

# GUIDE TO COMMUNITY LIVING

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WAKE FOREST  
UNIVERSITY

Residence Life and Housing

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# W E L C O M E



**DONNA  
MCGALLIARD,  
ED.D**

ASSOCIATE VICE  
PRESIDENT,  
CAMPUS LIFE

DEAN, RESIDENCE  
LIFE AND HOUSING

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William Morgan  
President,  
Resident Student Association

Jave'on Thompson  
President,  
National Residence Hall Honorary

Welcome to your home here at Wake Forest University! The Office of Residence Life and Housing, the Resident Student Association (RSA) and the National Residence Hall Honorary (NRHH) would like to extend a warm greeting to you as you join our residential community. Here you'll find a residential experience where students can thrive socially and intellectually alongside their peers within a secure, comfortable, inclusive and engaging learning community.

In this document, you'll find information about our facilities, policies, procedures, services, staff, and more about the Office of Residence Life and Housing. Acquaint yourself with this Guide and refer to it should you have questions during your time here at Wake Forest.

As a member of this community, many opportunities are available for you to meet new people and build meaningful relationships. In order to get the most out of your college experience, get involved and make a difference—make your community home. Many activities, both social and educational, will be planned for you by your community staff—so be sure to attend. It is a great way to get to know your neighbors. Enhance your college career even further by getting involved in campus leadership. The Resident Student Association, the National Residence Hall Honorary, and the South Campus Area Council are looking for leaders to help us improve the residential experience for everyone.

The Office of Residence Life and Housing, along with the student organizations we advise, are here to provide the best residential experience possible. Feel free to contact our Office at 336.758.5185 or [housing@wfu.edu](mailto:housing@wfu.edu).

Living on campus is where the memories are made. This is where you belong. From all of us to you, welcome to Wake!



# NON-DISCRIMINATION POLICY

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Wake Forest University is committed to diversity, inclusion and the spirit of Pro Humanitate. In adherence with applicable laws and as provided by University policies, the University prohibits discrimination in its employment practices and its educational programs and activities on the basis of race, color, religion, national origin, sex, age, sexual orientation, gender identity and expression, genetic information, disability and veteran status.

The following persons have been designated to handle inquiries regarding the University's non-discrimination policies:

Tanya Jachimiak

Director, Title IX Office

Title IX Coordinator

Section 504/ADA Coordinator

[jachimtl@wfu.edu](mailto:jachimtl@wfu.edu)

Reynolda Hall – Suite 307

Winston-Salem, NC 27106

336.758.7258

Deputy Title IX Coordinators have also been designated and represent various University schools/divisions. Contact information for each Deputy Coordinator can be obtained from the University's Title IX Coordinator.



**WAKE FOREST**  
UNIVERSITY

### Residence Life and Housing

Angelou Hall, Suite 001  
ext. 5185 (on campus) | 336.758.5185 (off campus)  
[housing@wfu.edu](mailto:housing@wfu.edu) | [rlh.wfu.edu](http://rlh.wfu.edu)

### MISSION STATEMENT

The Office of Residence Life and Housing fosters secure, comfortable, inclusive, and engaging learning communities which prepare students to lead lives of meaning and purpose.

As members of vibrant and diverse residential learning communities, Wake Forest students will:

- Find an authentic sense of belonging
- Successfully navigate citizenship within diverse communities
- Develop the skills, knowledge and perspective to maintain a healthy, balanced life
- Exhibit responsibility for self, others, property, and the environment

### LIVING IN COMMUNITY

Our campus is a shared community of diverse people from a variety of backgrounds. As a result, we expect all community members to take advantage of the unique learning experiences that a shared environment brings. Recognizing difference in each other and successfully interacting within those differences is the key to harmony in a residential community. As a responsible member of the Wake Forest community, you should recognize your responsibility to advocate for members of your community and appropriately challenge the unfair, unjust, or uncivil behavior of other individuals or groups. Together, we all strive to make our community a safe, enjoyable and academically focused environment.



## UNIVERSITY STATEMENT OF PRINCIPLE

Wake Forest is a community of men and women that seeks the enlightenment and freedom which come through diligent study and learning. An even higher goal, however, is to give life to the University motto, Pro Humanitate, as the passion for knowledge is translated into compassionate service.

A tradition is shared that embraces freedom and integrity and that acknowledges the worth of the individual. This heritage, established by the founders and nurtured by succeeding generations, promotes a democratic spirit arising from open-mindedness and discourse. Wake Forest fosters compassion and caring for others. Its collective strength and character are derived from the values and distinctive experiences of each individual; therefore, the richness of human intellect and culture is affirmed in its contribution to knowledge, faith, reason, and dialogue. Furthermore, Wake Forest strives toward a society in which good will, respect, and equality prevail. To that end, hatred and bigotry in any form are rejected, and justice, honor, and mutual trust are promoted.

For other information on these matters, please visit the website for the Office of Student Conduct at [studentconduct.wfu.edu](http://studentconduct.wfu.edu).

## RESIDENCE LIFE AND HOUSING STAFF

The Office of Residence Life and Housing employs a number of professional, graduate, and undergraduate staff members to oversee the University's residential experience. With nearly 80 percent of undergraduates living on campus, the residential community is a vital part of the Wake Forest experience. While living on campus, residents are supported and assisted by an extensive and well-trained network of staff members. The following is a brief description of the roles and responsibilities of the Residence Life and Housing staff members available to assist you:

**Graduate Hall Directors (GHDs)**—The Graduate Hall Director is a full-time, live-in, graduate student responsible for the general supervision and management of an assigned residence hall or group of residence halls. Graduate Hall Directors are available to assist students with various academic, personal, and social concerns. The Graduate Hall Director also supervises the Resident Advisers assigned to each community. For more information on the GHD role, please visit <http://go.wfu.edu/rlhga>.

**Graduate Assistants (GAs)**—The Graduate Assistant is a full-time graduate student who is assigned to a specific functional area within the Office of Residence Life and Housing. Each GA focuses on a unique set of responsibilities and works closely with the professional staff in their functional area. For information on our various graduate assistants, please visit <http://go.wfu.edu/rlhga>.

**Resident Advisers (RAs)**—One of the first staff members you will meet on campus and the backbone of the residential experience at Wake Forest—is the Resident Adviser (RA). RAs are carefully selected and trained undergraduates who are chosen for their commitment to helping and advising their fellow students. An RA is assigned to each residential floor/area and lives with the students as a member of that community. As a Residence Life and Housing staff member, the RA assumes many roles, such as peer adviser, and community leader. In addition, the RA will also assist with crisis management issues, community building, student engagement, facility management, and helping and supporting students. As a community leader, the role of the RA is not to police the residence halls but rather to respond to incidents and issues that create problems and challenges for the community. Additionally, the role of the RA is to ensure that University policies, regulations, and community standards are upheld within the residence halls. Finally, each RA assists residents in responding to conflicts, personal issues, and disagreements that might arise within residential communities. The RA works to build a cohesive floor community where individual residents feel comfortable, valued, and respected. Most importantly, the RA strives to build a community where everyone knows each other and feels truly at home. For more information about RL&H employment, please consult <https://rlh.wfu.edu/student-involvement/employment/>.

**Office of Residence Life and Housing Professional Staff** - A variety of full-time professionals are available to assist students and their families with concerns, issues, or questions that arise throughout the student's college career. For information about these staff, their roles, and how to contact them please visit <https://rlh.wfu.edu/about-us/staff/> or visit us in Angelou Hall.



## DEPARTMENTAL GRIEVANCE POLICY

If for any reason a student or constituent believes that they have failed to receive an appropriate response from any staff member in the Office of Residence Life and Housing, or if he/she has failed to receive appropriate service or treatment, a grievance may be filed. By filing a grievance, the situation(s) will be reviewed and responded to by the appropriate department and/or University personnel. To file a grievance, the following two options are available:

1. Submit via email a written statement, which clearly outlines the nature of the grievance, to the direct supervisor of the individual against whom the grievance is filed. If the name of the supervisor is unknown, contact the Office of Residence Life and Housing at 336.758.5185 or [housing@wfu.edu](mailto:housing@wfu.edu) to request this information.
2. Submit via email a written statement, clearly outlining the nature of the grievance, to Dr. Donna McGalliard, Associate Vice President for Campus Life and Dean of Residence Life and Housing, at [mcgallidp@wfu.edu](mailto:mcgallidp@wfu.edu). Once the Dean of Residence Life and Housing receives the statement, the individual filing the grievance will be contacted regarding follow-up.

Should questions arise regarding the process for filing a grievance with the Office of Residence Life and Housing, please contact the Dean of Residence Life and Housing at 336.758.5185 or [housing@wfu.edu](mailto:housing@wfu.edu).

## RELEASE STATEMENT

As a part of the residential experience, the Office of Residence Life and Housing hosts a variety of events and activities. Events and activities may include, but are not limited to, hall programs (movies, games, meals, etc.), off campus trips (movies, meals, shopping, Wake Forest away games, etc.), or sporting events (hiking, bowling, paintball, canoeing, intramurals, etc.).

Some events or activities may pose specific risks and/or require a certain level of physical fitness for participation. In these cases, students may be asked to sign event specific waivers.

Every residential student at Wake Forest University ("WFU") agrees to the following information when voluntarily participating in Residence Life and Housing events and activities.

# CHAPTER 2

## HOUSING ASSIGNMENTS AND MEAL PLANS

### RESIDENCY REQUIREMENT AND GUARANTEE

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Wake Forest has a six-semester (typically three-year) residency requirement and is one of the few universities in the country that guarantees housing to students in good standing for eight semesters.

Students are required to live in campus housing their first three years unless they live with a parent or guardian in the Winston-Salem area. Students who study abroad during the fall or spring semesters are given credit for that time toward their residency requirement; summer sessions do NOT count toward residency requirements.

Transfer students are expected to fulfill the six-semester residency requirement. However, transfer students who have lived on campus at another institution are given credit for that time toward their residency requirement.

Eight semesters of on-campus housing are guaranteed for residential students who pay their tuition deposit by the published deadline each semester. Students who lose housing eligibility due to disciplinary or academic deficiency are no longer eligible for the housing guarantee. Additionally, students who successfully petition to live off campus or have fulfilled their residency requirement and do not select housing during the room selection process are also no longer guaranteed housing on campus.

#### Release from Residency Requirement

Students requesting to be released from the University's residency requirement must petition for approval to reside off-campus. Additionally, students who wish to change their residency status (on-campus to off-campus day) to live with parents at their permanent home in the Winston-Salem area may petition to be released.

Exceptions to the residency requirement for reasons other than living at home in the Winston-Salem area are typically very rare and only granted for individually compelling circumstances. If your petition to move off-campus is granted, you are reclassified as a non-resident student and will no longer be eligible for any part of guaranteed campus housing (including Greek Block housing). All students who are released and remain enrolled as full time students must register their off-campus address with the Office of Residence Life and Housing.

For more information on the petition process, and other policies related to living off-campus, please visit <https://rlh.wfu.edu/housing/off-campus-living/student-resources/policies/>.

### HOUSING FOR MINOR STUDENTS

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Campus housing for students who are not eighteen (18) at the time of matriculation is subject to the approval of both the Dean of Residence Life and Housing and the Director of Admissions. All students, including minors, will be held accountable for the policies and procedures outlined in this guide as well as the University's Student Code of Conduct, the University's Student Sexual Misconduct Policy, and other published policies or procedures. Any violations of these policies and procedures are subject to referral to the Office of Student Conduct for adjudication.

### NON-RESIDENT STUDENTS

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Housing status is determined at the time of admission by the Office of Admissions. While undergraduate students who are admitted with residential status are guaranteed eight semesters of on-campus housing, non-resident students are not guaranteed campus housing.

Non-resident students wishing to live on-campus may not participate in Housing and Dining Selection, instead they may request housing by contacting the Office of Residence Life and Housing. Non-resident students requesting housing are placed on a waiting list in the order of the date of application and offered housing if space is available after all residential students have been assigned.

A person does not change their status from non-resident to resident merely by moving on campus. To request a change in status from non-resident to resident, a student must apply for a change to the Office of Residence Life and Housing. Students interested in having their residency status changed should submit a written request, outlining their rationale for the change to the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) by February 1.

A minimum of a 3.0 Wake Forest GPA\*\*, one full year's attendance at Wake Forest, evidence of co-curricular involvement, and evidence of good disciplinary and financial standing are the minimum standards which must be achieved by the student before a change of status will be considered. The availability of space in campus housing after residential students are housed is the final deciding factor in all situations, regardless of a student's eligibility.

\*\*Students who are dependents of Wake Forest staff and faculty who are not accepted as resident students may apply for status change after one year of attendance with a 2.0 GPA, as long as the other expectations stated above are fulfilled.

## RETURNING TO HOUSING

### Returning from Continuous Enrollment Status (CES)

If you are a resident student returning from Continuous Enrollment Status, please contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) to request housing upon your return. If you notify the office prior to our Housing and Dining Selection processes (fall or spring) you will be eligible to participate in that selection process.

Please note that the Office of Residence Life and Housing cannot assign you housing prior to official notification from the Office of Academic Advising of your resumed student status.

### Returning as a Readmitted Student

If you are a readmitted resident student, please contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) to request housing upon your return.

- While readmitted students are still held to the six semester residency requirement, they are not guaranteed eight semesters of housing.
- Depending on date of readmission, readmitted students may be able to participate in Housing and Dining Selection or will be assigned housing based upon availability.

*Please note, the Office of Residence Life and Housing cannot assign you housing prior to official notification from the Office of Academic Advising of your readmitted resident status.*

## HOUSING AND DINING SELECTION

Our Housing and Dining Selection processes, along with the variety of housing options available to students, is designed to give students flexibility in where they will live.

**Incoming Students.** During the summer, incoming students are expected to complete their Housing and Dining Application. As a part of this process, students will:

1. Complete their housing application, including acceptance of the Housing and Dining Agreement (see below)
2. During your first year, you will live in one of the seven communities on South Campus.
  - a. Students are assigned to the various communities at random. As such, students are not asked or able to indicate preferences.
  - b. First-year roommates are assigned by the Office of Residence Life and Housing based upon a number of factors that indicate compatibility and common interests. Room and roommate assignments are made without regard to race, religion, sexual orientation or national origin, and we do not assign siblings or friends as roommates. Historically, we have had a low percentage of room change requests from first-year students.
    - i. This roommate pairing process is reflective of the University's commitment to helping incoming students get to know individuals different than themselves. As a returning student, you will be able to select your community and choose your own roommate(s)
3. Choose their meal plan. Each meal plan consists of Meal Swipes, Old Gold Swipes and Food Dollars. Choose the one that best matches your dining lifestyle. For more information on plans and pricing, please visit [go.wfu.edu/f101mealplans](http://go.wfu.edu/f101mealplans).
  - a. All residential students are required to have a meal plan. Failure to select one will result in the respective minimum being assigned to the student.

**Returning Students.** During the spring semester each year, students who are expected and/or want to live on-campus during the following academic year participate in Housing and Dining Selection. As a part of this process, students will:

1. Complete their housing application, including acceptance of the Housing and Dining Agreement (see below)
2. Select their housing or agree to be pulled into a group for selection by another student
3. Choose their meal plan. There are several meal plan options available to you. Each meal plan consists of Meal Swipes, Old Gold Swipes and Food Dollars
4. Choose the one that best matches your dining lifestyle. For more information on plans and pricing, please visit <https://rlh.wfu.edu/students/current-students/meal-plans/>.
  - a. All residential students are required to have a meal plan. Failure to select one will result in the respective minimum being assigned to the student.



## DISABILITY-RELATED HOUSING OR DINING ACCOMMODATIONS

Wake Forest University views living on-campus as integral to a liberal arts education and the Wake Forest experience. As such, the University has a six-semester resident requirement. In support of students with disabilities, the Office of Residence Life and Housing has a wide variety of housing and dining options on-campus which can accommodate the vast majority of disability needs.

- Students who would like to request a disability-related accommodation must submit a completed Request for Disability-Related Accommodations in Housing or Dining form. In addition, a Documentation for Disability-Related Accommodations in Housing or Dining form must be completed and submitted by your licensed, clinical professional or health care provider.
- Decisions regarding requests for accommodations can be made only after appropriate documentation of the disability and supporting information has been received by the deadlines provided below.
- Requests for accommodations are reviewed on a case-by-case basis and receipt of the necessary documentation does not guarantee that the accommodations will be granted. The diagnosis of a medical condition in and of itself does not automatically qualify a student for accommodations.

For additional information on disability-related accommodations, please visit <https://rlh.wfu.edu/housing/accommodations/>.

### Reallocation of Space

Each year, due to changes in the student body and groups that need housing, the Office of Residence Life and Housing reevaluates current housing patterns and (re)allocates space accordingly. Due to these (re)allocations, students are unable to retain their same room for the following year, unless it is available during the regular room selection process.

## HOUSING AND DINING AGREEMENT

### A. University Obligations

1. The University will provide the assigned room from the day the student is officially notified to report by Wake Forest College, until 24 hours after the student's final academic examination for the spring semester or after termination of student status, except during stated recesses of the College. A graduating senior may delay vacating the room until 7 p.m. on Commencement day.
2. In the event of mechanical difficulty (air conditioning, heat, hot water, and other equipment) or interruptions of electrical power or water service, the University will make reasonable efforts to restore service. However, there shall be no abatement in residence hall charges because of such failure.

### B. Student Obligations

The student will:

1. Use the room as his/her residence during the applicable academic year in accordance with this agreement.
2. Exercise reasonable care in the use of the room and the facilities of the residence halls, and know and abide by all regulations pertaining to the residence halls of the University, whether such regulations are now in effect or will be enacted in the future.
3. Hold harmless the University from any suit, action at law, or other claim whatsoever resulting from or arising out of any injury to the student's person or property while a resident of a residence hall under this agreement.
4. Pay to the University the cost of replacement or repair for any breakage or damage to the room, its fixtures or appurtenances, and a pro rata share for damages to commonly-used property when the identity of persons responsible cannot be reasonably determined.
5. Pay charges for both semesters in a timely manner in the amounts prescribed by the schedule of payments as issued by Wake Forest University for the type of room assigned.

### C. Refund Policy

1. The University will refund a portion of the student's payments upon withdrawal from the University according to the University Tuition and Fees Refund Policy, Schedule of Adjustments for Withdrawal or Continuous Enrollment for the following reasons:
  - a. the student graduates;
  - b. official withdrawal from the University;
  - c. the student is granted continuous enrollment status.
2. Any withdrawal for reasons above terminates the student's rights under this agreement.
3. If it is determined by the University that the student's health renders group living hazardous, then this agreement shall terminate upon notice to the student. The University will make a pro rata refund of the housing fee paid.
4. If the student is suspended from the University or removed from University housing as a result of a disciplinary proceeding, the student is not entitled to a refund.
5. If a student, who is currently enrolled in the College, breaches the Housing and Dining Agreement by not occupying the assigned room or by vacating the room prior to the end of the spring term as specified in section A.1, the student is obligated to pay charges for both semesters. If no additional unoccupied space will result from the breach, then the Office of Residence Life and Housing may grant approval in advance to charge only prorated charges for the room.

## D. General Conditions

1. The University reserves all rights in connection with the assignment and reassignment of rooms. Additionally, any student whose actions are found by the University or its designated agent to be detrimental to the welfare of a student living group or in violation of University rules and regulations as set forth in the current Student Code of Conduct and Judicial Handbook or Residence Life and Housing publications, may be required to withdraw from the housing assigned without further University obligation.
2. If a student is assigned a room for the next academic year and is academically ineligible to continue at the end of the first summer session immediately preceding, the room assignment will be canceled. If the student attends the second summer session and is permitted to return in the fall, the student may request placement on a waiting list, but housing is not guaranteed.
3. If a student's relationship with the University and/or Office of Residence Life and Housing is severed as part of a judicial sanction, policy violation, or other incident, that student will not be eligible to participate in any phase of the housing assignments process until the University has granted readmit student status and that he or she is otherwise in good standing with the University.
4. In the event this agreement is used for assignments after the fall semester has begun, it will be effective for the remainder of the academic year.
5. The University is not responsible for the loss or damage to items of personal property of the student in residence halls or on its grounds before, during, or subsequent to the period of the agreement.
6. The student grants permission for the entry and inspection of the assigned room by any authorized University personnel or agent according to policies in the current Student Handbook or Residence Life and Housing publications. Said purposes include, but are not limited to, completion of work requests or the repair and/or maintenance of the facility, inspection for fire and safety violations, and to enforce University policies and regulations including, but not limited to, alcohol and drug violations

## RELEASE FROM HOUSING AND DINING AGREEMENT

Students residing on-campus electronically sign the Housing and Dining Agreement as a part of their Housing and Dining Application. This is a binding agreement between the University and the student for the academic year.

Students who are scheduled to study abroad during the spring semester, to complete a spring semester internship, or graduate in December must still be released from their Housing and Dining Agreement. During the fall semester, these students should notify the Office of Residence Life and Housing of their intent for the spring semester by visiting WIN > Virtual Campus > Residence Life and Housing > Room Change and selecting the appropriate reason.

Students should contact the Office of Residence Life and Housing if they have any questions regarding the Housing and Dining Agreement.

### Study Abroad

Students who plan to study abroad must inform the Center for Global Programs and Studies as well as the Office of Residence Life and Housing. Residential students who participate in study abroad are still subject to the residency requirement, with their semester abroad counting towards the six-semester requirement. Additionally, residential students who choose to study abroad are still guaranteed housing upon their return, for up to a total of eight semesters.

For more information on study abroad by semester, please see below. For more general information or FAQ, please visit [go.wfu.edu/roomselection](http://go.wfu.edu/roomselection).

#### Fall Study Abroad

Students studying abroad during the fall semester will NOT select housing during Housing and Dining Selection during the preceding spring semester. Instead, these students will select their housing for the spring semester online in December.

- In November, the Office of Residence Life and Housing will email all students abroad their log-on times. These log-on times are randomly generated.
  - \* This message will contain specific instructions on self-selecting your spring room and meal plan.
- In Mid-December, students will electronically self-select their actual spring room and meal plan.
- Students returning from abroad fill in vacant bed spaces left by students who go abroad in the spring, transfer, graduate in December, take a semester off, etc.
- Students returning from abroad typically live in one of the Quad residence halls, Palmer, Piccolo, or Luter; normally there will be one bed open in a double room, so they will be joining a new roommate. There are occasionally beds available in the North Campus halls, but those are rare. Students are able to see available spaces in November.

#### Spring Study Abroad

Students planning to study abroad during the spring semester should proceed with Housing and Dining Selection for the fall semester. During the fall semester, these students should notify the Office of Residence Life and Housing of their intent to go abroad by visiting WIN > Virtual Campus > Residence Life and Housing > Room Change and selecting the appropriate reason. During the spring semester, these students will be able to participate in Housing and Dining Selection for the following fall from abroad.

### Spring Semester Internships

Students participating in spring semester internships have two options for housing.

1. Students holding local internships may continue in their fall semester assignment without penalty. There is no proration for housing or dining charges.
2. Students wishing to complete internships at a distance may petition to be released from their spring semester assignment.

## REVOCATION OF STUDENT HOUSING

If your housing is revoked during the academic year, you must make an appointment with the Office of Residence Life and Housing in 001 Angelou Hall, within 24 hours of being notified of the housing revocation. A staff member will provide, in detail, the appropriate procedures to follow for checking out of campus housing, the necessary forms to complete to checkout appropriately, assist in scheduling a checkout appointment with your Graduate Hall Director, and relay information to you in regards to future campus housing.

Failure to follow proper checkout procedures may result in an improper checkout fee and lock record. Generally, room rent refunds are not available for students who have had their housing revoked.

## 2018-2019 ROOM RATES

An official listing of the room rates is provided in this document. The rates and billing information are also communicated to all students when they select their room. Any discrepancies in billing for room rent should be brought to the attention of Student Financial Services.

A student who moves from their original room assignment into a room with a different rate will be charged a prorated amount for their room rent based on the number of weeks the student lives in each room. The Office of Residence Life and Housing will determine this amount and notify Student Financial Services of the change in status to update the student account.

Any student who leaves the University is liable for the entire room rent until he/she has officially checked out of the building with the hall staff and

Description of Room	Price per Semester
Single Rooms / ALL Apartment Rooms <i>Includes all residence hall singles, all Polo and Martin rooms, and all apartments (including apartment doubles)</i>	\$5,528
Double Rooms <i>(Excluding apartment doubles - see above)</i>	\$4,641
Triple Rooms	\$4,126





## CHAPTER 3

# LIVING ON CAMPUS

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Wake Forest University is committed to supporting the needs of its students. In order to be successful, a comprehensive approach is necessary to assist students in reaching their full potential and to encourage their holistic development. The Office of Residence Life and Housing supports the University's mission by fostering learning communities where students are supported to:

- Find an authentic sense of belonging;
- Successfully navigate citizenship within diverse communities;
- Develop the skills, knowledge, and perspective to maintain a healthy, balanced life,
- Exhibit responsibility for self, others, property, and the environment

The residential experience facilitated by the Office of Residence Life and Housing is central to campus life at Wake Forest. A student's sense of belonging to the Wake Forest community is often rooted in their residential community.

## CHECK-IN, MOVE-IN, AND GETTING SETTLED

### Fall Move-In

The process for moving in for the fall semester simply requires that you familiarize yourself with information on the Office of Residence Life and Housing website regarding move-in day and follow the instructions that pertain to checking in to your community.

Generally, checking in includes meeting the staff in your community, picking up your keys and reviewing your room condition report. Please note that if you have an outstanding balance on your student account, you will be asked to address your account with Student Financial Services prior to being allowed to check-in.

After that, you're free to move-in! Please pay careful attention to the [Office of Residence Life and Housing website](#) or Chapter 4 in this publication for items that are not allowed in our communities.

### Spring Move-In

While students are not allowed to reside in our communities over the winter break, they do not have to move out of their assignments. Thus students returning to their fall assignment for the spring semester may return to campus once the buildings open in January. Be sure to follow the instructions of their community staff regarding "checking in" for the spring semester.

For students moving into new assignments - regardless of whether you are a transfer, spring admit, or returning from abroad - you will need to check-in at your community to pick up your key, review your room condition report, etc. Dates, times, and instructions for check-in will be available on the Office of the Residence Life and Housing website.

Students returning in January for Sorority Recruitment will receive additional information from the Office of Residence Life and Housing and/or Fraternity and Sorority Life regarding move-in dates based on their role in that process.

### Early Arrival

"Early Arrivals" are students who are granted special permission to move into their on-campus housing assignments before their designated check-in dates. For a variety of reasons, Wake Forest University restricts the number of students allowed to check-in early.

Incoming first-year students are not allowed to arrive early unless the student is participating in an approved program (i.e. band, athletics, pre-orientation activity). These requests to arrive early should be made to the sponsoring group/organization.

All students who wish to move into the residence halls or apartments before the published move-in dates must be involved in a campus organization or activity that has made prior arrangements and/or have their requests approved by the Office of Residence Life and Housing.

Request for early arrival can only be approved by the Office of Residence Life and Housing. Students who arrive early without approval may not be allowed to check in to their space or may be charged a fee.

### Room Condition Reports

Prior to your arrival, all of our communities are inspected by our Resident Advisers (RAs). They note the condition of the various spaces in your living space (bedrooms, bathrooms, living rooms, etc. as applicable).

Beginning Fall 2018, the Office of Residence Life and Housing will begin utilizing electronic room condition reports via our online housing software. After move-in, you will have the opportunity to review your room condition report within the Residence Life and Housing portal (WIN>Virtual Campus>Residence Life and Housing). From that time, you have 48 hours to report any conflicts between the conditions noted on the Room Condition Report and those you actually find in your space to the attention of your RA. Failure to report conflicting conditions within the allotted 48 hours, indicates that you have accepted the reported condition of your space.

When the time comes for you to check out, our staff will note the condition of the space(s) and that information will be compared with what we have on file. Please note, students are expected to return their space(s) to its original condition and will be charged for issues/damages (beyond normal wear and tear).

## ROOMMATES

You may have come to campus having never shared a room with someone else. Being a good roommate and enjoying living with a roommate will depend upon your ability to listen, communicate, and compromise. Obviously, you and your roommate are individuals with unique interests, hobbies, likes, and dislikes. It is not essential that you are similar in every aspect of life in order to be good roommates. As with any relationship, conflicts will arise. How you choose to handle those conflicts will determine your success.

Roommates who respect each other's rights and privacy and allow reasonable socialization tend to have positive experiences. As a result, all first-year students are required to develop a roommate agreement during the first weeks of school in order to prevent potential conflicts. Your Resident Adviser will guide you through this agreement in August. Returning students are strongly encouraged to complete a roommate agreement, particularly if this is the students have lived together.

If you and your roommate experience difficulties living together, first try referring back to your agreement and have a conversation with each other. If that is not successful, or if you want to talk through your conversation first, feel free to reach out to your RA who can help mediate the conflict. In the end, sometimes no matter how hard you try, it just does not seem to be working out with you and your roommate. It is possible to change rooms during the open room change periods if space is available on campus.

### Roommate Bill of Rights and Responsibilities

As a member of Wake Forest's residential community, the following are the rights you can expect and have a responsibility to maintain:

The right....

- To study free from undue interference in one's room.
- To rest without undue disturbance in one's room.
- To expect that a roommate/suitemate/apartment-mate/etc. will respect one's personal belongings.
- To a clean environment in which to live.
- To free access to one's room and living space without pressure from those whom the living space is shared with.
- To personal privacy.
- To host guests so long as guests don't infringe on the rights of others or violate the University's policies.
- To be free from fear of intimidation, physical, and/or emotional harm, and racial, sexual, or other prejudicial harassment.
- To share grievances with residence hall staff who are available for assistance in settling conflicts.

### Getting Assistance

The Office of Residence Life and Housing provides on duty coverage to assist students and/or visitors at all times while classes are in session.

- For assistance during business hours (M-F, 8:30 a.m. - 5 p.m.), please contact the Office of Residence Life and Housing at 336.758.5185, [housing@wfu.edu](mailto:housing@wfu.edu), or stop by our office located in Angelou Hall Suite 001.
- For assistance between 5 p.m. and 8:30 a.m. nightly, and during daytime hours over weekends and University holidays, contact the Resident Adviser (RA) on duty in the respective community. To identify the RA on duty, please visit your community office.
- Should you assistance but are unable to reach staff with the Office of Residence Life and Housing, contact University Police at 336.758.5591 to be connected with our staff on duty.
- If at any time there is an emergency, please contact University Police by dialing 336.758.5911.

In addition to the contacts above, the Resident Advisers staff each community office during the following times:

- Sunday thru Thursday from 10 p.m. to midnight
- Friday and Saturday from 10 p.m. to 2 a.m.

Please stop by your community office at the beginning of the year to meet the RAs in your community and learn about the services provided to residents by the staff in your respective building/area. Typical services provided during office hours include checking out a vacuum cleaner, lockouts, crisis situations, borrowing recreational equipment and supplies, or simply having a conversation with the RA or GHD.

## CHANGING ROOMS

### Open Room Change

Early in each semester, there will be a period of open room change. Details and dates for this process can be found on the Office of Residence Life and Housing website at [go.wfu.edu/roomchange](http://go.wfu.edu/roomchange). During this period, students are allowed to request room changes based on availability. Request must submitted online through WIN (WIN<Virtual Campus<Residence Life and Housing) and students may not make any changes prior to receiving written approval from the Office of Residence Life and Housing.

### Mid-Semester

Mid-semester changes are based on available space on campus and must be approved by the Residence Life Coordinator for your area of campus. Typically, students will be required to go through a mediation process with their Resident Adviser and/or Graduate Hall Director prior to being allowed to request a room change during the semester.

### Mid-Year

Students will receive communication during the fall semester regarding how to request a room change at the semester break. For students studying abroad, please see the information regarding study abroad in this publication. All requests for room changes will be reviewed by the Office of Residence Life and Housing and approved/denied based on availability of space.

Communication regarding the decision and specific instructions will be sent to the student via email prior to the end of fall semester. If you are approved to move, you must make arrangements to checkout of your fall assignment and remove your personal belongings prior to vacating the space for winter break. If you cannot check into your spring assignment before you leave for break, you must take your belongings home or arrange for off-campus storage and are still expected to check out of your fall assignment.

## CHECKING OUT

### Mid-Semester

Please see your Graduate Hall Director to arrange an official checkout time and room inspection. You must return your room key(s) and remove all of your personal belongings from the room. Failure to follow proper mid-semester checkout procedures may result in an improper checkout fee and lock recore/key replacement. Generally, room rent refunds are not available unless an exemption is covered by the Housing and Dining Agreement.

### Moving Out

Upon a status change that results in the need to move-out of University housing, students must move and properly check-out within 72 hours of their status change. Failure to follow proper checkout procedures may result in an improper checkout fee and lock recore/key replacement and/or additional charges.

### Refunds

Refunds of paid room rent will be made in accordance with the University refund policy. Refunds will not be processed until the Office of Residence Life and Housing has received official notification of withdrawal and all personal belongings have been removed from the assigned room and key(s) have been returned.

### Mid-Year

Students who know they are not returning to school for spring semester should arrange an official checkout time and room inspection with the Graduate Hall Director of their community before winter break. Students should not wait until they are ready to leave to contact their Graduate Hall Director. Please remove all of your personal items and return your key(s). Failure to follow proper mid-year checkout procedures may result in an improper checkout fee and lock recore/key replacement.

If you decide that you will not be returning to the University after leaving for winter break, you must contact the Office of Residence Life and Housing as soon as possible at [housing@wfu.edu](mailto:housing@wfu.edu) or 336.758.5185 to arrange removal of your belongings. Additionally, students are encouraged to inform their roommate(s) of their decision to not return.

### End of Year

Students will receive communications concerning checkout procedures at the end of the academic year and are expected to follow those procedures. Generally speaking, students are expected to remove all personal belongings, return their spaces to the condition they were at move-in, and checkout with a Residence Life and Housing staff member at which time they will turn in their key(s). Failure to follow the outlined procedures may result in charges of improper checkout, lock recore/key replacement, and/or additional charges. If students are unclear on any part of the closing process, they should contact a member of their community staff or the the Office of Residence Life and Housing.

## BREAK HOUSING

All residence halls are closed during Winter Break. Information about preparing for the various University breaks and the status of housing during those breaks is provided to students well in advance of the break period. Please carefully read this material so that you are aware of the policies/processes related to each break period.

It is vital to your personal security that you observe common sense safety precautions if you find a need to stay during a low occupancy housing period over one of the breaks. Avoid isolated areas of your building at all times. Laundry rooms, study or recreation lounges, and basements which are not heavily traveled by others should be avoided. Know the location of the nearest telephone. Immediately report to the Office of Residence Life and Housing or University Police all broken doors, locks, alarm stations, telephones, lights, or other repairs that are necessary to prevent a breach of safety and/or security.

## COMMUNITY RESPONSIBILITIES

The purpose of the residential community at Wake Forest is to enhance the academic environment and provide students with a secure, comfortable, inclusive, and engaging learning community. You have the right to expect an environment that helps you thrive by allowing space and time for you to sleep, study, and live.

Students should make every effort to develop friendly and respectful relationships with all members of the Wake Forest community, especially those with whom they share a living space. Adjusting to life with others is a part of the shared living experience. If you are unable to resolve an issue with others on your own, the matter should be brought to the attention of your RA or Graduate Hall Director.

Because our residential community is made up of many individuals, it is important that the University has policies in place that serve as standards for resident behavior. These policies are designed to protect the experience and rights of both individual residents and the community as a whole.

While the policies and procedures noted in this document pertain primarily to the residential community, students will be held accountable for the policies and procedures outlined in this guide as well as the [University's Student Code of Conduct](#), the [University's Student Sexual Misconduct Policy](#), and other published policies or procedures.

Any violations of these policies and procedures are subject to an administrative response from the Office of Residence Life and Housing and/or referral to the Office of Student Conduct for adjudication via the University's student conduct process. Information about the University's policies and procedures related to Student Conduct can be found on the [Office of Student Conduct website](#).

# CHAPTER 4

## POLICIES AND PROCEDURES

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## UNIVERSITY POLICIES

### Administrative Withdrawal Policy

The Board of Trustees has empowered the president with the authority to suspend students from the University in "cases of clear and present danger to lives and property...and in instances of violence to persons..." Such suspensions are to be reviewed by the regular conduct bodies within 14 school days. The full Administrative Withdrawal Policy can be found in the [University's Student Code of Conduct](#).

### Clery Act

Information for the campus community about statistics that relate to crimes that have occurred on campus for the past three years as well as a daily crime log for more recent incidents is available at <https://police.wfu.edu/clery/>. This information is shared in compliance with federal statute 20 U.S.C. § 1092(f) The Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act or better known as the Clery Act.

### Departing and Returning to the University

If a student wishes to leave the University, there are two procedures under which a student may be able to do so:

- Continuous Enrollment Status (CES)
- Withdrawal and Readmission

Both of these procedures are overseen by the Office of Academic Advising, which can be contacted at [UndergraduateAdvising@wfu.edu](mailto:UndergraduateAdvising@wfu.edu) or 336.758.3320.

### Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. The full policy related to FERPA can be found in the [University's Student Code of Conduct](#).

### Student Code of Conduct

Wake Forest University endorses as a basic principle of University life the concept of responsible student freedom, which carries with it the recognition by each student of the rights and obligations of other members of the University community.

The University conduct system is jointly administered by the Office of the Dean of the College, the Office of the Dean of Students and the Judicial Council. University conduct information reflected in the Student Code of Conduct supersedes any references to student conduct and disciplinary matters that may be reflected in other publications. To review the Student Code of Conduct or other information about the conduct processes at Wake Forest, please visit [studentconduct.wfu.edu](http://studentconduct.wfu.edu).

## RESIDENCE LIFE AND HOUSING POLICIES

It is an expectation that once students electronically accept their Housing and Dining Agreement, they understand the rules and regulations of living in campus housing. Wake Forest University reserves the right to revise any policy at any time without notice.

Throughout the year information is distributed to residents regarding processes and policies. Information is also provided through the use of floor meetings and interaction between hall staff and residents. It is ultimately the responsibility of the resident to read information or to meet with hall staff regarding policies. Residence hall staff will document any violations by means of a Residence Life and Housing incident report or a Room Condition Report.

Residence hall staff will document any violations by means of a Residence Life and Housing Incident Report or a Room Condition Report. Violation of any of the above policies may lead to charges to a student account, administrative action by the Office of Residence Life and Housing, and/or referral to the University's Student Conduct process. Additionally, students may be charged for any damage caused and the associated repairs.

### Abandoned Laundry Policy

Items left in the laundry room outside of a washer or dryer are subject to removal by Residence Life and Housing (RLH) staff to eliminate clutter and potential safety hazards. Once collected, RLH will only retain unclaimed laundry for ten calendar days before donating it to a charitable organization. To claim collected items, please contact your Graduate Hall Director. Wake Forest University is not responsible for the loss or damage to items of personal property.

### Air Conditioner Policy

All residence hall rooms are climate controlled; additional air conditioners are not permitted unless approved by Residence Life and Housing.

### Alcohol and Drug Policies

Refer to the [Student Code of Conduct](#) for more information regarding the University's policy on alcohol and drugs.

### Bed Riser/Loft Policy

- Bed Risers
  - \* If students are interested in raising their bed, they must purchase bed risers that are labeled and listed for that purpose and do not exceed 18 total inches in height.
  - \* Custom constructed bed lofts or bed risers and cinder blocks are prohibited within Residence Life and Housing facilities.
  - \* Bed-risers with power outlets are not permitted.

- Bed Lofts
  - \* Students are not allowed to loft beds in the majority of Residence Life and Housing facilities due to safety reasons.
  - \* Beds in Angelou, South, Dogwood, Magnolia, and some of the apartments may be lofted using the provided bed ends.
  - \* Students who choose to loft their beds should be aware of the dangers associated with potential falls. Students may request a safety rail from the Office of Residence Life and Housing.
- Bed Adjustment Policy
  - \* The Office of Residence Life and Housing will provide one (1) bed adjustment per student for free during the first two (2) weeks of each semester; students will be charged \$35.00 per request in excess of the one (1) free request.
  - \* All requests must be submitted using the [Bed Adjustment Request form](#) available from the Office of Residence Life and Housing and will no longer be accepted directly by Facilities and Campus Services.

### Building/Card Access Policy

- All residence halls will be secured via card access 24 hours a day.
- All undergraduate students will have access between 7 a.m. and midnight through the use of their ID (Deacon OneCard). However, residents of the building/suite will be the only students to have access between midnight and 7 a.m.
  - \* Students who are not residents of that particular hall may enter after midnight only by having a person with whom they are acquainted to open the door for them. The individual who opens the door is responsible for all of those whom they let into the building.
- It is a violation of this policy to enter the residence hall using someone else's ID card or to be present without being invited by a specific resident. Furthermore, it is against University policy to loan out your ID card or bypass the card access system in any way. This includes, but is not limited to, tampering with doors and locking mechanisms.

### Charges to Student Accounts

The Office of Residence Life and Housing has the right to assign charges to student accounts for violations of the policies and procedures outlined in this Guide and/or upon the direction of the Office of the Dean of Students. The minimum charge to a student's account is \$25.00

### Cohabitation Policy

Cohabitation with non-roommates is not allowed under the University visitation policy. Cohabitation is defined as guests sleeping/staying in the room, which infringes on the rights and privacy of residents in the living area, for an extended period of time. Specifically, cohabitation is defined as staying four nights, consecutive or otherwise, within any thirty (30) day period.

Students may contact the Office of Residence Life and Housing if a guest needs to stay longer than the aforementioned guidelines. Requests are evaluated on a case by case basis by the Office of Residence Life and Housing. At any time, a student has the right to refuse entry to the room by any person except his/her roommate(s).

### Community Spaces

The community spaces (kitchens, lounges, recreation rooms, media rooms, etc.) within Residence Life and Housing facilities are provided as common areas for students living in that community and may serve a variety of purposes - social, academic, etc.

- Lounges are furnished by the Office of Residence Life and Housing and additional furnishings may not be added by residents.
  - \* Lounge furniture may not be removed from the lounge at any time and may not be used in student rooms.
- Lounges are not an acceptable area for storage of personal property (suitcases, boxes, towel racks, bikes, etc.) and/or student room furnishings (i.e. desks, chairs, etc.).
- Residents are responsible for keeping lounges clean and orderly. Trashing of lounges and/or the furnishings in them is unacceptable.
  - \* Facilities and Campus Services will perform basic cleaning, vacuuming, and dusting of lounges on a regular basis.
- Residents may not make modifications (i.e. hanging of photos, painting, etc.) to community lounges.
- The Office of Residence Life and Housing reserves the right to determine the appropriate use of the lounges.
- Misuse or abuse of lounge spaces may result in community charges and/or loss of access to the lounge space.

### Consolidation

The Office of Residence Life and Housing reserves the right to require single occupants living in double or triple rooms to move together in order to open double or triple rooms for others.

### Contraband Items Policy

Possession of local, state, or federally owned property is prohibited, including street signs, road signs, and equipment owned by the Department of Transportation (unless proof of ownership is provided). Violators will be referred to University Police, and signs will be confiscated by University Police or Office of Residence Life and Housing staff.

### Electrical Adaptors and Extensions Policy

Only Underwriter's Laboratories (UL) approved power strips with an on/off switch and surge protection are allowed. All other electrical extensions (i.e. unapproved extension cords, outlet splitters, plug-in air fresheners, bed-risers with power outlets, etc.) will be confiscated.

### Electrical Appliances Policy

In order to ensure maximum health and safety standards in the residence halls, several categories of electrical appliances have been established. They are:

- Appliances that may not be used or stored in the residence halls include: convection ovens, crock pots, dehumidifiers, electric blankets, electric skillets, fog machines, generators, halogen lamps, hot plates, humidifiers, lava lamps, plug-in air fresheners, space heaters, toaster ovens, and waffle or crepe pans.

- Appliances that may be used and stored in student rooms include: air purifiers, blenders, curling irons, fans, flat irons, hair dryers, hot-air popcorn poppers, electric kettles, irons, Keurigs/Keurig-style coffee makers, and rice cookers.
  - \* Any of these devices utilized in close proximity to a smoke detector may result in false alarms, please use caution when placing these items in your community.
  - \* All cooking related devices (rice cookers, electric kettles, etc.) must have auto-off features. Electric kettles should also feature tip-over protection.
- Appliances that may be stored in rooms and used in kitchens include: coffee makers (other than Keurigs/Keurig-style makers), George Foreman grills (and similar items), oil popcorn poppers, and toasters.
- Refrigerators that meet University standards (maximum 10 amps/3 cubic feet) are permitted. However, students are reminded that the University provides a microfridge in most bedrooms - where a full size refrigerator is unavailable.
- Only microwaves provided by the University may be used within student rooms. Students may not bring additional microwaves to campus.

### Fire Alarm and Sprinkler System Policies

Causing false fire alarms, for tampering with fire alarms, fire extinguishers or sprinkler equipment is a misdemeanor under state of North Carolina criminal law as well as a violation of Wake Forest University policy.

Criminally, this offense is punishable by a fine not to exceed five hundred dollars (\$500), imprisonment for not more than six months, or both. Students found responsible for violations of this policy may face immediate cancellation of the student's Housing and Dining Agreement.

Students should take special precautions to avoid tampering with or accidentally activating the building sprinkler or fire alarm systems. Sprinkler heads should not be used as a way to hang items in the room. The city of Winston-Salem Fire Code requires that students not place any personal items or University furniture within 18 inches of any sprinkler head, including in room closets.

### Fire Evacuation Policy

In the event of a fire, please follow the procedures below:

- Activate the fire alarm and leave the building immediately.
- Call University Police, 911 from on campus or 336.758.5911 via cell phone and report the following:
  - \* Your name; the name of the building, location of fire (wing, floor, room); nature of fire (laundry equipment, kitchen, mattress, etc.).
  - \* Stay on the line for questions, if it is safe to do so.
  - \* The police dispatcher will contact the Winston-Salem Fire Department.
- Close all doors leading to the area (do not lock them).
- Proceed to your community's evacuation area, found on the [Wake Ready website](#). Please note that these areas may change; consult with staff from the Office of Residence Life and Housing for more information.
- Wait for further instructions from emergency personnel and/or staff from the Office of Residence Life and Housing.

Any student who does not leave the residence hall during a fire alarm may be subject to disciplinary action(s) imposed by Residence Life and Housing and/or the Dean of Students Office.

### Fireworks Policy

Fireworks are prohibited under North Carolina state law and are not allowed in Residence Life and Housing facilities.

### Flammable Materials Policy

Flammable materials - including, but not limited to charcoal, lighter fluid, propane, kerosene, gasoline, oil-based paint(s), tiki torches, sternos and paint thinner - are not allowed in Residence Life and Housing facilities (including all lounges and/ or common areas).

If you have questions about whether something is allowed, please contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu). While we do not require any furniture you bring to be flame-retardant, you should do everything to ensure your room is as risk-free as possible.

### Holiday Decorations Policy

- Holiday Trees: Live trees and other live decorations are prohibited in Residence Life and Housing facilities. Artificial trees and decorations may be used as long as they are fire retardant and are placed away from radiators, fan coil units, kitchens, lamps, and/or other heat sources.
- Lights: Students may install a single strand of UL approved string lights for no more than 90 days so long as this is done without damage to University property and they are not installed through ceiling tiles and/or grid.
  - \* String lights must be plugged directly into a power outlet or UL approved power strip. Lights should be unplugged whenever residents leave the room and should not be left on overnight.
  - \* Do not hang lights using staples, nails, or tacks. Staff from the Office of Residence Life and Housing and/or Facilities and Campus Services may inspect all lighting for safety.
  - \* Lights can only be hung inside student rooms, not outside or in the hallways.
- Decorations: Holiday decorations may be placed on bulletin boards and room doors. Decorations should not be placed near radiators, fan coil units, kitchens, or other heat sources. All decorations used should be made of non-flammable materials, such as foil, metal ornaments, artificial wreaths, and flame retardant paper. Corridor walls, elevators, and fire exits should not be decorated.

### Homeowners and Renters Insurance Policy

The University is not responsible for damage to, loss of, or theft of property in Residence Life and Housing facilities, including in the event of unforeseen facility issues. Students are encouraged to obtain insurance through their parent's or guardian's insurance company or purchase individual renters insurance to cover potential damage and/or loss of their property.

### Hoverboard Policy

Electronic skateboards, including self-balancing boards/scooters and any other similar equipment are prohibited from being used, stored and/or charged in any University owned or leased residence hall, apartment, or house due to a potential fire hazard.

### Internet Protocol (IP) Phone Policy

All residence hall rooms are equipped with a wireless access point for an IP phone connection. Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using a broadband internet connection instead of a regular (analog) phone line.

Students are prohibited from bringing their own land-line due to service not being supported for the device. Students can purchase an IP phone that is compatible with the wireless access point for \$150.00 from the Office of Residence Life and Housing. Using an IP phone allows for students to have phone service and voicemail activated to a student's room along with call waiting and caller ID. Activation of the IP phone will provide local dial service for the campus and the Winston-Salem community. Long distance telephone service is not provided.

For questions concerning phone service and/or to request a phone, please contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu).

### Key/Door Security Policy

- Each student is issued key(s) upon checking in with the Office of Residence Life and Housing. Keys are issued to individual students and are for use by that student only.
- If a key is lost, it is the responsibility of the student to inform the Office of Residence Life and Housing within 24 hours. The procedure for replacement of lost or broken keys are as follows:
  - \* Broken Keys: Students should inform the Office of Residence Life and Housing if they have a broken key. There is no cost for having a new key cut, but the broken key must be turned in to avoid a lock re-core.
  - \* Lost Keys: If a key is lost, the door to the room/apartment/house must be re-cored and a new set of keys cut. Students will be charged for the total cost of re-coring as well as all new keys.
  - \* Key Pick-Up: The student will pick up the replacement key at the Office of Residence Life and Housing located in 001 Angelou Hall during business hours, unless other arrangements are made. If the student is present during a re-core, the student may receive the key directly from the locksmith; the student must sign acknowledging their receipt of the new key.
  - \* To request a lock recore, students should visit <http://go.wfu.edu/RLHLockRecore>.
- Each student is allowed two lockouts free of charge per semester. Additional lockouts (beyond two) will result in a \$25 charge per lockout, which will be billed to the student's account.
- To help preserve the safety and security of all students, tampering with door security systems (card readers, door closures, etc.) is not permitted.
  - \* Students are not permitted to remove door closures.
  - \* All secondary doors are alarm-activated and locked 24 hours a day. Propping of these doors and/or activating alarms is prohibited.

### Lounge Use/Reservation Policy

Residence hall lounges are available for use by recognized organizations, as well as individual students. The sponsoring group or individual must abide by all Residence Life and Housing policies and will be held responsible for any damages and/or policy violations. Please visit <http://go.wfu.edu/rhspace> for more information about this policy and for the process of reserving space.

### Noise Policy

The residential environment is one meant to be supportive of the academic mission and focus of the University. As such, noise or other activities that are excessively loud or bothersome to other people are strictly prohibited at any time.

During quiet hours all community members should be committed to upholding the spirit and intent of these hours. Playing loud music, loud talking in the hallways/common areas, unregistered social functions, slamming doors, etc., are all examples of activities that should be avoided during quiet hours.

- Quiet Hours -
  - \* Sunday - Thursday: 10 p.m. to 8 a.m.
  - \* Friday and Saturday: 2 a.m. to noon
  - \* On the last day of classes each semester, 24-hour quiet hours are in effect until the end of the exam period. The residential environment should be completely quiet during the exam period.
- Courtesy Hours - 24 hours a day/7 days a week.

Personal amplification systems, including stereos and radios, may not be played loudly at any time, be placed in windows of Residence Life and Housing facilities, or be used with the intention of entertaining persons outside the resident's or organization's room/space. While items such as subwoofers are not prohibited, the use of these devices may never infringe upon the rights of others to reside in peace.

- Amplified bands and systems are only permitted in the student organization lounge spaces during registered events.

Residence Life and Housing staff members will, in an effort to maintain an environment conducive to academic pursuits, confront and address all noise issues brought to their attention in the residence hall. In addition, all members of the community are encouraged to actively confront others who may be in violation of the above policy.

### Open Flame Policy

Candles, incense, and similar items producing and open-flame are not allowed in Residence Life and Housing facilities. Candle warmers and similar hot plate items are also prohibited.

- Wax warmers (low wattage; such as Scentsy) are permitted but should not be left on while residents are not in their room and/ or overnight. Violations of this policy include evidence of a previous open flame.

### Paint Policy

This policy is intended to prevent damage to both the interior and exterior of Residence Life and Housing facilities. This policy applies to all students who want to paint in and/or near Residence Life and Housing facilities for any reason (i.e. coolers, banners, decorative items, etc.). Failure to comply may result in administrative and/or disciplinary action by the Office of Residence Life and Housing.

- Painting materials/objects of any kind with any type of paint (spray paint, oil based paint, acrylic, etc.) is prohibited in all residential facilities, lounges, and any/all Residence Life and Housing (RL&H) properties without properly protecting the surface on which you are painting on. This policy applies to any and all students and organizations who want to paint on or around Residence Life and Housing facilities.
- Spray paint is not permitted for use inside of residential facilities. Spray paint may only be used outside in a well-ventilated area away from heavy foot traffic, and those painting must properly protect the surface on which they are painting on.
- Painting with brushes, using acrylic, oil, water based, etc. are permitted inside and outside of residential facilities as long as students are properly protecting the surface on which they are painting on.
- Those wishing to paint materials/objects (coolers, picture frames, banners, wooden cutouts, etc.) in/near Residence Life and Housing facilities may request butcher paper from the Office of Residence Life and Housing, located in Angelou Hall.
  - \* Those who choose to get butcher paper from the RL&H office must do so during office hours (8:30am-5:00pm, Monday through Friday).
- Student must dispose of the protective material in a trashcan once they are finished painting.
- Those found to have painted on university property which damages facilities, ground, etc. will be billed the cost for cleanup (the cost will be determined by maintenance and/or custodial services).
- Any person or organization that has questions about the painting policy should contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) or 336.758.5185 and ask to speak with the Assistant Director of Housing.

### Pet Policy

Unapproved animals are not permitted in the residence halls. Violations will result in a \$150 fine and the animal(s) must be removed from campus within 24 hours of documentation. The only exceptions to this policy are fish in tanks of 10 gallons or less.

For more information about service and therapy animals please review the policy below and/or contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) or 336.758.5185.

### Posting Policy

In an effort to effectively convey information of importance to the University community, and at the same time to keep the campus free from litter, the following guidelines have been established for the posting within and outside of residential communities:

- Locations
  - \* For the purpose of this policy, three locations are considered:
    - i. Within Student Spaces - living spaces used by an individual or group of students, such as bedrooms, suites, and/or apartments. The policies for these spaces include items displayed in windows.
    - ii. Residential Common Areas - any other space within a residential facility that is not within student spaces (as defined above).
    - iii. Exterior of Residential Facilities - the exterior and immediate surrounding areas of all residential buildings, including columns, exterior doors, exterior door frames, the exterior of windows, trees, sidewalks, railings, lamp posts or painted surfaces.
- Methods
  - \* Within Student Spaces - Items should be hung with painter's tape or command strips. The use of duct tape is strictly prohibited.
    - i. Students will be held responsible for damage caused including paint peeling, nail holes, tape residue, etc.
    - ii. While items may be hung on the interior of windows (for display inward or outward), items may not be hung on the exterior of any window in a residential facility.
  - \* Residential Common Areas - Postings may be placed on designated community posting boards using thumb tacks, staples, and/or painter's tape. Items posted on any surface other than a bulletin board should be hung using painter's tape.
    - i. Postings are prohibited on floors, ceilings, and common area windows.
  - \* Exterior of Residential Facilities - Postings may not be placed on painted surfaces, stone, brick, or concrete.
    - i. Special Displays - Requests may be submitted to [housing@wfu.edu](mailto:housing@wfu.edu) for approval for special displays such as homecoming banners, etc. These requests must be approved prior to items being hung/displayed. Approval will come in writing from Residence Life and Housing staff.

Residence Life and Housing staff reserve the right to remove any postings that fail to follow these guidelines. Further, Residence Life and Housing staff will remove out-of-date postings.

- Right to Remove
  - \* Students must continue to abide by the Student Code of Conduct, the Student Sexual Misconduct Policy or other applicable policies. In the event a student or student organization is charged with a possible violation of the Student Code of Conduct, the Student Sexual Misconduct Policy or other applicable University policy as a result of an item posted, the University and Residence Life and Housing reserve the right to remove such item as an interim measure pending the outcome of the review under the applicable policy(ies).

### Restricted Areas Policy

There are areas in residence halls which are considered restricted access and students are prohibited from entering or attempting to enter these areas. Restricted areas include tunnels, underground passages, attics, and any other area designated as restricted by signage and/or direction from the Office of Residence Life and Housing.

### Roof and Balcony Policy

- Students are not permitted on the roofs of any University buildings.
- Individual students and/or student organizations that have block housing will be billed automatically when students are seen on roofs or screens are removed from windows adjacent to their suites. They may also be billed for the costs of any needed repairs.
- Students are not permitted to jump or climb from the balconies of Residence Life and Housing facilities. Students also are not permitted to throw items (e.g. University property, water balloons, etc.) from the windows or the balconies.

### Room Access Policy

Residence Life and Housing and/or Facilities and Campus Services may enter assigned rooms at reasonable hours for the following purposes: inspection, maintenance, or for reasons of health and safety.

Residence hall rooms may be entered and/or searched by authorized University officials in the following cases:

1. In emergencies where life or property appear to be in danger,
2. To investigate suspected violations of local, state, federal, or University policy where reasonable cause has been established.

Authorized University officials include but are not limited to: Residence Life and Housing staff, University Police, and other campus officials.

### Room Furnishing Policy

The University furnishes each student living in University housing with a bed, storage, desk and chair. Students with a vacancy in their room are not permitted to utilize multiple pieces/sets of furniture; a set should remain clear for each vacancy.

- All University furniture must remain in the room; students are not permitted to remove or store University furniture.
  - \* The University does not provide storage outside of a student's assigned room for personal belongings. Hallways and common areas in all residence halls are not storage areas and should not be used as such. Additionally, students who live in Road Houses are not permitted to place personal belongings in the basements. Personal belongings found in these areas will be removed by the University.
- Students must not block egress in student rooms or common spaces by using personal property or university provided furniture and fixtures.
- Indoor furniture that is taken outside by students or groups may be considered a trashing violation and removed by Facilities and Campus Services.
- The University reserves the right to prohibit furniture and fixtures, added by students, if it is determined that those items present a health and/or safety hazard.
  - \* Foam mattress toppers are not allowed in residence halls to protect University property and prevent the spread of dust, dander, and mold.
  - \* Water beds are not allowed in residence halls because of potential leakage and damage to property.
- Lights may not be covered with any material, nor may light bulbs be switched out.
  - \* Black (darkening or colored) overhead light bulbs are prohibited in student rooms and hallways. These bulbs are permitted in lounges leased by student organizations only when standard fluorescent lighting in one area can be activated simultaneously.
  - \* Neon lights are permitted within the residence halls; they may not however be placed in windows or be seen from the exterior of the building.
- Students may not hang anything from or run anything through the ceiling (including ceiling tiles and/or ceiling tile grids) by any means. Students also may not remove ceiling tiles for any reason.
- Students are not permitted to repair damages that have occurred to University property or furnishings. A student may be charged for the additional labor to reverse attempted repairs.
- Students may not make any modifications or repairs to Residence Life and Housing facilities (including furnishings and/or facilities). Modifications will only be permitted with written prior approval from the Office of Residence Life and Housing. All unapproved changes will be returned to their original condition under the direction of Residence Life and Housing staff. Students will be responsible for any associated costs and may be fined for noncompliance.

### Sales Policy

The use of a residence hall room as a sales or service office (including any internet sales or business) or store room, without permission in writing from the Office of Residence Life and Housing is prohibited.

### Screen Policy

Window screens must be left in the windows and are not to be removed. Windows are not to be used as entrances or exits (except in case of emergencies), and personal belongings are not to be outside of the windows.

### Service and Emotional Support Animal Policy

Wake Forest University is committed to compliance with applicable laws and regulations regarding individuals with disabilities. With respect to a request for a Service or Emotional Support Animal, Wake Forest will determine, on a case by case basis, and in accordance with applicable laws and regulations, whether such animal is a reasonable accommodation on campus. In doing so, the University must balance the needs of the individual making the request with the impact of animals on other members of the campus community. Where it is not readily apparent that an animal is a Service Animal as defined by the ADA, or an Emotional Support Animal under the Fair Housing Act, Wake Forest may require sufficient information or documentation to determine whether the animal qualifies as a Service or Emotional Support Animal under the applicable law.

For more information - including definitions, and guidelines for animal behavior, health and wellbeing, cleanliness, and student partner responsibilities - please visit [go.wfu.edu/rlhanimals](http://go.wfu.edu/rlhanimals).

### Smoking Policy

All Wake Forest residence halls, apartments, and houses are non-smoking. This includes all interior spaces of the buildings, such as bedrooms, living rooms, bathrooms, recreation rooms, formal parlors, and student organization lounges. The no smoking policy extends 50 feet from buildings, including balconies, patios and porches.

For purposes of this policy, smoking is defined as the burning, lighting or use of a tobacco product and any other smoking device or equipment, including but not limited to cigarettes, cigars, electronic cigarettes (e-cigarettes), hookahs, vaporizers, marijuana and pipes.

### Solicitation Policy

Solicitation in the residence halls is prohibited for any person or group who is not affiliated with an approved campus organization. Those found in violation will be removed from the residence halls and may face judicial and/or legal action. Any person found soliciting after once being removed from a residence hall will be arrested for trespassing. Persons not affiliated with Wake Forest may be arrested immediately.

Persons who are part of, or are sponsored by a recognized campus organization, may solicit, sell, or distribute materials under the following conditions:

- The person or groups must request permission in advance, in writing, from the Dean of Residence Life and Housing or designee. Such requests should include an identification of the participating group and articles to be solicited, sold, or distributed. The request also should identify who will be involved, the inclusive dates, the inclusive times, and the purpose for the project.
- Permission will not be given unless the written request is received by the Office of Residence Life and Housing at least 48 hours in advance of the proposed first day of the activity.
- No disruptive actions, as determined by the Residence Life and Housing staff, may occur during any such activity. The staff reserves the right to terminate any activity which is determined by them to be disruptive.

### Trashing and Vandalism Policy

Each resident is personally responsible for maintaining and/ or assisting in the maintenance of their room, hallway(s), bathroom, kitchens, and common areas in a clean condition.

The Facilities and Campus Services staff may report incidents of excessive trashing and vandalism to the Office of Residence Life and Housing as soon as discovered. Residence Life and Housing staff will inspect reported incidents and respond appropriately. In cases where individual violators cannot be identified, or in the case of official housing blocks assigned to the student organization, the entire group of residents may be held responsible.

### Visitation Policy

There are no restrictions on visitation hours unless otherwise determined by the residents of the suite, apartment, house, or hall. All students must follow the visitation guidelines below:

- Each student may decide what persons are allowed to be in his or her room. A student may refuse entry to the room by any person except his/her roommate(s).
- Each student must respect his or her roommate's right to sleep, study, and be comfortable. A student's guests should never infringe upon these or other basic rights of personal privacy.
- Guests in corridor-style buildings (Angelou, Babcock, Bostwick, Collins, Johnson, Luter, South, Palmer, Piccolo, Efrd, and Huffman) must use bathrooms designated for their gender or designated gender neutral. Bathroom usage in suite or apartment style buildings (Davis, Kitchin, Martin, North Campus Apartments, Polo, Polo Road and Rosedale Houses, Poteat, Polo, Student Apartments, Taylor, Dogwood, Magnolia) is determined by the residents of that space. Guest use of suite or apartment bathrooms cannot infringe upon the rights of the residents.
- Students are responsible for the conduct of their guests. Guests must abide by all Residence Life and Housing policies and Wake Forest policies and procedures. Guests who do not abide by these rules may be asked to leave campus by a University official.

### Wireless Router Policy

Wake Forest University offers wireless internet access within the residence halls with a Wireless Access Point located in most bedrooms. The Wireless Access Point can be identified as the white box located near the ceiling of most bedrooms. The Wireless Access Point is the student's source for internet and to hook up an IP phone line.

Students are not allowed to bring their own internet equipment. The installation of personal wireless routers, hubs, and/or other cable TV or Ethernet splitters are prohibited. Personal wireless routers may create interference with the wireless access points and impact the network performance of wireless network users.

Please do not remove or dispose of the Wake Forest University owned Wireless Access Point in your assigned space. Removing, disposing, damaging, etc. of this Wireless Access Point will result in a \$450 replacement fee placed on a student's account.

For more information on the University's wired or wireless internet, including how to register smart devices, please visit <https://is.wfu.edu/services/my-devices/>.



## RESIDENTIAL GROUP RESPONSIBILITY

An important aspect of the residential experience at Wake Forest University is the opportunity to live in a community setting as part of an organizational block or Residential Engagement Community. As a part of this community, some student groups and/or organizations are afforded the opportunity to live together in housing blocks.

These groups are referred to here as residential groups. Residential groups are defined as a set of students who reside together and are members of a group (recognized or not) which has some organized structure, ongoing experience, and central purpose.

Residential groups will be held responsible as a collective whole for not adhering to University and/or Residence Life and Housing policies and procedures. The failure of an individual community member to adhere to these policies may result in the group being held responsible, with possible sanctions.

The University provides a small number of lounge spaces for use by recognized organizations on a short-term or long-term basis according to policies established by the Student Life Committee. Groups with lounge spaces should refer to their Leased Lounge Agreement for further information regarding those spaces and the management of them.



### ANTICIPATED CHARGES

The table below outlines anticipated charges based on policy violation(s). Actual charges will be determined on a case-by-case basis upon review by staff in the Office of Residence Life and Housing.

Policy	Associated Actions/Fees	Page #
Approved Air Conditioner	\$100 surcharge	18
Bed Adjustment Request after September 9, 2018	\$35 fee	19
Ceiling Tile Policy Violation	First Offense: \$50 fine Second Offense: \$100 fine	23
Disassembled University Furniture	Cost of replacement, repair, and/or replacement	23
Door Propping	Group: if no individual admits responsibility, each member will be charged \$50 Individual: if an individual admits responsibility, they receive a \$100 fine plus cost of damages and repairs	21
Failure to Leave During Fire Alarm	\$100 minimum fine and possible participation in work program	20
Indoor Furniture Left Outside	\$100 fine	23
IP Phone Replacement	\$150 fine	20
Lost or Stolen Keys	Cost of lock re-core: \$75 Includes 2 keys; \$18 per additional key	21
Littering/Vandalism	Minimum fine of \$100, plus cost of repairs	24
Mattress Replacement	\$125 fee	10
Missing Screen	\$50 fine plus cost of damage and/or replacement	23
Modification to Room Furniture	\$50 fine plus cost for repair	23
Noise Violation	First Offense: written warning Second Offense: \$50 fine, meeting with GHD, and warning letter placed in file Third Offense: \$100 fine, judicial referral, and loss of housing priority points	21
Open Flame	\$100 fine and possible judicial referral	21
Possession of Flammable Materials, Candles, Incense Etc.	\$100 fine and confiscation of items	21
Smoking	\$100 fine and possible student conduct referral	24
Sprinkler Head Misuse	First Offense: \$100 minimum fee Second Offense: Immediate cancellation of Housing and Dining Agreement without refund of fees paid	20
Tampering with Fire Alarm and/or Sprinkler System Activation	First Offense: \$500 minimum fine Second Offense: Immediate cancellation of Housing and Dining Agreement without refund of fees paid	20
Unapproved Animal in Residence Hall	\$150 fine per animal, plus all associated fees for cleaning and/or damage as well as removal of animal within 24 hours of documentation	22
Unapproved Appliances	First Offense: \$50 fine Second Offense: \$100 fine and potential confiscation	19
Unapproved Electrical Extension	First Offense: \$50 fine and confiscation Second Offense: \$100 fine and confiscation	19
Unapproved Lofts/Bed Risers	\$25 fine, plus removal of loft/bed risers within 24 hours	18
University Furniture Moved from Original Location (Including Lounge and Room Furniture)	\$50 fine per item	19
Violation of Roof and Balcony Policies	First Offense: \$100 fine plus cost of damages Second Offense: \$200 fine plus cost of damages Third Offense: \$300 fine plus cost of damages	23
Visitation/Cohabitation	First Offense: written warning Second Offense: \$50 fine Third Offense: \$100 fine and loss of one housing priority point Fourth Offense: Immediate loss of University housing	19
Wireless Access Point Damage/Removal	\$450 fine	25

# CHAPTER 5

## HOUSING OPERATIONS

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## FACILITIES AND CAMPUS SERVICES

The Office of Residence Life and Housing works closely with Facilities and Campus Services staff to attend to issues as they arise on campus.

### Facilities and Campus Services Staff

Facilities and Campus Services custodial staff members typically work in the residence halls beginning at 7:30 a.m., Monday through Friday. Custodial staff members also remove trash on Saturdays and Sundays when students are in residence. Landscaping crews may begin work earlier in the day when labor is needed or when conditions warrant.

Maintenance crews work in and around the residence halls performing repair requests and preventative maintenance tasks beginning at 9:30 a.m., Monday through Friday.

After hours maintenance and custodial crews are available to handle emergencies or issues requiring immediate attention in the residence halls. For those requests, call Facilities and Campus Services at ext. 4255 (HALL) or 336.758.4255.

When a repair request is submitted, the student grants permission for Facilities and Campus Services staff to enter the room. Students do not need to be present nor should the door be left unlocked.

### Identifying Facilities and Campus Services Staff

All Facilities and Campus Services staff working in the residence halls typically wear a grey, blue or beige shirt, along with a photo identification tag.

Occasionally, the University will hire temporary staff to assist in the daily cleaning of the halls or perform certain maintenance tasks. Temporary hires do not wear a University uniform, but they are required to wear a photo identification tag or a uniform from the company which has been employed by the University.

To report suspicious individuals contact University Police immediately at ext. 5591 or 336.758.5591.

### Reporting a Facilities Issue

Typical issues that can be reported directly to Facilities and Campus Services include: fan coil unit(s) (i.e. heating and air conditioning units) not operating properly; lights not working; clogged drains or toilets; leaks; broken windows; pest control; and lock issues. When calling Facilities and Campus Services to submit a repair request, please be as detailed as possible in order to assist staff in best assessing the problem.

Facilities and Campus Services staff members do not clean individual student rooms, assist in room set-up or take down, or remove or store University furniture or personal property. Issues related to room telephones, cable television, or internet connections should be directed to the Information Systems Help Desk at ext. 4357 (HELP) or 336.758.4357.

## CUSTODIAL SERVICES

Custodial service is not provided for residence hall bedrooms in any residential community. ALL students are responsible for maintaining a healthy and safe environment in their room and for cooperating in the upkeep of common areas.

Custodial service is provided on a daily basis (Monday-Friday) for community spaces, including hall/suite bathrooms, in the following facilities:

- Angelou, Babcock, Bostwick, Collins, Davis, Johnson, Kitchen, Martin, Palmer/Piccolo, Poteat/ Huffman, South, Taylor/Efird, and Road Houses.
- Luter Hall community spaces are cleaned daily; suite bathrooms within Luter are serviced weekly.

Custodial service is provided on a daily basis (Monday-Friday) ONLY for community spaces outside suites/apartments in the following facilities:

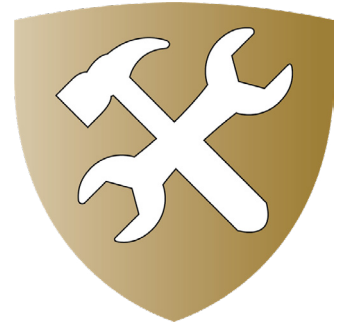
- Dogwood, Magnolia, North Campus Apartments, Polo, and Student Apartments.
- Students living in these communities are responsible for maintaining a clean, healthy, and safe environment in their bathrooms and common areas (i.e. living rooms, kitchens, etc.), in addition to their bedrooms.

The Office of Residence Life and Housing reserves the right to fine students for severe neglect in the upkeep of, or damage to, a room or common area.

## FILING A COMPLIMENT, CONCERN, OR COMPLAINT

Residents wishing to file a compliment, concern, or complaint in relation to their residential facility or with regards to Facilities and Campus Services staff should first visit with their Resident Adviser or Graduate Hall Director. Comments will then be forwarded to the appropriate staff in the Office of Residence Life and Housing.

If members of your community staff are unavailable, please call the Office of Residence Life and Housing 336.758.5185, email us at [housing@wfu.edu](mailto:housing@wfu.edu), or visit our offices located on the ground floor of Angelou Hall.



## ACCIDENTAL OR INTENTIONAL DAMAGE

If damage occurs to University property in your room or shared space in a residence hall, first report the incident to your community staff promptly and then contact Facilities and Campus Services at ext. 4255 (HALL) or 336.758.4255.

Though the damage to University property may have been done by accident, there is usually a charge associated with the repair that may be assessed to the responsible individual(s). If no individual accepts responsibility, the community as a whole may be charged. As a reminder, students are responsible for the behavior of their guests in the residence halls and may be charged for any property damage or extra clean up required or caused by their guest's behavior.

## UNFORSEEN ISSUES

Though the residence halls are properly maintained throughout the year, unforeseen facility issues (i.e. broken water pipe) do arise from time to time. In the event of an unforeseen facilities issue, staff will respond to correct the problem as quickly as possible and return the affected area(s) back to its original condition.

The University is not responsible for the loss of or damage to student's personal property. Additionally, in the event of mechanical difficulty (air conditioning, heat, hot water, and other equipment) or interruptions of electrical power or water service, the University will make reasonable efforts to restore service; however, there will be no refund of residence hall charges because of such failure.

## LAUNDRY MACHINES

Should you experience a problem with a washer or dryer, it is important to notify our laundry provider, Caldwell & Gregory, so that the machine can be repaired. There are three ways you can do this:

1. Use your Smart Phone to scan the QR Code decal on the machine with a problem, and simply follow a few brief prompts and hit SUBMIT. Any QR code scanner app can be used to do this.
2. Call Caldwell & Gregory at 800.927.9274 (24 hrs. a day, 7 days a week)
3. Email Caldwell & Gregory at [service@caldwellandgregory.com](mailto:service@caldwellandgregory.com)

## AIR CONDITIONING AND HEATING SYSTEMS

Students in the following facilities may use heat and/or air conditioning at any time of the year.

- Angelou, Dogwood, Magnolia, Martin, Palmer, Piccolo, Polo, South, Dogwood and Magnolia Halls; and the houses along Polo Road and Rosedale Circle.

All other facilities use a system that heats or cools an area depending on the outside temperature.

- When the outside temperature exceeds 60°F, the heat will not come on and the HVAC unit or vent will operate in air conditioning mode and circulate cool air.
- When the outside temperature falls below 55°F, the heat will automatically come on and the HVAC unit or vent will operate in heat mode and circulate warm air.
- When the outside temperature is in the 55-60°F range, neither warm nor cold air blow from the HVAC unit or vent—the unit will recirculate room temperature air.

If your room HVAC unit seems to be producing air that is opposite from what the unit should be contact Facilities and Campus Services. For HVAC units to operate properly, the unit should not be blocked with personal items or furniture. Filters to all HVAC units are changed twice per year—prior to the opening of the residence halls for the fall semester and during winter break.

Prior to leaving for winter break, residents should set their thermostat to ON and temperature set at 70°F. This process helps to prevent pipes from freezing during the cooler months and winter break period.



## BED BUGS

The University responds actively when concerns are raised related to the potential for bed bugs in our facilities. Should you suspect that you have bed bugs, please visit or contact Student Health Service for an evaluation. Student Health Service will then contact the Office of Residence Life and Housing, should an inspection be warranted.

While traveling, please be aware of your surroundings and take these extra steps prior to unpacking while in locations unfamiliar to you:

1. Roll luggage to hard surface areas (such as a bathroom or hardwood floor).
2. Check the mattress, including the box springs, for evidence of bed bugs.
3. Check the upholstered furniture and bed frame for evidence of bed bugs.
4. Always place your luggage on luggage racks or up on dressers, not on the floor or on another bed.
5. If you find evidence of bed bugs, request another room, location, or pest treatment for the space to which you have been assigned.
6. When returning to campus, prior to unpacking your belongings:
7. Ensure that you do not see evidence of bed bugs in and around your items, including in your suitcase(s).
8. If you do find evidence of bed bugs, please contact the University immediately so that arrangements can be made to inspect and address any issues.

If you are returning to a location other than Wake Forest, contact a local pest management company in your area to assist with treatment upon your return.



Bed Bug Detection K-9 Unit

## MEDICAL ISSUES

Students with a medical need to use needles, syringes, etc. are expected to properly dispose of used items in a sharps container unit and not in trash receptacles. Sharps containers can be obtained from the Student Health Service.

Students who discover bodily fluids should not attempt to clean up the fluids. Facilities and Campus Services staff have been properly trained in bodily fluid clean up and disinfection, and should be contacted immediately at ext. 4255 (HALL) or 336.758.4255 for proper clean up. Please be sure to make a Residence Life and Housing staff member aware of the issue after notifying Facilities and Campus Services.

## MOLD MANAGEMENT PLAN

Wake Forest University is committed to achieving excellence in providing a healthy and safe campus and supporting environmentally sound practices in the conduct of university activities. It is WFU policy to comply with all applicable environmental health and safety laws, regulations, and requirements. Facilities and Campus Services in conjunction with Environmental health and Safety has developed a Mold Management Plan for the University. For more information about mold and the Mold Management Plan, please visit <http://go.wfu.edu/moldmanagement>.

Please remember to immediately contact the Office of Residence Life and Housing at [housing@wfu.edu](mailto:housing@wfu.edu) or 336.758.5185 and/or Facilities and Campus Services at [hall@wfu.edu](mailto:hall@wfu.edu) or 336.758.4255 if you have any reason to think you have a mold/mildew issue in your room.

## OFFICE OF SUSTAINABILITY

The Office of Sustainability works to encourage and facilitate the collaborative efforts of faculty, students, and staff to generate knowledge, acquire skills, develop values, and initiate practices that contribute to a sustainable, high quality of life on campus, in the Triad, and across the globe. The Office of Sustainability supports faculty, students, and staff in assuming leadership to transform the following guiding principles into practices.

Visit the Office of Sustainability's website at [sustainability.wfu.edu](http://sustainability.wfu.edu) for more information.

### Recycling and Waste Reduction

Wake Forest University is committed to preserving the environment. It is our hope that students will embrace recycling and conservation habits. Recycling containers are dispersed throughout campus and in all of the residence halls. To learn more about recycling and waste reduction, please visit [sustainability.wfu.edu/programs/waste-reduction-and-recycling/](http://sustainability.wfu.edu/programs/waste-reduction-and-recycling/).

### Energy Conservation

Facilities and Campus Services works to monitor and reduce energy consumption on campus. During break periods, utilities may be adjusted to save energy from unoccupied residential spaces. Students can help conserve energy and reduce utility charges by turning off all lights and electrical devices when not in use. To learn more about energy conservation on campus, please visit [sustainability.wfu.edu/programs/energy-conservation-and-climate-change/](http://sustainability.wfu.edu/programs/energy-conservation-and-climate-change/).

## CHAPTER 6

### CAMPUS SAFETY



Safety and security is a concern on every college and university campus; for more information on crime statistics at Wake Forest, please visit [police.wfu.edu/clery/](http://police.wfu.edu/clery/). The Office of Residence Life and Housing along with University Police strive to provide a safe environment on campus, including in the residence halls.

In return, you are asked to take time to think about your own safety by reading this section of the guide. Remember to report all suspicious behavior to both University Police and your community staff.

## UNIVERSITY POLICE

The Wake Forest University Police Department is committed to a comprehensive approach in providing a safe and inclusive community where students, faculty, staff and visitors may experience a sense of security and belonging. The WFU Police Department is comprised of professionally trained police officers, security officers, communications officers, and support staff. The primary concern of the department is to protect and assist the campus community.

The University Police administrative offices and dispatch are located in Alumni Hall. Officers are on duty 24 hours a day. To reach the University Police Department in a non-emergency situation, please visit Alumni Hall or call 336.758.5591.

If you need to reach University Police in an emergency, you should dial 911 from any campus telephone, or 336.758.5911 from a cell phone, or use an emergency call box located throughout campus ([call box map](#)).



## EMERGENCY RESPONSE

Wake Forest University has initiated various means of communication to report crises to all students, staff, faculty, visitors, and others. More information can be found at Wake Alert [wakealert.wfu.edu](http://wakealert.wfu.edu).

### Register Your Cell Phone Number

New students and current students are asked to register their cell phone numbers through WIN at <https://win.wfu.edu>. Under the "Personal" tab, select "Your Personal Information" and add your mobile number.

### Text Messaging and Voicemail System

University Police will send text and voice messages to mobile phones of students, faculty and staff who have registered to receive such messages in the case of campus emergencies.

### Outdoor Alert System

The outdoor alert system uses a siren and prerecorded message to warn the Reynolda Campus of emergencies, included weather-related threats such as tornado warnings. Emergency messages announced by the speakers are preceded by a siren. University Police is responsible for activating the outdoor alert system. The outdoor system relies on speakers set up at three campus locations: Davis Field across from Parking Lot B, behind Kentner Stadium near the tennis courts, and along Wingate Road near the Facilities and Campus Services and University Police offices. Additionally, a number of buildings on campus have alarm systems which will announce emergency messages as needed.

## EVACUATION AREAS

For information about building evacuation, please visit the Wake Ready website at [wakeready.wfu.edu/emergency-situations/building-evacuation/](http://wakeready.wfu.edu/emergency-situations/building-evacuation/). Locations of assembly areas in the event of a building evacuation on the Reynolda Campus can be found at [wakeready.wfu.edu/emergency-situations/campus-maps/](http://wakeready.wfu.edu/emergency-situations/campus-maps/). The assembly area is where all students and staff should proceed to during an emergency. Emergency personnel will be informed of these areas and respond accordingly.

## SECURING YOUR ROOM

All Residence Life and Housing facilities are equipped with doors and locks. Most are also secured by a key card access system. In order to help ensure the safety and security of yourself and others, as well as your belongings, please be sure to adhere to the following practices:

1. Never lend your keys or ID card to anyone.
2. Never prop open or otherwise tamper with doors.
3. Always lock the door to your room.
4. Never open a locked exterior door for anyone except your guests.

## OPERATION ID

In the event that you become a victim of theft, Operation ID is the best way to ensure the recovery of your belongings. Operation ID is a nationwide network set up to identify stolen property. To participate:

- Borrow an engraver from University Police (located in Alumni Hall).
- Engrave your driver's license number and state abbreviation on your belongings.
- Remember to lock your door.

If any of your engraved items are stolen, they will be traced back to you if recovered.

### Three Tips To Help You Recover Stolen Goods

1. Review your family's homeowner's insurance policy. If your possessions are not covered by the policy, consider taking out renter's insurance.
2. Make two lists of your valuables. Include each item's serial number, model number, and approximate value. Leave one list at home and the other with you in a safe place. The lists will come in handy if you have to file a claim with your insurance company.
3. Report any lost or stolen items to University Police and your community staff as soon as possible. Even if the items are not recovered immediately, you may be helping officers to establish a pattern of crime.

## BUILDING ACCESS

All Residence Life and Housing facility main entrances are locked 24 hours a day. If you see someone you do not know unaccompanied in your community, call University Police at 336.758.5911.

Undergraduate students have access to the residence halls based on the following schedule:

1. 7 a.m. - Midnight - All Wake Forest undergraduate students have access to every residence hall main entrance and Quad building (Taylor, Kitchen, Davis, Poteat) suite door entrances.
2. Midnight - 7 a.m. - Only assigned residents of the particular building or suite have access to the building.
3. Only residents of road houses are able to access their house 24 hours a day.

## FIRE DRILLS AND PREVENTION

In an effort to ensure safety and to prevent fire damage, each residence hall and apartment has sprinklers and smoke detectors. Twice per semester, each hall will participate in fire drills to familiarize residents with evacuation procedures. When a fire alarm sounds, the building must be evacuated. University Police is notified automatically when a fire alarm is activated and will dispatch first responders accordingly.

## FIRE MARSHAL INSPECTIONS

Throughout the year, the city fire marshal visits Wake Forest to ensure the campus is in compliance with city, county, and state fire codes and regulations. The fire marshal tours all campus buildings, including residence halls, and is given access to all areas.

When touring in the residence halls, the marshal will occasionally ask to enter a student's room or, if no one is present, he/she will use a key to enter the room to perform an inspection. Any violations are documented by the fire marshal and a Residence Life and Housing staff member; students are required to comply with the fire marshal's directives. Any documented situation and/or failure to comply may lead to disciplinary action(s).

## BIKES ON CAMPUS

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The following tips may be helpful in reducing the risk of having your bicycle stolen.

1. Bikes may be registered for free with University Police.
2. During break periods, bikes may be secured in residence hall rooms to prevent theft; bikes may not be stored in common areas of residence halls.
3. Bikes should not be secured in the same location for extended periods of time. Bikes which appear abandoned or are unregistered may be removed by Facilities and Campus Service.
4. If your bike is missing, please contact University Police at ext. 5591 or 336.758.5591

## GETTING ONTO AND AROUND CAMPUS

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Day and evening shuttle service is available through Transportation and Parking Services' Ride the Wake program while classes are in session. Additional information and a shuttle schedule is available at [parking.wfu.edu/ride-the-wake/](http://parking.wfu.edu/ride-the-wake/).

Safety escort services are provided by University Police for students traveling alone after dark when the shuttle service is not in operation. To request a safety escort, contact University Police at ext. 5591 or 336.758.5591.

## GATE PROTOCOLS

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In order to monitor vehicular traffic entering campus at night, gates are located at the three main entrances to campus (Reynolda Road, University Parkway, and Polo Road). Traffic is monitored at the Reynolda Road (West Gate) and the University Parkway (East Gate) gates between 10:00 p.m. and 6:00 a.m. seven days a week. The Polo Road gate is closed to vehicular traffic nightly during those hours. The purpose of the gates is to serve as a deterrent to criminal activity on campus and to assist the public and University visitors with campus information and parking.

Residents who want to enter campus without being stopped must display a decal, visitor pass, or hang tag on/in their vehicle. Vehicles without such Wake Forest identification will be stopped and operators will be asked their name, destination or for a Wake Forest Identification card. Students, faculty, and staff may find more information about gate access, policies and pre-register guests online at [police.wfu.edu/information/campus-access/](http://police.wfu.edu/information/campus-access/).





## CHAPTER 7

# DEACON ONE CARD

The Deacon OneCard is the official Wake Forest University identification card. While primarily used for identification, the Deacon OneCard is also used for on-campus financial transactions, library privileges, event admission, and building access.

The Deacon OneCard Office is located in Suite 001, Angelou Hall, within Residence Life and Housing.



## HOW TO USE YOUR DEACON ONECARD

If a card reader's light is solid red, you will need to use your Deacon OneCard for access. After placing your Deacon OneCard on the reader, the light indicator will turn green and unlock the door briefly, if access is allowed to that area. If the card reader light is green, the door is unlocked. If the light flashes red, access is not allowed. If the light flashes red and access to the area should be allowed or if the light continues to flash red, please contact the Deacon OneCard Office at 336.758.1949 during business hour or University Police at 336.758.5591 after hours for assistance.

## CARD REPLACEMENT

- Deacon OneCard replacements may be obtained from the Deacon OneCard Office, located in Angelou Hall, Suite 001. The office hours are 8:30 am until 5:00 pm, Monday through Friday. The office is closed during University Holidays.
- If you lose or break your card any time after hours or on weekends, please report to University Police Communications in Alumni Hall to receive a temporary replacement until our office is open again. This will accomplish three things: (1) you will have a way to use your meal plan; (2) you will have access to your residence hall; and, (3) it will deactivate your lost card so that it will reduce the possibility of it being used erroneously for access to our buildings and your meal plan.
- Costs
  - \* All enrolled students will obtain a new card. If this card is lost or broken, the replacement fee will be waived once for the duration of their enrollment.
  - \* After the waiver has been used, a charge of \$35.00 will be billed to the student's account for any replacements.

## IMPORTANT INFORMATION

- You are responsible for all transactions using your Deacon OneCard. Allowing others to use your Deacon OneCard is a prohibited as it violates University Policy to do so.
  - \* To prevent unauthorized usage, report Deacon OneCards lost or stolen immediately to either the Deacon OneCard Office (336.758.1949) or University Police (336.758.5591). This will allow us to deactivate your Deacon OneCard.
  - \* The Deacon OneCard Office, Deacon Dining, nor Wake Forest University will be liable for unauthorized use of your Deacon OneCard.
- Any function of the Deacon OneCard may be suspended at the request of an authorized University Official.
- Your Deacon OneCard remains the property of the University and must be surrendered upon departing or replacement.

# WAKE FOREST UNIVERSITY

## GUIDE TO COMMUNITY LIVING

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Suite 001, Angelou Hall



+336758-7185



[housing@wfu.edu](mailto:housing@wfu.edu)



[pfh.wfu.edu](http://pfh.wfu.edu)