residence Life.

The tables below set out the cancellation fees that you will have to pay if you cancel your Contract before the beginning of the Contract Period:

Academic Year 2010-2011 Applicants

Effective Date Of Cancellation	Cancellation Fee
Before June 1 st	None
Between June 1 and June 30	\$175
Between July 1 and July 31	\$325
On or after August 1 and before start of Contract Period	\$500

CANCELLATION DURING THE CONTRACT PERIOD.

University may cancel this contract as provided in other sections of this Contract. For example, if you fail to check in to housing, the University may terminate this Contract as outlined in Section

VI., below. However, once the Contract Period begins, you may only cancel this contract in the situations described below:

- i. If you fail to register or cannot register with the University during the semester in which the cancellation occurs, you may cancel this Contract before the 12th class day by providing the Office of Housing & Residence Life notice in person or in writing to the address found in Section XV. (3). When your non-registration is confirmed by the Registrar, you must pay to the University \$500 in liquidated damages in addition to all charges accrued under the Contract until you check out pursuant to Section VII.
 - ii. If you voluntarily or involuntarily withdraw from the University during the semester in which the cancellation occurs, you may cancel this Contract within 24-hours of withdrawal by providing the Office of Housing & Residence Life notice in person or in writing to the address found in Section XV. (3). When your withdrawal is confirmed by the Registrar, you must pay to the University \$500 in liquidated damages in addition to all charges accrued under the Contract until you check out pursuant to Section VII. If you re-enroll in the University during the original Contract Period after timely canceling the Contract pursuant to this section, you will also be charged a \$500 cancellation fee.
 - iii. If you graduate from the University at the end of the fall semester, you must notify the Department of Housing & Residence Life on or before November 15th. When the Registrar confirms your graduation, you shall pay to the University all charges accrued under the Contract through the end of the fall semester. If you graduate at the end of the fall semester and do not notify the Office of Housing & Residence Life by November 15th, you will pay all charges accrued under the Contract Period through the end of the fall semester plus a \$500 cancellation fee. If you re-enroll in the University during the original Contract Period after timely canceling the Contract pursuant to this section, you will also be charged a \$500 cancellation fee.
1. Residents who are participating in Study Abroad during the spring semester will be allowed to break their Contract with no additional penalties. Residents must still provide intent to vacate notice prior to November 15 in order to not be assessed a \$175.00 charge for liquidated damages.

ABANDONED PROPERTY:

Any property left by a resident after they have checked out will be considered abandoned. All unclaimed property within Housing will be delivered to the UTSA Lost and Found at the UTSA Police Department.

MAINTENANCE ISSUES

MAINTENANCE REQUESTS:

Students should report all maintenance or housekeeping problems when they first occur. A Maintenance Request may be submitted online through the Housing [Website: https://housewebap.utsa.edu/StarRezPortal/](https://housewebap.utsa.edu/StarRezPortal/) by logging on to the portal with your banner number and date of birth. Maintenance repairs will be made between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday, unless an emergency exists. Maintenance requests are typically completed within a day or two depending on the time of day the request is turned into the office. There may be times that some work may take longer due to the scope of the work or parts.

Students reporting maintenance or housekeeping concerns are authorizing the staff to enter their room to assess the reported issue. HRL maintenance personnel will leave a card indicating that they have been in your unit and the status of the reported problem. Requests for service are reviewed and prioritized with safety being the primary concern. It may be necessary to reassign rooms in order to perform some types of maintenance. In these cases, we will contact you and work through issues.

EMERGENCY WORK ORDER:

Residents with a maintenance issue such as flooding water, etc. should contact HRL or the front desk of your complex immediately. HRL maintenance personnel should respond immediately. If the emergency exists after the front desk closes, please contact the Resident Assistant on call and report the emergency.

CLEANING:

Residents are expected to maintain their own rooms and units in an orderly and sanitary manner. If HRL becomes aware of unsanitary conditions resulting from residents failing to maintain their unit, the residents will be notified to correct the condition within a 24-hour period. If the condition is not corrected within that time period, Housekeeping will clean the unit and the residents will be charged. The cleaning costs for the common areas will be divided among the number of the residents in that unit. Bedroom cleaning will be billed directly to the resident of the room. HRL reserves the right to cancel the student's Contract and/or refuse an assignment for future Contract Periods if the condition persists.

Common areas such as the City Center and Neighborhood Centers will be cleaned on a regular basis by HRL personnel. Please remember that common areas are used by all residents and it is your responsibility to make sure that you leave the common areas as you found them.

UNIT INSPECTIONS:

HRL conducts checks on all units once a semester and at the time of check out. Routine inspections will be announced and a resident may be present during the inspection. These inspections are conducted to:

- Evaluate the safety condition of the room and furnishings
- Identify needed maintenance and repairs
- Check fire safety hazards, such as tampering with smoke alarms and sprinklers
- Assess overall cleanliness of the unit

If damages are noted, the cost for repairs or replacement will be charged to the resident(s) of the unit.

A notice will be given to residents who have a Health and Safety Violation. Residents will have 48 hours to correct the situation. If no correction is made, the resident will be contacted by the Complex Coordinator.

Should staff notice any unapproved appliances or objects in the unit, or objects attached to the facilities in an unapproved manner, violations will be recorded and submitted to the Complex Coordinator. In the situation of noncompliance, HRL reserves the right to have the items removed or collected at the expense of the resident(s).

CHAPARRAL VILLAGE RESIDENTS CARD ACCESS

Your UTSA ID card will be used for entrance into your unit and bedroom.

1. **CARD INSERTION:**

- a. Magnetic stripe on card must be “down”. An easy way to remember which end of the card is inserted into lock....your picture never goes into the lock.
- b. It is highly recommended residents do NOT prop the front doors of units open by engaging the dead bolt. This is not only a security risk, but if the lock is not used for an extended period of time, the motor will lose its charge and not operate with the first insertion of card.

2. **LIGHTS:**

- a. Green....Indicates door is unlocked and entry is allowed. You will also hear the motor.
- b. Green, with no motor sound....Card must be inserted and removed, several more times, until the motor reaches charge.
- c. Green, with Red flashing alternately...Batteries are low. Submit a work order to replace.
- d. Green, with Red flashing together.... Submit a work order.
- e. Red, flashing 1 or 2 times....Card was not inserted properly.
- f. Red flashing, then Green....Bedroom door will lock.
- g. Yellow, flashing 12 times....Privacy lock engaged.
- h. Yellow, flashing 8 times....Card problem. Come to the office.
- i. Yellow, flashing 2 times....Wrong card for the lock.
- j. Yellow and Red, flashing together....Card problem. Come to the office.

3. **FRONT DOOR:**

- a. After card is inserted, Green light will flash. Push handle down and enter. If Yellow light flashes 12 times, roommate has engaged the dead bolt. Roommate must disengage dead bolt before entry is gained.

4. **BEDROOM DOOR:**

- a. Insert card, same as at front door. After card is inserted, Green light will flash. Push handle down and enter. Bedroom door will remain unlocked until you reinsert your card. The Red light will flash, followed by the Green flashing light and door will lock. If you are staying in your room and want privacy, turn the privacy latch on interior side of door lock. This will automatically unlatch when you push the handle down to exit your room.

LAUREL VILLAGE RESIDENTS CARD ACCESS

Your UTSA ID card will be used for entrance into your unit and bedroom.

1. **CARD INSERTION:**

- a. Card slot is vertical and magnetic stripe of card is always towards the door and magnetic stripe on back of card always faces the key cylinder of the lock.

2. **FRONT DOOR:**

- a. Door is always locked, when closed. (Do NOT leave without your card)

3. **SWIPE CARD:**

- a. Swipe card, enter your personal pin number and #, door will unlock, push handle down and enter.

4. BEDROOM DOOR:

- a. Locked or unlocked by swipe card or inside push button.
- b. Entry will be gained by swipe of card. Door will remain unlocked until closed and either card is swiped or lock button is pushed on interior.
- c. To exit room, simply push handle down and open door. NOTE: Door will remain unlocked until door is closed AND card is swiped again.

5. LIGHTS:

- a. Blinking Red and Green.....lock is unlocked and entry is granted.
- b. Intermittent blinking Red.....Battery is low. Submit a work request.

OFFICE OF HOUSING AND RESIDENCE LIFE POLICIES

ACCESS CARDS AND BUILDING ACCESS PROCEDURES:

It is the responsibility of each resident to secure their unit. The UTSA ID card is used as a key to the unit as well as to the individual bedrooms. Residents are required to carry their UTSA ID at all times. If a resident loses their ID card, they are responsible for purchasing a new card. A temporary card will be issued for a limited amount of time.

Temporary cards are programmed to provide access until the resident can obtain a new card the next business day. Once a replacement ID card is obtained, the resident must have it reprogrammed at the front desk of their assigned complex and return the temporary card. A charge of \$10.00 is assessed on all temporary cards not returned within stated timeframe. Your UTSA ID card is also programmed for access into the complex gates, neighborhood centers, computer labs, and access to the common areas within your complex.

ADVERTISING:

Advertising of products or services or personal property for sale or rent is not permitted. Students must have all posting approved the HRL office prior to placing it on the bulletin boards. If approved, the HRL staff will post materials in approved spaces.

ALCOHOL:

HRL facilities are alcohol-free. They support and comply fully with all federal, state, and municipal laws regarding possession and consumption of alcoholic beverages. Persons of any age may not possess or consume alcohol on-campus. This includes possession of an empty alcohol container that leads one to believe it was consumed on campus. This regulation also applies to all visitors and family, and to any other areas of campus. Visitors that violate the regulation will be escorted from HRL housing. The following applies to all residents and their guests:

- Intoxication shall in no way limit the responsibility of residents or guests from the consequences of their behavior.

- Residents shall not participate in alcohol-related conduct, which infringes upon the rights of others to experience a quiet, orderly, living environment.
- Residents who threaten their safety and/or others through the use of alcohol, or require the assistance of staff, will be subject to disciplinary action.
- Residents who violate the alcohol policy will be subject to disciplinary action as well as possible removal from housing.

APPLIANCES:

Sharing a residential community includes sharing the utility capabilities of that facility. Outlets and overall electrical capacity in all student-housing areas can easily be overloaded. As a result, this policy requires that students use caution and limit their use of electrical equipment in the residential buildings to minimize risk of harm to them and the community. At no time are appliances with an exposed heating element allowed. A microwave is available in each unit. Residents are responsible for keeping appliances turned off when not in use. For health and safety reasons, all cooking appliances must be in the kitchen area while in use.

PROHIBITED ITEMS

Any item that was not mentioned above as approved is prohibited. Examples include: electric blankets, sun and heat lamps, torchiere-style halogen lamps or other lamps at risk of causing fire, crock pots, hot plates, kegerators, toasters, grills, etc.

AQUARIUMS:

Students are allowed to have one aquarium. The aquarium may not be larger than a five (5) gallon tank. Only fish are allowed to be kept in the aquarium. Turtles, snails, small reptiles and other small animals are not allowed. Resident assumes responsibility for the aquarium and its contents at all times.

ASSAULT:

Any physical altercation and/or verbal threat should be reported to the Housing staff as well as the University Police (210-458-4242). Such incidents are very serious and should be reported immediately. Involvement in such altercations will result in immediate referrals to the Office of Student Judicial Affairs.

BALCONIES AND STAIRWELLS:

All buildings have stairwells and exterior balcony areas. These areas must remain clean and free of any personal items so safety personnel have immediate and easy access. Trash fines will be assessed to those students responsible for leaving trash on the balconies and stairwells. Small outdoor furniture and plants may be displayed on the balcony; however, they must be kept in front of the window for that particular unit. At no time should any of these items block or impede egress in or out of the balcony, stairs or living units.

BICYCLES AND SKATEBOARDS:

There are bicycle racks located around the complex. You may store your bike in the racks provided or in your bedroom. Please note that you are responsible for any damage caused by the bike. Your bike must not impede exit from the unit in any way. You may not store your bicycle on any landing or balcony area. We recommend all bikes be registered with the UTSA Police.

Bicycle and skateboard users must respect the rights of pedestrians traveling on the sidewalks. DO NOT run pedestrians off the sidewalks. Be considerate. Residents walking on the sidewalks have the right-of-way. No jumping stairs or walls or using railings with the skateboard.

CONDUCT:

If a resident and/or guest establish an unacceptable pattern of misconduct, or are frequently found to be in noncompliance with the Housing Policies or the “Student Code of Conduct”, the resident may be removed from Housing. Though individual offenses may be minor, a pattern of noncompliance, irresponsible conduct or manifest immaturity may be interpreted as a significant disciplinary problem. Housing reserves the right to take disciplinary action for Chronic Misbehavior. Residents are responsible for the conduct of their guests.

CLEANLINESS:

Cleanliness of a unit is the shared responsibility of all residents assigned to that unit. All units are to be kept clean and in good condition, at all times. Residents of the unit are to share common areas so equal space is provided to each resident. Individual bedrooms are the sole responsibility of the assigned resident and are to be kept clean and in good condition. If a new resident is assigned to the unit, the existing residents are responsible for providing/presenting a clean unit, and in good condition, as the new resident checks in. If a previous roommate left and charges were assessed, HRL shares responsibility for cleaning of that unit. Cleanliness extends to the laundry rooms, Neighborhood Centers, computer lab, and pool area. Cleanliness helps us to provide a pest free and healthy living environment.

COHABITATION:

Cohabitation is not permitted. Cohabitation is defined as a person staying for an extended period of time, or giving the impression that they are sleeping, showering, or living with their host. A resident who has a person cohabitating with them may be charged rent equal to an additional room fee per month, or have their housing privileges terminated. The student’s financial obligation of the cancellation fee will apply if the Contract is terminated. Students may not have a guest stay more than two (2) consecutive nights. In addition, the guest may not stay more than three (3) times within a semester period.

COMMON AREAS:

The Common Area of a unit is defined as the living room, kitchenette, and bathrooms of a given unit. Furniture in the common areas may not be removed or taken outside. This furniture is available to all residents of that unit. If damages occur to the common areas and staff cannot (after reasonable efforts) determine a responsible person, the cost to repair will be prorated to all of the residents of the unit.

COMMUNICATION:

HRL will communicate with students via their UTSA myutsa.edu email address. When you arrive at the beginning of the semester, you will receive your phone number for your shared phone line in the living room. At that time we ask that you set up a voice mail system. It is important that you check your e-mail regularly for any important notices. You may contact HRL by email at studenthousing@utsa.edu or by telephone at (210) 458-6200. The fact that you do not check your email is not an excuse for missing deadlines.

COOPERATION WITH UNIVERSITY OFFICIALS:

All HRL staff, including Resident Assistants (RA), are University Officials. Residents must immediately comply with directives from any University Official. Verbal and/or physical abuse directed toward any University staff member will not be tolerated, and subjects the resident(s) to disciplinary action. Students who disagree with a staff member's directive may appeal to the Associate Director for Residence Life and Education.

DAMAGE/VANDALISM CHARGES:

Charges for damage are based on the actual cost of replacement or repair, plus the cost of labor. Unless responsibility is determined, all residents residing in that area will divide the charges. It is everyone's responsibility to report any damages or vandalism to any housing facility.

DAMAGES:

You and your roommate(s) are responsible for any loss and/or damage to HRL property beyond normal wear and tear. Residents are encouraged to report any act of vandalism to HRL. Removal of furniture from your unit or Neighborhood Centers is prohibited unless special permission is obtained from the Associate Director of Facilities.

DECORATIONS:

Residents are encouraged to decorate their unit to make them feel at home. However, certain considerations must be made with regard to the common area of your unit. All roommates must agree on the decorating scheme for the living room, kitchen and bathroom areas. Each resident may choose how he or she would like to decorate their bedroom.

Residents may not hang anything from the ceilings of the units, nor from the smoke detectors or fire sprinklers. Smoke detectors and sprinklers cannot be covered. No painting walls or windows.

Pictures, posters and other items may be placed on the walls with small finishing nails and in such a way that damage to the walls will be avoided or minimal. Decorations must not be a fire danger, which is up to the staff's discretion.

UTSA signs, city traffic signs, as well as state directional or informational signs, are not allowed in the units. Possession of these items is illegal without proof of purchase. These signs will be turned over to the University Police.

Please note that if a roommate moves out during the school year, the decorating scheme may have to change if the new roommate does not agree to the existing scheme.

DRUGS:

The University of Texas at San Antonio and HRL support and comply fully with all federal, state, and municipal regulations regarding possession and usage of illegal substances. The following applies to all residents and their guests:

- All illegal drugs, narcotics, controlled substances, and drug paraphernalia are strictly prohibited. Possessing, using, distributing, manufacturing, or selling illegal drugs is prohibited.
- Residents are responsible for reporting the use, cultivation, manufacture, sales and/or possession of illegal substances on-campus to a staff member or the University Police.
- A resident present in a unit where any illegal drug is present is in violation of the Housing Contract and may result in loss of housing privileges and possible dismissal from the University.
- The misuse of any drugs (prescription, over the counter, or illegal) shall in no way limit the responsibility of residents or guests from the consequences of their behavior. Any situation involving suspected drug use/possession will be referred to the Office of Student Judicial Affairs. All incidents involving drugs, to include possession or use, will result in immediate removal from on-campus housing.
- Likewise, all incidents will be referred to the Office of Judicial Affairs for further adjudication. Please don't place your college career in jeopardy.

ELECTRICAL OUTLETS:

Do not overload sockets or use improper extension cords to create additional outlets. This may create a fire hazard. You are strongly encouraged to use surge protectors on all electrical devices. All extension cords must plug directly into a socket. It is against fire code to "snake" extension cords.

EMERGENCY DEVICES:

Tampering with emergency devices puts everyone at risk and, therefore, is prohibited. Emergency devices include, but are not limited to, smoke detectors, door closures, sprinkler heads, fire alarm stations, and fire extinguishers. Tampering with emergency devices may result in criminal prosecution, disciplinary action and any charges that may be incurred.

FAILURE TO COMPLY:

You must comply with all written and verbal requests and instructions from the HRL staff or any other University Official. This includes any request to produce valid identification.

FLAMMABLE MATERIALS, CANDLES, AND INCENSE:

The possession or burning of incense, charcoal, lighting fluids, kerosene, oil lamps or other flame-emitting articles are prohibited in accordance with the State Fire Marshall. Decorative candles may be displayed

only if the wick has been cut to prevent future burning. Evidence that a candle has been burned is grounds for the candle to be removed and disciplinary action to be taken.

FOOD PREPARATION:

Each apartment has a refrigerator and microwave oven for residents to use. The Neighborhood Centers and the City Center have full kitchen facilities for more extensive cooking. If you use one of the kitchen facilities, you are expected to take the time to clean up after yourself.

FOR PROFIT BUSINESSES:

It is against the law of the State of Texas to use state facilities for commercial enterprises. Residents and guests may not use their unit to solicit or sell for profit any items.

FURNITURE:

Each apartment includes the basic furniture. The kitchen comes equipped with a refrigerator and microwave oven. All common area furniture must stay in the common area to assure all residents have access to it. Modification to the furniture is strictly prohibited. Water-filled furniture is not allowed. No furniture is to be moved from the unit. A charge of \$50 will be assessed for removal of items from the unit. Public area furniture may not be removed or placed in an individual unit. You may bring additional furniture as long as it doesn't interfere with your roommates.

GAMBLING:

Texas law prohibits raffles, lotteries, or games of chance that do not meet strict state regulations. Gambling, which includes any exchange of items of value, favors, or money for a chance at a greater prize, is prohibited.

GUESTS AND VISITORS:

Residents are responsible for their guest's compliance with all Housing, UTSA and Parking Policies. Visitation is a privilege, not a right. Abuse of this privilege impedes the rights of others' privacy and safety, and may result in loss of visitation privileges. The resident is responsible for the conduct of his/her guest.

Overnight guests are allowed with your roommate(s) approval. Overnight guests are allowed a maximum of two (2) consecutive nights and not more than three (3) times in a given semester. Guests may not move from one room to another in order to extend their visit. HRL reserves the right to revoke this privilege. No access card will be provided for guests. Any time a guest is on the premises, a resident must escort him/her at all times. Failure to follow this procedure may result in the daily rental rate being levied, loss of visitation privileges, and/or further judicial action. Registered Sex Offenders are prohibited from being within the living areas of the University's Residence Halls.

HAZING/HARASSMENT:

UTSA is committed to providing an environment whereby students are free from any harassment or hazing. Harassment involves behavior towards a person that is unwanted (i.e., pranks, practical jokes, phone calls, emails, text messages, etc.) and will not be tolerated. If you feel you are being hazed or harassed, please contact a UTSA staff member immediately.

LIGHTING:

Halogen lamps and paper lanterns are fire risks and are not permitted in the units. Please refrain from placing cloth or paper over lights as it is a fire hazard as well. All lamps and lighting devices need to be Underwriters Laboratory approved.

LOCKOUT PROCEDURES:

It is imperative that you keep your ID with you at all times. We strongly encourage you to lock your room whenever you are not home. If you should lock yourself out during business hours, you may come to the front desk and check-out a temporary key to open your door. If you are locked out after the front desk is closed, you may call the Resident Assistant on-call and they will open your door. However, after the UTSA Census date of each semester the charge is \$25 per lockout.

MAIL FORWARDING:

Each resident must provide a forwarding address at the time of check-out. HRL will forward mail for thirty (30) days. After thirty days, mail will be returned to the sender. Mail may be forwarded on a temporary basis, should the student be gone over the summer and/or winter break. For arrangements on temporary mail forwarding, you will need to contact the HRL office.

MAILBOX KEYS:

Mailboxes and their keys are assigned at check-in. Please report any lost mailbox keys to the front office immediately. Replacement mailbox keys may be obtained from the HRL office. A charge of \$50 is assessed on all replacement mailbox lock due to the lost key. Duplication of a mailbox key is prohibited. It is the responsibility of each resident to check their mailbox daily. All official correspondence will be delivered to your mailbox.

MEDICAL QUARANTINE:

HRL does not have the facilities to handle medical quarantines. If you are medically quarantined you will be required to vacate on-campus housing immediately for the health and safety of the other residents. You will be required to make your own housing arrangements. Medical documentation may be required in order to return to on-campus housing.

MOTORCYCLES:

Motorcycles must be registered with the Office of Parking and Transportation. All motorcycles are allowed to park in designated parking lots. Lots 1A, 12 & 14 are open for residents with a residential permit. Motorcycles are not allowed within the complex gates, nor are they allowed to be parked near any building.

MUSICAL INSTRUMENTS:

Students who wish to practice or play musical instruments are encouraged to utilize specified practice rooms on campus. While musical instruments are a wonderful way to build community, they need to be played at a time that is agreeable to others.

PARENT NOTIFICATIONS:

Federal Regulations limit our ability to discuss matters with your parents. This includes financial, roommate conflicts, disciplinary cases, etc. The federal government does allow UTSA the right to notify parents of students found in violation of the University's drug and alcohol policies through the Family Educational Right and Privacy Act (FERPA) regulations. The FERPA form can be found at <http://www.utsa.edu/financialaid/ferpa.html>

PARKING:

Permit Requirements: a permit is required at all times in the residential lots 1A, 1B, 14, University Oaks and parts of lot 12. Citations will be issued seven days a week and 24 hours a day. Do not park in any labeled spots, including visitor spaces, in these lots. You will receive a citation.

Visitor Parking: Spouses, parents, families and non residential students are generally considered visitors of residents. All visitors must receive a scratch-off permit from the resident they are visiting to park on the UTSA campus. Parking for visitors with scratch off permit is permitted to park in any **unmarked spaces** in the Residential lot. Residents are able to purchase scratch-off permits from the south parking garage Monday through Friday from 7am – 10 pm at a cost of \$15 for a pack of 5 passes. Scratch Off Permits are available for purchase by the resident only. Such permits are valid for one day (the day for which the date is scratched off on the permit by the resident).

PETS:

All pets are subject to immediate removal from campus, and their owners (and others who knowingly permit pets in their room) are subject to disciplinary action and a \$50/ day fine until the pet is removed. In addition, costs for cleaning, fumigation and any other damage charges may be levied. Exceptions are fish in a five gallon aquarium. Service animals are allowed as long as the student is registered with the office of Disabilities Services and documentation is provided that an animal has completed service animal training. No pets are allowed within the gated communities of either housing complex.

POSTING POLICY:

HRL must approve all forms of postings. All materials must be sponsored or co-sponsored by a registered student organization or a university department.

- All materials must include the name and contact information of the sponsoring agent and all content must be printed or translated in English.
- Approved postings will be posted by the Housing Staff.
- Postings for personal or commercial gain are not allowed.

PUBLIC AREAS:

Public areas are defined as the Neighborhood Centers, the City Centers, and Pool. Furniture in public areas may not be moved to other locations. Likewise, furniture or other belongings not intended for public areas may not be stored in these locations. If damages occur to common areas and cannot (after reasonable efforts) be attributed to a specific group or individual, the cost to repair may be prorated to some or all of the residents.

PUBLIC AREA CLEANING:

Housekeeping provides routine cleaning in the public areas. It is everyone's responsibility to clean up after themselves when using the common areas. This includes making sure that furniture is put back to its original location. If the specific person who damages, vandalizes, or makes an excessive mess is unknown, residents as a whole may be held financially responsible. Be assertive if you see someone mistreating these areas. If damages occur to common areas and cannot (after reasonable efforts) be attributed to a specific group or individual, the cost to repair may be prorated to some or all of the residents.

QUIET AND COURTESY HOURS:

Every attempt is made to provide you with an environment conducive to study and your academic pursuits. In consideration of your rights and those of other students, quiet hours are generally set from 11:00 p.m. to 8:00 a.m. Sunday through Thursday, and 1:00 a.m. to 8:00 a.m. Friday and Saturday. While this doesn't mean that there will not be noise, it does mean that noise should be kept to a minimum. Courtesy hours are in effect during all other times which gives all residents the right to study and sleep free from undue interference, unreasonable noise, or any other distractions. Beginning the last day of classes and until the end of finals, 24-hour quiet hours will be in effect to help with the successful completion of these exams.

RENTER'S INSURANCE:

UTSA does not cover any personal belongings as a result of theft, fire, water, or any other incident that might cause damage to personal belongings. HRL encourages each resident to carry renter's insurance or be covered under a parent's homeowner insurance policy.

ROOM ENTRY:

Representatives of UTSA may enter your apartment at reasonable times for reasonable business purposes. If no one is in the apartment, then they may enter and leave written notice of such entry in the unit immediately thereafter. They may also show apartments to government inspectors, fire marshals, lenders and appraisers.

ROOM RESPONSIBILITY:

You are responsible for all activities and violations that occur in your room even if the violations are caused by your guest. All violations in a unit are investigated to determine who was involved and who is responsible.

SATELLITE DISHES:

Cable television, internet services, and telephone services are provided as part of the Housing Contract by UTSA through Time Warner. As such, the installation of a satellite television dish is not allowed.

SEXUAL ASSAULT:

Allegations of sexual violence are considered extremely serious and will be dealt with immediately. Investigations of this type of offense will include HRL, the Office of Student Judicial Affairs, and/or the UTSA Police Department. Residents are encouraged to report any knowledge of such offenses immediately, for their safety and the safety of others. Anonymous reports can be made using the UTSA PD Silent Witness web page at <http://www.utsa.edu/utsapd/witness.cfm>. or by contacting the UTSA Police Department at 210-458-4242 and **requesting** to remain anonymous.

SMOKING:

In accordance with UTSA policies, there is no smoking allowed in any building on- campus. Residents and guests shall not smoke in the units, corridors, stairwells, Neighborhood Centers or City Center.

Any smoking must take place 25 feet away from any outside entrance to any building. All smoking devices are banned from the units. Residents and their guests are responsible for dispensing all cigarettes in appropriate containers around the property. Residents who do not dispose of butts appropriately may be faced with disciplinary sanctions as well as a possible cleaning fee.

Violations of this smoking policy will result in additional cleaning charges to remove the smell associated with smoking in an apartment.

SOLICITATION:

Series 80103, Section 1 of the Regents' Rules and Regulations states that no solicitation shall be conducted on the grounds, sidewalks, or streets of the UTSA Campus, except by the agents, servants, or employees of this institution acting in the course and scope of their employment, or by the Student Government (SG), or by a registered student, faculty, or staff organization of this institution. Report any illegal solicitation to your Resident Assistant or to the HRL office.

No concessions or businesses of any type may be operated by a student, family member, or other person from the living unit. This applies to, but not limited to babysitting, Avon, Tupperware, Hair Stylist and other similar businesses run from the home.

College campuses are often lucrative markets for solicitors. They may attempt to sell services or merchandise door-to-door or within the Neighborhood Centers. Solicitation presents a serious security concern, as well as an opportunity for fraud. Door-to-door solicitation is prohibited. Report all violations to the HRL office or to the UTSA Police Department.

STORAGE:

HRL does not provide storage for luggage or unused furniture. Each resident is responsible for the items that are originally in his/her apartment. Likewise, HRL does not have storage facilities for personal items during the summer period.

THEFT:

Thefts should be reported immediately to the UTSA police (458-4242) as well as HRL. As a precaution, students should keep their apartment and room doors locked at all times. Make sure that your windows are locked at all times.

TRASH:

To maintain the community environment, all residents are required to take any trash to the proper trash disposal areas. Trash left outside the units, on landings, or disposed of in an inappropriate manner will be identified and the responsible students will be charged a disposal fee of \$50.

All garbage must be contained in tightly closed plastic bags and deposited in the trash dumpsters provided on site. Please refrain from littering. Those who are caught littering may be subject to the judicial process and/or cleaning charges. This includes the littering of cigarette butts. Trash cans and ashtrays are provided around the complex for resident and guest use.

UTSA ID CARDS:

For safety and security reasons, residents are prohibited from loaning their Student ID cards to anyone else. Your ID card will allow entrance into your apartment. Please keep it safe at all times. Report all lost and stolen cards to the UTSA Card Office and to HRL immediately.

VACATE/REMOVAL PROCEDURE:

This procedure applies to situations where a student must vacate due to nonpayment of rent, health issues, discipline sanctions, or other administrative reasons. Students removed from on-campus housing will be charged a \$500 Contract break fee.

HRL will contact a student in an attempt to resolve a particular issue. If no contact or mutual agreement can be reached within 72 hours, HRL will prepare and issue a notice to vacate. A staff member will deliver the notice (this can be hand delivered or placed on the resident's bedroom door and will serve as notice). The student will have 48 hours from the date of delivery to vacate on-campus housing. If a resident's behavior disrupts the community after the notice is served, they will be asked to depart immediately. If at the end of the 48 hours the resident has not complied, he or she will be locked out of the space and charged any expenses incurred by HRL. They may also be charged for trespassing.

If the former resident's personal belongings are not claimed within three days after the lock-out, the items will be removed and stored at the former resident's expense so that the space may be reassigned. If the space requires cleaning, additional charges will be assessed. Any items damaged in the removal process are not the responsibility of HRL.

The former resident is given the opportunity to claim his or her personal belongings within a 30-day period during normal business hours. After 30 days, these items will be considered abandoned and will be disposed of according to UTSA policies.

Temporary removal of a resident may be necessary if a resident is considered to be an imminent threat to themselves or others. In such cases, HRL will expedite a hearing to determine if the student should be removed permanently.

VERBAL AND/OR PHYSICAL ABUSE:

We strive to maintain a civil and collegial environment befitting a community of scholars. Residents and guests are strongly encouraged to treat all neighbors, roommates, visitors, and University Officials with courtesy and respect.

Physical violence of any type will not be tolerated. Such behavior will result in conduct hearings with Student Conduct and Community Standards and Housing and Residence Life. Possible sanctions include removal from on-campus housing and suspension from the University. Incidents involving physical violence may also be referred to the UTSA Police Department and may result in criminal charges.

VISITATION HOURS:

There are no set hours when visitors are permitted to visit in a student's room, as long as all residents of a particular apartment are in agreement. Roommates are requested to establish their own visitation policies for their particular apartment. Visitation Hours does not allow cohabitation to exist. Any visitor staying past 1:00 a.m. is considered an overnight guest.

VISITOR PERMITS:

Visitor Parking: Spouses, parents, families and non residential students are generally considered visitors of residents. All visitors must receive a scratch-off permit from the resident they are visiting to park on the UTSA campus. Parking for visitors with scratch off permit is permitted to park in any **unmarked spaces** in the Residential lot. Residents are able to purchase scratch-off permits from the south parking garage Monday through Friday. Scratch Off Permits are available for purchase by the resident only. Such permits are valid for one day (the day for which the date is scratched off on the permit by the resident).

WATER FURNITURE/WATER TOYS:

Water furniture and water guns, balloons, wading pools, and slip and slides are not permitted.

WEAPONS:

Possession of any weapon or ammunition is prohibited on an educational site and is strictly forbidden on the UTSA campus. Texas Law also confirms that concealed weapons are not allowed in education facilities. Facsimile weapons, including BB guns, pellet guns, water pistols and models, are prohibited within any of the housing facilities. All weapons will be confiscated and may not be returned.

WINDOWS AND SCREENS:

The heating and air conditioning is designed to operate at efficient levels with all windows closed. Residents may open the windows from time to time when the AC/heater is not running. All screens are to remain on except in the event of an emergency. Residents are not permitted to use windows for purposes of entering or exiting a unit. Residents will be held accountable for missing screens and/or the cost of damaged screens. You should notify HRL if you notice your screen is missing.

WITHDRAWALS:

A student who withdraws from the University must vacate their apartment and formally check out with a staff member present within 48 hours of the withdrawal unless permission to stay longer is granted by HRL. A student is also required to give a notice to vacate to the HRL office.

STUDENT JUDICIAL PROCESSES

OVERVIEW OF THE UTSA STUDENT JUDICIAL AFFAIRS PROCESS:

The UTSA “Student Code of Conduct” (SCC) is published in the Information Bulletin of UTSA and the Resident Handbook. You are responsible for knowing and following the information set in the Resident Handbook and the Student Code of Conduct. The information is also available on line <http://www.utsa.edu/infoguide/appendices/b.cfm>.

HRL works closely with the Office of Student Judicial Affairs to address possible violations of community standards in a fair manner. The process is primarily educational, not solely punitive.

It is important to note that knowingly assisting another individual in violating a policy or providing false information are also violations of HRL and UTSA policies.

As a student in HRL Housing you are responsible for your conduct and activities including those of your guests, in all on-campus housing facilities. If you violate State Law, the University Code of Conduct, or the Community Policies of any housing facility, you will be held responsible for the violation in the facility of your residence as if the violation took place in your complex. Violations and sanctions are shared with other on-campus housing officials, Student Judicial Affairs, and UTSA Police as appropriate. Disciplinary sanctions up to and including loss of housing privileges may be imposed through the judicial process.

The Office of Student Judicial Affairs investigates alleged violations of the SCC and sends written notification of alleged charges to your address of record. The notification is a directive to attend a preliminary meeting. The meeting provides the opportunity to further discuss the allegations. Please refer to the SCC in the Information Bulletin of UTSA, or online at <http://www.utsa.edu/infoguide/appendices/b.cfm> for details on the discipline process.

Failure to meet with the Office of Student Judicial Affairs or complete the sanctions as imposed may result in a hold being placed on your university records until you have complied. This means you may be unable to register, drop/add classes, receive transcripts, or obtain your diploma.

OVERVIEW OF THE OFFICE OF HOUSING AND RESIDENCE LIFE DISCIPLINARY PROCESS:

1. When a community policy, lease violation and/or violation of the SCC occurs, a report is submitted to HRL by a staff member, the UTSA Police Department, or another student.
2. A letter is sent to the resident, via his/her assigned on-campus mailbox or hand delivered, requesting a meeting to discuss the incident.
3. A housing disciplinary meeting is scheduled for the student with the Complex Coordinator or Associate Director for Residence Life and Education. Each case will be evaluated on the merits of the information provided in the report.
4. The sanction and outcome of the meeting will be shared individually. The outcome and sanctions of other individuals involved in the case will not be shared with others involved.

SANCTIONS:

Sanctions may include suspension of rights and privileges for a specific period of time, including: access to electronic network facilities; participation in athletic, extracurricular, or other student activities; reassignment within on-campus housing communities; community service; monetary responsibilities; or other appropriate educational sanctions. In all cases, students who are accused of violations are afforded administrative due process.

On occasion, actions which threaten the safety of yourself or another student may require a temporary move from your current assignment to another room, another on-campus facility, or to an off campus location. If you are required to move off campus due to your alleged actions, all costs incurred will be your responsibility. This would be a temporary move until the alleged violation is resolved.

If you fail to meet the summons of a University Official in regard to a violation of a Housing policy, the SCC or police matter, you may be denied access to your apartment until such time that you resolve your

discipline matter with the designated administrator. (A decision may be made on your case in your absence if we are unable to locate you.)

Reporting Incidents: You should report any violation of policy or community standards to your Resident Assistant, your Complex Coordinator, or to HRL. The Housing staff will determine the appropriate steps regarding the alleged violation.

Incidents involving, but not limited to, possession of weapons, illegal drugs, or assault, will be referred to the Police Department and/or the Office of Student Judicial Affairs for appropriate action.

WHAT IS A HOUSING DISCIPLINARY CHARGE?

A Housing Disciplinary Charge is an allegation based upon a report or complaint received by HRL, which indicates that a student has allegedly violated their Housing Contract, the On-campus Resident Handbook, and/or The University of Texas at San Antonio "Student Code of Conduct."

WHERE WILL THE MEETING BE HELD?

The student will be directed to attend a meeting and will be notified at least (24) hours in advance of the meeting unless the violation is considered a threat to others. The meeting place will be outlined in the written notification. Most hearings will take place in the Complex Coordinator Office; however, some may be handled in HRL.

WHAT RIGHTS DO I HAVE IN THE MEETING WITH HOUSING?

The student has the right to:

- Request a private meeting with HRL staff.
- Present his/her side of the story.
- Present a closing statement.

CAN I APPEAL THE DECISION OF A HOUSING MEETING?

To appeal a housing meeting decision, residents need to submit a written request for an appeal process. This letter must be submitted to the Complex Coordinator (CC) assigned as your Appeal Hearing Officer within five (5) working days after receiving the original outcome letter. The appeal request must be based on one of the following conditions:

1. The sanctions are too harsh for the violation;
2. Due process was not followed and/or was violated;
3. New evidence was found and the resident would like to have a new judicial meeting.

The appeal request letter must include the condition under which the resident is appealing the original outcome and should provide detailed information as to why the appeal is requested. The CC will then

evaluate the case, meet with the student, and decide whether to uphold the outcome of the original meeting or reduce the sanctions. The resident will then be informed of the meeting outcome through a letter.

SAFETY

For the convenience of our residents, many benefits such as closed circuit monitoring, card access, and front desk operations are provided. We also believe in the effectiveness of neighbors looking out for each other's interest. We encourage you to get to know your neighbors and promptly report any incident of theft, vandalism, or any unsafe condition to the UTSAPD and/or HRL. Whenever possible, furnish a detailed description of the offender, time and day, make and color of a car, etc.

UTSA also has its own police force. The officers of The University of Texas at San Antonio Police Department (UTSAPD) are fully certified Texas Peace Officers that provide police services for UTSA as well as campus housing. They can be contacted at:

Non- Emergencies: (210) 458-4242

Emergencies: (210) 458- 4911

EMERGENCY PHONES (BLUE LIGHT PHONES):

Throughout campus there are "blue light" phones. These phones have a red emergency button that puts the caller in immediate contact with the UTSA Police Department. When activated, this button provides the police with the caller's location which allows officers to be dispatched immediately to the location in the event the caller is unable to speak.

FIRE ALARM:

In the event of a general building alarm, all occupants are to calmly exit the building immediately and gather at the meeting point for your building or 50 to 150 feet away. If able to, occupants should gather cell phones, wallets, and keys on their way out. Once at their meeting point, occupants should provide housing staff members with their contact information. This will help the department to keep an accurate track of residents.

FIRE EQUIPMENT:

Smoke Detectors are not to be rendered inoperable through vandalism, being disconnected from their primary power source, or from any form of tampering. Fire alarms set off due to the negligence of a resident or their guests could result in a fine ranging from \$50.00 to \$500.00, as well as the possible loss of on-campus housing. Examples of setting the fire alarm off due to negligence include, but are not limited to: cooking in the bedroom; playing with matches, lighters or other fire making devices; smoking in room; or tampering with the fire equipment in the building. If fire alarms are tampered, residents could be subject to immediate eviction. A resident may be subject to damages, civil penalties, and attorney's fees under Section 92.2611 of the Texas Property Code for not complying with the foregoing notice.

Sprinkler systems have been installed as a safety measure in all apartments. Do not hang anything from the sprinkler heads. Hanging items from the sprinkler head could activate the sprinkler, and flood the

apartment and/or neighboring apartments. If it is determined that a resident is responsible for the activation of a sprinkler, they will face immediate disciplinary action through HRL, and will be required to pay for all monetary damages caused to University property, as well as any damages caused in other apartments that might be affected.

Activation of the alarm system when no fire emergency exists is a felony. Anyone caught generating a False Alarm is subject to immediate eviction from on-campus housing, prosecution through the court system, and/or disciplinary action through the Office of Student Judicial Affairs.

FIRE EVACUATION:

In case of a fire alarm:

- The presence of smoke and/or heat will automatically activate the alarm system.
- Get out as quickly as possible. Call (210)458-4911 (UTSAPD) to report the fire and tell them where you live.
- Close your door on the way out to prevent the fire from spreading.
- Check to see that your roommates are aware of the fire alert.
- Proceed quickly and quietly as you exit the building.
- Follow all instructions of the staff and fire department personnel. In the event of a fire alarm, Residents must evacuate the buildings immediately. Never assume it is a false alarm. Once outside, report the fire immediately.
- Chaparral Village Buildings 1-5 and 12 should meet in parking lot 1A in front of the City Center. Chaparral Village buildings 6-11 meet in parking lot 14. Laurel Village Buildings 1-4 should meet in parking lot 1A. Laurel Village Buildings 4-8 should meet in parking lot 1B. All residents should wait for instructions from an HRL staff member, UTSA PD, or Fire Personnel.
- STAY OUT of all buildings until an official “all clear” has been issued.

If you are unable to evacuate your apartment:

- Turn on lights, raise blinds, and open drapes to improve visibility for rescue workers.
- Close all windows so additional oxygen will not spread the fire.
- Put on a non-flammable coat for protection against heat, flames and inclement weather.
- Put on hard-soled shoes to protect from hot or slippery floors, and broken glass.
- Dampen a towel and put over your face in case of heavy smoke.
- If trapped in your room, check door prior to exiting. Feel for heat. If door is cool, leave room. If door is hot, do not open the door. Hang a towel from your window to notify safety personnel that you are in your room.

Fire escape access should never be blocked. Evacuation drills are conducted periodically, and should be treated as an emergency.

AVOID FIRE HAZARDS:

- Smoking in units, balconies, and/or stairwells is not permitted. You must be 25 feet away from any residence building.
- Avoid electrical overloads.

- Electrical appliances must be approved by HRL.
- No open flames.
- Trash must not be allowed to accumulate in the unit.
- DO NOT detach and/or cover smoke alarms or sprinkler heads.

HAZARDOUS MATERIALS

This policy is especially important in residential communities where many students are sharing a close living space. Students should exercise good judgment by not putting themselves or others at risk. Examples of how this policy applies in the residential communities include:

- Candles, incense, and hookahs are not permitted in units.
- Substances such as propane, camping stove fuel, hydrocarbon cleaning solvents, and paint thinner are not permitted in units.

PROTECTING PERSONAL PROPERTY:

It is important for all residents to protect their personal belongings while staying on campus. Below are suggestions on how to protect your belongings.

- Engrave all personal items of value in your apartment. It is a good idea to engrave these items with your driver's license number. This deters theft because it makes it more difficult for thieves to dispose of your property. UTSA PD offers this service for free. Contact them at (210)458-4242
- Mark items that you regularly take to class, such as books, backpacks, calculators, and laptops. Unattended books and supplies are easy targets in crowded, busy areas especially around finals time when the bookstore is buying back books, and at the beginning of semesters when students need books for classes.
- Don't advertise your valuables. This includes items in both your home and your car. Do not leave unattended valuables in plain sight. Thieves will usually only take visible items that can be stolen quickly.
- Arrange your apartment so that high-risk items, such as cameras, stereos, televisions, etc., are not visible from the street or front door. Make sure they are not visible from ground level windows as much as possible.
- Leave high-dollar items at home as much as possible. You stand a greater chance of impressing a thief than you do your friends when you flaunt expensive items, such as jewelry. Never keep large sums of cash in your apartment.
- Your room is equipped with two lockable chests. Invest in a good lock and secure valuables when you are not at home.
- Buy renter's insurance to protect against loss or damage of personal property. If your family has homeowner's insurance, check to see if you are covered while away from home. UTSA has no liability for stolen or damaged items.
- Keep bank account numbers, credit card numbers, and ID card numbers in a safe place. If your purse or wallet is stolen, you will then have a list of numbers to use when notifying authorities. After notifying the police, immediately notify all the credit card companies and banks.
- Always lock your bicycle or moped when unattended. Experts recommend securing bicycles and mopeds with an oversized shackle-style bicycle lock, or a lock and chain/cable combination with

at least a 5/8" diameter chain or steel cable. Secure these with a padlock, preferably one with a hardened case and shank diameter of at least 3/8" or a U Lock.

SELF PROTECTION:

- BE AWARE! Residents should be familiar with who lives in their building and who doesn't. Report any suspicious person or activity immediately to HRL at (210)458-6200 or the UTSA Police Department at (210)458-4242.
- Always lock your door and windows! Lock them especially at night before you go to sleep or when you are alone in your apartment. Make sure you have your ID with you when you lock your door.
- Promptly report any unlocked doors and windows, or any door and window that is not locking securely.
- DO NOT OPEN your door to STRANGERS! Never unlock your door for a person you cannot identify, or for persons who refuse to sufficiently identify themselves. If such a situation occurs, do not hesitate to contact HRL or the UTSAPD.
- Report all suspicious telephone calls to a staff member. Never give your credit card number, social security number or student ID number over the phone.
- Whenever possible, travel with a group, especially at night or early morning. Always alert your roommate, a friend, or a staff member as to your destination and when you expect to return.
- Travel in well-lighted areas at night and early in the morning. Avoid shortcuts through dark or deserted areas. Whenever possible walk facing traffic. This way you can better judge potential traffic hazards and decrease the possibility of being followed by someone in a vehicle. Step away from alleys and recessed doorways.
- Park in the best-lighted area you can find. If you park early and leave late, take the time in the afternoon to move your car to a well-lighted area. Report areas that are not well lighted. Notify a staff member if you notice an exterior light that is not working.
- Keep car keys in your hand when walking to your car. These can be used as a weapon. This also cuts down the time it takes to get into your car. Check beneath your vehicle as well as in the back seat to ensure that no one is hiding there.
- Never leave keys in your car, even if you plan on being gone from your car only a few moments. It takes less than a minute to steal a typical locked vehicle. Not only is it against the law, but also it takes only a few seconds if the keys are already in the ignition.
- Keep car doors locked when riding in any vehicle.
- BE ALERT AND AWARE of unusual or suspicious activities in your area. If a suspicious pattern of activity emerges, take the initiative and call UTSAPD immediately.
- If you are being followed, never drive home. Drive to a police station, fire station or busy service station and honk. Never get out of your car unless you are positive you can make it inside safely.
- Don't be afraid to trust your instincts.
- BLUE EMERGENCY PHONE CALL BOXES give you direct access to UTSA Police. Use these as a fast means of reporting crimes or to summon assistance in an emergency. Even if you can't communicate with UTSA PD, lift the Blue Phone and UTSA PD will know your location immediately.
- Use common sense to avoid self-defense! Avoid locations and behaviors that put you at risk.

- SAFETY ESCORTS are provided by UTSA PD to locations on campus during hours of darkness. Call (210)458-4242 for a Safety Escort.

SERVICES AND AMENITIES

BARRIER-FREE LIVING:

HRL provides accessible, barrier-free living for residents with mobility impairments, including access to the Dining Facilities, the City Centers, and Neighborhood Centers. Students with needs not met by the available accommodations are allowed to make reasonable changes with prior approval from HRL.

BASKETBALL COURT

The basketball court may be used from 10:00 a.m. to 10:00 p.m. All players must be wearing rubber soled athletic shoes for safety reasons. No horseplay, slam dunking, overly loud noise, or obscene behavior of any kind is allowed in the basketball area. Food or liquids are not permitted in the courts. Use of the court is on a first come first served basis and games should be limited to 30 minutes, after which the court must be relinquished to the next group. Please keep warm ups before a game to 5 minutes. Waiting groups must remain in person at the court in order to insure the group's turn. Please report any damage to the courts to the front desk.

CABLE TELEVISION:

Extended basic cable service is included in your housing rent. Each bedroom and living room has a cable television outlet. Residents may opt to purchase additional channels or premium channels, as well as DVR recorders. A link on the HRL website allows easy access to Time Warner for requesting additional services.

CAMPUS DINING SERVICES:

A meal plan is required in order to reside on campus. Residents will need to select a meal plan and execute a meal plan Contract with the HRL on a form specified by the HRL before the first day of the Contract Period. Failure to execute such a Contract, or to pay for a meal plan, may subject you to disciplinary action, and eviction from HRL housing. Unused portions of the meal plan Contract are not refundable and do not transfer to the following semester.

Meal service dates will be designated on the meal plan Contract and will not be provided during University Holidays or other days that the University may designate. Meal service may also be limited or cancelled during inclement weather if UTSA must close. Additional information regarding dining services may be found on the ARAMARK website at www.utsa.campusdish.com. This website also has contact information should you have concerns or questions regarding campus dining services or your meal plan.

COMPUTER LAB:

The Computer Labs are available in the Laurel and Chaparral Village City Centers during desk hours. The lab has computer systems and printers. Students must provide their own paper for printing and external drive as you are not able to save any documents to these computers. All food and beverages are also prohibited in the computer lab area.

COMPUTER USAGE:

Lab computers are connected to the Time Warner network. First priority for the computers is for UTSA course work or other UTSA business. No downloading will be allowed to the computer itself. The UTSA computers in the lab are not to be used for any web cam use. Downloading software or other items from the internet is prohibited. If you violate policies regarding the use of the computer, you could be banned from the Computer Lab. Each computer comes equipped with basic Microsoft software such as Word and Excel

ETHERNET:

Ethernet connections are available in every bedroom. You will need the proper CAT-5 connector and compatible Ethernet card in order to access the Internet. Time Warner provides the Internet service and can assist with any connection problems. To report an Internet issue, contact Time Warner Cable (TWC) on your own using the TWC website.

Select the “Cable, Internet, Phone” link listed under “Facilities”. This will take you directly to the Time Warner Cable web page. You are able to report all issues concerning cable, telephone or internet to Time Warner at this site. **DO NOT CONTACT** the Time Warner Customer Service directly

FRONT DESK:

The front desk to your housing complex is open for Fall and Spring semesters:

Monday through Friday	from 5:00 p.m. to 10:00 p.m.
Saturday	from 12:00 a.m. to 10:00 p.m.
Sunday	from 12:00 a.m. to 10:00 p.m.

Staff members will be present to check out equipment, report maintenance issues, and render assistance for lockouts and other emergencies. During holidays and/or semester breaks, the front desk operations may close or be consolidated. Limited desk hours will be available, and will be posted on the front doors of the City Centers.

KITCHEN FACILITIES:

For those who wish to cook, kitchen areas are available in the Neighborhood Centers and City Centers. The kitchens are for resident use only. The kitchen area should **NEVER** be left unattended while cooking. All

residents are responsible for cleaning the area and turning off the stove/oven after each use. Resident must utilize his/her own cooking pots and pans. There are no available cooking pots and pans for residents to check out.

LAUNDRY FACILITIES:

Laundry services are located in the Neighborhood Centers and are free for all residents. You will need your ID card to access the laundry facilities and operate the machines.

MAIL:

Mail is delivered Monday through Friday. (Please note the delivery of the mail is done on the US Postal Service schedule and may vary each day.) Each resident is responsible for checking his/her mailbox daily. All official UTSA and HRL mail will be sent to your mailboxes. HRL personnel are not permitted to open your mailbox and remove mail, even to hand it to you. The following are held at the Mailroom located in City Centers for two weeks: special delivery, registered and express mail, telegrams, and packages. Residents will receive in their mailbox a mail notification slip that must be turned in at the front desk in order to pick up any special delivery, registered and express mail, telegrams, and packages. Pick up of the above-mentioned mail has to be done between 8:00 am – 5:00 p.m., Monday through Friday. **No special delivery, registered and express mail, telegrams, and packages will be given to residents between 5:00 p.m. – 8:00 a.m. Monday through Friday, and on weekends.**

We will forward your mail for 30 days after you check-out. After 30 days it will be returned to the sender. You are responsible for completing the proper change of address form with the US Postal Service as well as with the various companies that send mail to you. Residents should use their full address for faster processing of their mail. There are mailboxes on campus for outgoing mail located at the front desk of each complex.

For Chaparral Village residents the full address should read:

Name
6910 North Loop, 1604 West, Box #
San Antonio, TX 78249

For Laurel Village residents the full address should read:

Name
6904 North Loop, 1604 West, Box #
San Antonio, TX 78249

MAINTENANCE AND HOUSEKEEPING:

Maintenance and Housekeeping operates five days a week, Monday through Friday, from 8:00 a.m. to 5:00 p.m. Maintenance requests may be reported on line at www.utsa.edu/housing or by calling (210) 458-6200 during normal business hours. For emergency maintenance or housekeeping needs, contact the front desk

or the Resident Assistant on duty. There is no maid service for the units. Residents are expected to keep their units clean. The City Center will have vacuums available for residents to check out during office hours.

OFFICE HOURS:

The HRL staff are available during normal business hours. Hours of operation are 8:00 a.m. - 5:00 p.m., Monday through Friday. Students unable to meet with someone during normal business hours may make special appointments in advance by calling the office. HRL is available to assist you in making room and board payments, processing housing applications, room and roommate requests, Housing and Meal Contracts, and any emergency

ON-SITE STAFF:

Chaparral Village has eighteen (18) Resident Assistants and two (2) Complex Coordinators who live on-site. Laurel Village has thirteen (13) Resident Assistants and two (2) Complex Coordinators who live on-site. The staff provides after hours emergency coverage.

To contact an on-call staff member, please call:

(210) 889-0481 for Chaparral Village Buildings 1, 2, 3, 4, 5, 12

(210) 336-2578 for Chaparral Village Buildings 6, 7, 8, 9, 10, 11

(210) 336-2541 for Laurel Village Building 1, 2, 3, 4

(210) 889-0026 for Laurel Village Building 5, 6, 7, 8

OVER OCCUPANCY:

In emergency situations, (such as fires, flooding, over-assignments, etc.) HRL reserves the right to add an additional assignment for a limited period of time. Typically, HRL will add a person to deluxe rooms but are not limited to only these rooms. In those cases, a proration of rent will occur for the period of time the extra person is assigned to the unit.

PARKING:

All vehicles must be registered through the Parking and Transportation Services Office. Vehicles are subject to traffic and parking rules and regulations, and may be towed for serious or cumulative infractions. Enforcement of "Parking Rules and Regulations" is performed through the Parking and Transportation Services office. Residential parking permits are required in lots 1A, 1B, 14, and designated areas of Lot 12. Parking permits must be purchased prior to arrival on campus. For more information, contact Parking and Transportation Services at (210) 458-7275, or visit their website at <http://www.utsa.edu/parking/>.

PEST CONTROL:

Each unit is exterminated once a quarter. The baseboards of every room are sprayed and must be accessible. Extermination is usually conducted on a regular schedule. A notice will be left in the unit on the date of extermination. If your unit needs extermination before the next scheduled treatment, please notify the front desk and a request will be submitted.

SWIMMING POOL:

The pool may be used during the designated times as posted. All swimmers must be wearing swimwear. No diving, horseplay, or overly loud noise of any kind is allowed in the pool area. There are no lifeguards on duty. Residents swim at their own risk.

Emergency phones are located around the pool area in case of an emergency. Additional rules may be posted in this area. Non-alcoholic drinks in plastic containers are allowed at the pool area. Glass containers are not permitted. No unsupervised children are permitted in the pool at any time.

TELEPHONE SERVICE:

Each apartment unit has one active phone jack. Residents need to provide their own phone instrument. Local and long distance service is included in your housing payment. The residents will receive the telephone number for their unit at the time of his/her check in. Long Distance is available within the United States and its territories. Time Warner does allow international calling cards for international calls. You can sign up with Time Warner for additional phone services.

UTSA SHUTTLES:

UTSA provides on-campus bus shuttles to classes. The shuttle provides 15-20 minute continuous loop service Monday through Thursday from 7:00 a.m. to 10:00 p.m., and Friday from 7:00 a.m. to 9:00 p.m. For exact location of shuttle stops see the UTSA parking and transportation web site.

On Saturday there is a shopping shuttle that runs from 12:00 noon to 4:00 p.m. The shuttle will pick up students at Chaparral Village and Laurel Village. The last pick up from campus is at 3:00 p.m. and the last pick up from the Shopping Center will be around 3:40 p.m. The shuttle stops at the following locations:

- Huebner Oaks Shopping Center (in front of Border's Book Store)
- HEB on De Zavala (left entrance)
- Wal-Mart (in front of the Garden Center)

VENDING MACHINES:

Vending machines are available in each Neighborhood Center and the City Centers. Machines include snack and soda machines. For refunds, please contact the UTSA Card Office at 458-4639.

GET INVOLVED

INVOLVEMENT:

The importance of involvement in campus life has been shown to be a strong indicator of student success. At UTSA, our faculty and staff start encouraging students to get involved in campus life during the orientation program. Students, who join an academic or social club, participate in volunteer service or play an intramural sport, meet other like-minded students and become comfortable with the UTSA campus environment more quickly. Strong engagement in campus life activities can also teach important life skills. Topics such as leadership, teamwork, supervision, time management, civility, and understanding and appreciating diversity can all be learned through campus activities.

DIRECTORY OF STUDENT ORGANIZATIONS:

http://www.utsa.edu/sa/so/alpha_directory.html

RESIDENCE HALL ASSOCIATION:

The Residence Hall Association (RHA) was created to assist residential students with their living environment. The RHA is a student advocacy groups representing the students living on campus. RHA provides programs and services designed to make each student's stay at UTSA a pleasant one. RHA plays a vital role as a liaison between the students and the administration in regard to the on-campus living environment. RHA is led by an executive council responsible for the smooth operation of the organization and will have various committees to sponsor programs. RHA will be instrumental in planning and improving many of the policies, procedures, and services in operation within the residence hall community. If you wish to get involved in the RHA, please contact HRL at (210) 458-6200.

DEPARTMENTAL PHONE NUMBERS:

You can locate all UTSA department phone numbers in the Directory located on the UTSA website at www.utsa.edu/directory/. Enter the department or staff member's name and it will give you the office information as well as the phone number.

COMMUNITY EMERGENCY RESPONSE GUIDE

GUNFIRE/SHOOTERS/HOSTAGE

Remember the Outs

1. **Figure OUT-** A heightened state of situational awareness. Quickly assess the circumstances
2. **Get OUT-** If an easily accessible safe way out of the area is possible use it
3. **Call OUT-** Call emergency responders to make them aware of the situation
4. **Hide OUT** – If unable to leave the immediate area find a place to hide, preferably behind a locked door. Be sure to turn cell phones to vibrate
5. **Keep OUT-** Make it difficult for an aggressor to reach you
6. **Spread OUT-** Do not collect in large groups. Spread out to become less of a target
7. **Help OUT-** If possible assist those with injuries around you
8. **Take OUT-** If all else fails be ready to take out the aggressor

MENACING BEHAVIOR

- Stay calm and unhurried in your response to the person. Alert others to the situation
- Be empathetic and show your concern by active listening
- Try to sit down with the person, as sitting is less aggressive posture than standing or moving around
- Be helpful. Schedule an appointment for a later time, take notes.
- Provide positive feedback such as, “We can get this straightened out,” or “I’m glad you’re telling me how you feel about this.”
- Stay out of arm’s reach
- Limit eye contact. Keep within social norms
- Do not argue, yell or joke. Try to be genuine.
- Do not touch the person. Respect the person and their space.
- Do not move quickly, speak too fast or too loud.

If the individual’s level of agitation increases, attempt the following:

1. Leave the scene
2. Notify the University Police Department at 4911 or 911 (UTSA phone).
3. Alert co-workers using an agreed-upon code word to indicate trouble.
4. Do not allow menacing behavior to go unreported

EVACUATION OF MOBILITY IMPAIRED

ASSISTING BLIND/VISUALLY IMPAIRED

1. Clearly announce the type of emergency
2. Offer your arm for guidance
3. Tell the person where you are going, and alert him/her to obstacles along the way

ASSISTING THE DEAF/HEARING IMPAIRED

1. Turn lights on and off to gain the person’s attention
2. Indicate directions with gestures or written notes

NON-AMBULATORY INDIVIDUALS

Non-ambulatory individuals are those people with disabilities that require that use of wheelchairs. You should assist these individuals by:

1. Calling UTSA PD at 4911 or 911 (UTSA phone) if someone is immobile and needs additional assistance evacuating.
2. Do not use elevators to move people with disabilities
3. Seek volunteers to assist students/personnel with physical disabilities to the nearest enclosed stairway or designated areas for rescue assistance.
4. One individual should remain with the person(s) if it can be done without unreasonable personal risk. If the hazard becomes life- threatening (i.e., the fire is getting close or the smoke starts choking) move the individual into a room and close the door. Vacate the building.
5. Others should advise emergency personnel of the location so that the evacuation can be completed.
6. If one is available, use the stairwell Evac Chair to transport someone who cannot walk down the stairs.

FIRE OR EXPLOSION

FIRE

1. Pull the nearest fire alarm and leave via the preplanned evacuation route if safe to do so.
2. Dial 4911 or 911 (UTSA phone) and give your name and location of the fire. (If necessary, dial 911 from another building.)

When a fire alarm sounds, occupants should:

1. Proceed immediately to an exit according to the posted evacuation plan and move a safe distance away from the building. If the primary exit is blocked, choose the best alternate route. If time permits, close doors and windows behind you.
2. Do not use an elevator.

If there is smoke in the area, remain close to the floor.

1. Before passing through any door, feel the metal doorknob. If it is hot, do not open the door. Before opening a door, brace yourself against it slightly; if heat or heavy smoke are present, close the door and stay in the room.
2. If you cannot leave the room:
 - a. Open the windows
 - b. Seal the cracks around doors with clothing or other material, soaked with water if possible.
 - c. Hang an object (bed sheet, jacket, shirt, etc.) out the window to gain attention.
 - d. Shout for help.
 - e. If possible, call 4911 or 911 (UTSA phone) and report that you are trapped.
 - f. If all exits are found to be blocked, go to a room as far away as possible from the fire, close the door, and then follow the above procedures.

As with any emergency, the best advice is to be prepared by familiarizing yourself with evacuation route plans.

EXPLOSION

1. Immediately evacuate the building, using your preplanned route if possible.
2. Call the University Police Department at 4911 or 911 (UTSA phone). Inform them of the situation with as much information that's available. If it is safe to do so, stay on the phone with the police dispatcher.

HAZARDOUS MATERIALS

GENERAL INSTRUCTIONS:

1. Placards are posted outside all rooms containing hazardous materials or equipment
2. Notify the University Police Department at 4911 or 911 (UTSA phone).
3. Do not touch, taste or smell the material.
4. Isolate the area by cordoning it off or closing doors
5. Notify people in the neighboring offices and classrooms.
6. Hazardous material spills can result in fire, explosion, release of toxic fumes, and contamination of water, among other effects. In the event of a spill of possibly hazardous materials, leave the area via the preplanned evacuation route

CHEMICAL SPILLS

Detailed safety procedures are in place in all campus laboratories where dangerous materials are used and stored. If you encounter a chemical spill and no trained individuals are in the area:

1. Turn off space heaters and extinguish open flames in the area if it is safe to do so.
2. If there are vapors or noxious fumes, evacuate the affected area or building and do not re-enter the area until authorized emergency personnel give the "all clear signal".

RADIOACTIVE MATERIALS

1. Radioactive materials are utilized in some campus laboratories. Those that might be encountered are considered low-level sources of radiation and pose minimal threat when properly stored and handled.
2. If you believe that you or others have come into contact with radioactivity on your skin, clothes, or shoes, remain in the area at a safe distance until checked and cleared of radioactive contamination by Safety office personnel.

MEDICAL EMERGENCIES/AMBULANCES

1. Immediately notify the University Police Department at 4911 or 911 (UTSA phone).
2. Do not move a seriously injured person unless he or she is in a life-threatening situation.
3. Render first-aid or CPR only if you have been trained.
4. Do not leave the injured person except to summon help.
5. When reporting the medical emergency, provide the following information:
 - A. Type of emergency
 - B. Location of the victim
 - C. Condition of the victim

- D. Any dangerous conditions
6. Comfort the victim until emergency medical services arrive.
 7. Have someone stand outside the building to flag down the ambulance when it reaches the vicinity.
 8. If you are exposed to another person's body fluids, wash the exposed area and contact a healthcare professional.

SEVERE WEATHER

FLOOD

1. It takes only two feet of rushing water to carry away most vehicles. This includes pickups and SUV's.
2. If flooding occurs, get to higher ground. Get out of areas subject to flooding.
3. Avoid areas already flooded, especially if the water is flowing fast. Do not attempt to cross flowing streams. **TURN AROUND DON'T DROWN.**
4. Road beds may be washed out under flood waters. Never drive thru flooded roadways.
5. Be especially cautious at night when it is harder to identify flood dangers.

WEATHER CLOSING INFORMATION

Information regarding weather closings at UTSA is available via variety of resources.

- Local residents, dial 210-458-SNOW (7669)
- The UTSA Homepage:
- www.utsa.edu - refer to the notice prominently posted on the home page.
- Local Media - News of University closings are broadcasted via radio and television stations throughout the region.

TORNADO/SEVERE THUNDERSTORMS

A tornado or severe thunderstorm watch means severe weather is possible approaching. Continue normal activities but continue to monitor the situation.

Warning

If the approaching severe weather is deemed to pose an immediate threat to the area, the watch may be elevated to a severe thunderstorm or tornado warning. You should take the following steps:

1. Notify the building occupants of the severe weather warning.
2. If it is a thunderstorm warning, you should stay indoors and away from windows until the storm passes. Report injuries to 4911 or 911 (UTSA phone). When calling provide the following information:
 - a) Building name, number, and/or location
 - b) Type of emergency
 - c) Condition of the victim
 - d) Any dangerous conditions
3. If it is a tornado warning, you should seek shelter in a safe haven immediately.

4. If you are in a vehicle, get out and seek shelter in a sturdy building. If a building is not available, a depression such as a ditch or ravine offers some protection.
5. Basements, interior hallways on the lower floors and small interior rooms on the lower floors offer the best shelter.
6. After danger has passed, immediately report any injuries to 4911 or 911 (UTSA phone).
7. Immediately leave a badly damaged building and do not attempt to return to the building until directed to do so.
8. Do not attempt to turn utilities or equipment on or off.

SHELTER IN PLACE

1. Seek shelter immediately in any campus building away from windows. If you are in a building, remain there, if not go inside immediately. Close all doors and windows and turn off the heating and air conditioning systems, if possible.
2. If you are in a vehicle at the time of the notification to protect in place, you should close doors and windows, turn off your heating or air conditioning, and either drive out of the area at risk or to a building and enter for protection-in-place.
3. Persons should remain calm, conserve their energy, and wait for notification that all is clear or further instructions regarding evacuation are given.

SUSPICIOUS MAIL OR PACKAGES

The following characteristics may identify suspicious parcels.

1. Unexpected or from someone unfamiliar to you.
2. Addressed to someone no longer with your organization or otherwise outdated (e.g. improper title).
3. No return address or one that can't be verified as legitimate.
4. Has any powdery substance on the outside.
5. Of unusual weight, given its size, or lopsided.
6. Marked with restrictive endorsements, such as Personal or Confidential.
7. Protruding wires, strange odors or stains.
8. Has unusual amount of tape.
9. Has excessive postage applied to the parcel?
10. A city or state in the postmark that doesn't match the return address.

If you receive a suspicious parcel in the mail

1. Do not open the parcel.
2. Isolate the piece of mail.
3. Call the University Police Department at 4911 or 911 (UTSA phone) for additional instructions.
4. Do not pass the letter/parcel to others.
5. Deny access to the letter to everyone except emergency responders.
6. Move to an area that minimizes exposure to others and to the parcel.
7. If possible, wash your hands and face with soap and water.

If you open a parcel that appears to be contaminated

1. Do not move the parcel.

2. Call the University Police Department at 4911 or 911 (UTSA phone).
3. Turn off any fans, window air conditioners and/or small area heaters.
4. Isolate the area. Evacuate the adjoining areas.
5. Everyone who is evacuated should report to the building's pre-planned assembly area.
6. Do not pass the letter/parcel to others. Deny access to the letter to everyone except emergency responders.
7. The individual who opened the parcel should remain isolated, in an area adjacent to the original location, and wait for additional instructions from responding emergency personnel.
8. If possible, the individuals who had contact with the parcel should wash their face and hands with soap and water.

THREATS (BOMB, PHYSICAL, TERRORIST)

BOMB THREAT

All students and staff members will evacuate the building(s) using the pre-planned evacuation route. No individuals will be allowed to remain in the building at their own risk other than those designated as search party personnel.

If you receive a bomb threat, follow the following procedures:

1. Bomb threats may be received by telephone, e-mail or letter. If you receive a bomb threat, remain calm and obtain as much information as possible: Exact location of the bomb, when it is going to explode, what kind of bomb is it, why was it placed here, and who the caller is.
2. Immediately call the University Police Department at 4911 or 911 (UTSA phone). Provide them any information that you have received, specifically the location and the time the bomb is supposed to explode.
3. If the threat was made in writing, do not handle the letter or note any more than necessary.
4. Do not touch or move any unfamiliar objects, and wait for the police to arrive on the scene.
5. The senior UTSAPD official on site will determine if an evacuation is warranted. If the building is evacuated, account for all building occupants at the designated meeting area.
6. The President or his/her designee will make all decisions regarding cancellation of classes.

Physical Threat

1. Immediately evacuate the area, using your pre-planned evacuation route.
2. Call the University Police Department at 4911 or 911 (UTSA phone). Inform them of the situation with as much information as is available. If it is safe to do so, stay on the phone with the police dispatcher.

Terrorism/Terrorism Threats

Terrorism threats should be reported immediately to UTSAPD at 4911 or 911 (UTSA phone). Threats will be investigated as a crime. If a threat appears to involve imminent danger facilities will be evacuated. UTSAPD will make this determination.

UTILITY FAILURE OR WATER CONTAMINATION

UTILITY FAILURE

In case of utility failure (electricity, water, gas) call the University Police Department at 4911 or 911 (UTSA phone). If trapped in an elevator, call UTSAPD with the following information: Building name, floor number, room # (if applicable), nature of problem, person to contact or telephone extension. Remain in place until notified. Individuals in corridors and exit stair should evacuate while emergency lights are on. Emergency lighting is temporary and is not provided to continue building operations.

Electrical Outage

1. Evacuate the building if the fire alarm sounds or upon notification by authorized emergency personnel.
2. In laboratory building, fume hoods do not operate during a power outage. Do not use laboratories until the ventilation is properly restored.

Gas Leak/Unusual Odors

1. Cease all operations immediately.
2. Do not use cell phones or other electronic equipment.
3. Do not switch lights on or off.
4. Evacuate as soon as possible.

Flooding/Plumbing Failure

1. Cease using all electrical equipment.
2. Avoid contact with the water.
3. Evacuate the building if necessary.

Water Contamination

If there is an emergency affecting the water supply?

1. Follow all instructions from local authorities about purifying your water (commonly called “boil orders”) or use other water sources until authorities notify your community that it is safe to drink from the regular water supply again.
2. Use the safest water you have first before turning to other water sources.

AFTER THE EMERGENCY

Whether an emergency is weather related, workplace violence or a fire, appropriate actions must be taken to ensure that procedures are followed to protect the facility.

If an individual is injured or becomes ill due to the work place environment, follow these procedures. Ensure that the individual has received appropriate medical care. Notify the individual’s immediate supervisor of the injury/illness and the surrounding events. Ensure that an Accident Reports involving students is be submitted to Student Health Services at 458-4142. Reports involving faculty/staff should be submitted to Employee Assistance and Wellness at 299-2400.

DAMAGE TO YOUR BUILDING

If your building has received damage during an emergency, you should notify the building supervisor of the damage and the need to repair the facility on an emergency basis.

HOW TO REPORT A CRIME

The University of Texas at San Antonio maintains a 24 hours a day, 7 days per week operation. Sworn police officers and state certified dispatchers are on duty to respond to any crime, suspected crime, or incident requiring police attention. Emergency phones are available throughout campus. The UTSA Police Department actively participates in new student orientation programs to promote crime awareness and reporting.

If you are a victim of crime, suspect that a crime has been committed, or have witnessed a crime, report this to the UTSA Police Department, One UTSA Circle, Physical Plant Building, phone (210)458-4242 or call 911 from a UTSA phone or 458-4911 (cell phone or other non UTSA phone) or through the Silent Witness Program at www.utsa.edu/utsapd/witness.cfm