Residence Hall Student Handbook

Welcome to your new home!
We’re excited to have you join us as a student on campus and as a resident in the residence halls here at MSUM. The following handbook is designed to introduce you to your new home, including amenities in the residence halls, staff that you’ll come into contact with, and guidelines for ensuring you and your community members have a safe and academically successful stay on campus.

“Settling In” Tips
At check-in, you received a copy of the Room Condition Report, which listed any room damages observed when a staff member went through your room prior to your move-in. First, check your room and record any additional damages on your copy of the Room Condition Report. If you find additional damages, take your corrected Room Condition Report to the front desk within 24 hours of checking in. If you encounter something in your room in need of repair (a light is burned out, a drawer sticks, or your closet will not close,) go to your front desk to submit a work order for a repair to your room as soon as possible.

Explore Your Hall
Locate the hall front desk, mailboxes, vending machines, hall kitchenette, lounges, and laundry room(s). Check for whatever other features your hall may have. Become familiar with how the floors are laid out, how the rooms are numbered, and where the emergency exits are located so you begin to feel at home.

Garbage/Recycling
Take garbage and recycling to the designated areas on your floor.

Insurance
You are encouraged to review your parents’ homeowner’s insurance policy or carry your own renter’s insurance. Renter’s insurance may cover losses to your property due to theft or damage. The University shall not be liable for any of your property that may be lost, stolen or damaged. We recommend that you record all serial numbers for your valuables, in case of theft.

Keys
Make sure your keys work in your room, mailbox and exterior door. Your room key or exterior key (depending on your building) will also get you access onto your floor if your floor doors are locked.

Dragon ID
You can use your Dragon ID to check out equipment from the front desk, and for use in conjunction with your meal plan at Kise Commons or other on-campus dining facilities.
Ensuring a safe and welcoming community

Community Agreement
As a member of a floor community, you will be involved in developing expectations for your floor. This is in part accomplished by creating a Community Agreement, which your Resident Assistant (RA) will explain at your first floor meeting. In helping to negotiate your floor’s Community Agreement, you should recognize the potential effect of one person’s actions on the entire floor. Responsible actions ensure a healthy, safe and comfortable living situation for everyone. The individual rights of residents to study, sleep and eat without interference are essential.

Roommate Agreement
Sharing a room will generally require some adjustment on the part of each roommate. Learning to accept differences is a valuable part of your education and the residence hall experience. Your roommate is an individual with personal likes and dislikes which deserve respect—just like yours. Completing the Roommate Agreement form together gets your relationship off to a good start by helping you set the “room rules” that you both agree to follow. For example: Is it OK to borrow clothes...with or without permission? How often will the room be cleaned…and who will do what? How often and when can guests be in the room? Working these out in advance is the best way to ensure having a great year together. If you need assistance completing or revising your Roommate Agreement, contact your Resident Assistant, Apartment Assistant, Graduate Area Director, or Area Director.

Resident’s Bill of Rights
As an MSUM student living on campus, the following are rights you can expect and have a responsibility to maintain:

- The right to read and study free from undue disturbances.
- The right to sleep without undue disturbance from noise, guests, etc.
- The right to expect respect for one’s personal belongings.
- The right to a clean environment in which to live.
- The right to free access to one’s room and facilities without pressure from a roommate.
- The right to personal privacy.
- The right to hosts guests (with the understanding and permission of the roommate) with the expectation that guests are to respect the rights of the host’s room-mate, other hall residents, and residence hall policies.
- The right to address grievances. Residence hall staff members are available for assistance in settling conflicts.
- The right to be free from fear or intimidation, physical and/or emotional harm, and racial, sexual or other prejudicial harassment.
Residence Hall Staff

Area Directors
Area Directors are full-time professional staff members who work in the residence halls and oversee the day–to-day operations of the buildings. They lead and train the student staff, meet with students involved with policy violations, and respond to student issues and needs.

Graduate Area Directors
Graduate Area Directors provide assistance with leadership and supervision of the staff and buildings, advise Activities Boards, and respond to student issues and needs.

Desk Managers
Desk Managers assist Area Directors and Graduate Area Directors in the daily planning, managing, and operating of each front desk. They hire, train, and manage Office Assistants, ensure equipment and supplies are available at each desk for residents to check out, post flyers within the common areas of the building, and conduct daily key audits.

Resident Assistants/Apartment Assistants
Every residence hall floor is assigned a Resident Assistant, while the Neumaier Apartments have Apartment Assistants. These are student staff members who are there to serve as an on-going resource to residents. RAs/AAs develop and maintain a healthy floor and hall community. They do this in many ways including: ensuring that you get to know other floor and hall residents, mediating conflicts like roommate disagreements, providing information about housing issues and campus events and programs, helping maintain campus policies and accountability for acts of misconduct, helping you plan and implement floor activities, and connecting you with whatever general assistance you may need.

Office Assistants
Office Assistants provide a variety of services to residents and visitors at the front desk. Services include answering the telephone, mail distribution, answering questions, issuing keys, and checking out equipment to residents.

General Maintenance Workers
General Maintenance Workers provide custodial and light repair services in public areas of the residence halls. They are generally assigned to a specific building or work area. Their job is to clean up for you, not after you.

General Repair Workers
General Repair Workers complete larger repairs to doors, furniture, locks, etc. Contract staff includes plumbers, electricians and other contractors who complete specialized or larger repair projects.

Housing and Residential Life Central Office Staff (located in 120 Ballard Hall)

Director of Housing and Residential Life: Renovation projects; unresolved issues; fee deferments; Campus Dining Committee; questions about personnel, contract(s) and/or policies
Associate Director of Housing and Residential Life: Questions about damage charges appeals, staff selection processes, supervision of residence hall staff, learning communities

Building Maintenance Supervisor: Questions about work orders, repairs, facility conditions, hall maintenance, MicroFridges, telephones, cable television, and internet issues

Building Services Supervisor: Questions about custodial services

Assistant Director for Business Services: Questions about housing assignments, room changes, housing contracts

Assignment Coordinators: Questions regarding room or hall changes/charges, meal plan changes

Accounting Officer: Problems with billing and/or payment issues

Residence Life Staff Duty Coverage
On duty RAs are immediately accessible to residents by duty cell phone.
The on duty hours are:
   Monday-Thursday, 7pm – 8am
   Weekends—24 hours, 7pm Friday – 8am Monday
   Non-instruction days and breaks – 24 hours, 7pm the night before – 8am the day after

For assistance Monday – Friday, 8am - 7pm, contact your hall desk, Area Director, or the Housing Office (8:00am-4:30pm; 218-477-2118).

Whenever you need the assistance of any on duty or on call residence hall staff member, you can reach them by calling the staff cell phone numbers.

Dahl/Ballard
duty 701-361-4530
desk 218-477-2755 Ballard
desk 218-477-2180 Dahl

Nelson/Grantham/Holmquist
duty 701-361-4531
desk 218-477-2210 N/G
desk 218-477-5723 Holmquist

Snarr
duty 701-361-4532
desk 218-477-2145

Neumaier
duty 701-361-4928
desk 218-477-5017
Hall Facilities

Community Bathroom
Community bathrooms are labeled “Men” or “Women” only, while certain buildings offer gender neutral bathrooms. Guests and visitors are not allowed in bathrooms designated for the opposite gender. Be sure to report any damage, unsanitary condition or plumbing concerns to your front desk or RA.

Computer Services & Internet
Computer services or labs are provided in a central location in each residence hall complex, so you can access and check your email accounts. These ports are protected under University policy. Printers are available in designated residence hall spaces.

Internet services in student rooms and lounges are provided by Midcontinent Communication. Wired internet is provided in student rooms through an internet router box or Ethernet port. Wireless internet is provided in floor lounges. When in your room, please use the wired internet as this will provide the most reliable service.

If you are experiencing problems with your internet please contact Midcontinent Communications Customer Care at 1-800-888-1300. At the prompt, dial “5” for a customer care option for MSUM students. Then enter extension 1234 and inform the representative that you are calling from MSUM. Midcontinent Customer Care toll-free support is available 24/7.

Please provide the following information:
Name
Room and Hall
Reply contact information and when available
Description of the problem

Contacts:
Midcontinent website: http://www.midcocomm.com/
Midcontinent Chat: http://www.midcocomm.com/chat/
Midcontinent email: http://www.midcocomm.com/email/

Blog:
Facebook: http://www.facebook.com/MidcontinentCommunications
Twitter: https://twitter.com/Midcontinent

What kind of equipment will you need or to operate your desktop/laptop computer?
- All you will need to get online with Midcontinent Communications is a computer with a network or wireless card installed. No additional software is required to get online. Follow any instructions you have from your computer manufacturer for setup and you are ready to go.
- Wireless service is available in the lounges of most complexes. When searching for connections, find “MSUM-Housing” and connect to it with any 802.11 b/g/n wireless card. No password or security is necessary to connect. Please know that others also have that same unsecured connection so be sure to protect yourself and information when on this or any other wireless connection.
- The wired Internet service will be your fastest and most consistent connection to the internet. You can connect to the modem through the four yellow ports. (In newer or remodeled buildings you will connect to the Ethernet port in the wall jack). You will be
online with speeds up to 30mbps download and 5 mbps upload with this service. No sign on is necessary for the service -- just plug in and get online.

- You can connect your own wireless router to the provided cable modem and it will be your responsibility to secure that connection. *We ask that you change your Channel ID on the router to Channel 1 only.* We ask that so others may use the wireless service provide on MSUM-Housing with minimal impact on the channels we have assigned on those Wireless Access Points.
- Please note that Housing and Residential Life reserves the right to revise wireless router usage and policies affecting the overall MSUM-Housing network.

If you have any questions please contact Midcontinent Communications or ask your Resident Assistant for help.

**NOTICE:** There will be NO COPYRIGHT INFRINGEMENT allowed on the MSUM-Housing network and the University will not make any exemptions to this policy. You are responsible for any traffic that goes over the supplied cable modem, and you will be held accountable accordingly.

Internet upgrades are available to students, please contact Midcontinent Communications at 1-800-888-1300 to review what options and upgrades are available to you.

**Damage Billing**
Your room furnishings consist of window blinds or shades, room thermostat, smoke detector, cable outlet, internet modem, wastebasket, and overhead lights. Each resident is also provided with a variety of furnishings including a bed and mattress, desk, desk chair, desk lamp, closet or wardrobe, bookshelf, or mirror. These furnishings, including wall surfaces, flooring, and ceiling are what you need to inspect carefully when examining your Room Condition Report. When damages are assessed, wear and tear is taken into account, as is the relative age and condition of the item being assessed for repair or replacement. In instances of damage assessment, responsible students will be billed for damages.

**Front Desk Services**
Front desk services are available within each complex. Services include work order requests, equipment check out, mail and package delivery, check-in and check-out assistance, and temporary key check-out. Most front desks have a variety of tools, vacuum cleaners, games and recreational equipment for check out. Desk hours are posted outside the desk; however most desks operate during the following times:
- Monday-Friday: 9AM to 12AM
- Saturday: 12PM to 6PM
- Sunday: 12PM-12AM

**Garbage Rooms**
Garbage rooms are located on each floor. GMW staff members empty garbage once a day. Garbage rooms will be closed prior to the end of spring semester due to volume. Dumpsters will be located outside each building for your convenience.
Hallways
Hallways are to be kept free of obstructions, including furniture, empty boxes, door mats, shoes, etc. This is to ensure fire safety and assists in the cleaning process.

Kitchens
Kitchen facilities are available in all buildings. Food preparation should be limited to these areas. Food products should be disposed of properly in garbage cans, not water fountains, sinks, etc. It is the responsibility of residents utilizing the kitchen to clean up any messes, spills, etc. The GMW will dispose of any dirty dishes or food left behind. For safety reasons, do not leave cooking unattended at any time. Burned food will activate building fire alarms.

Laundry
Laundry rooms are provided in each hall. East Snarr and Ballard have centrally located laundry rooms. Dahl, South Snarr, West Snarr, Grantham, Nelson, Holmquist, and Neumaier have laundry rooms on each floor. Laundry machines are provided by an outside vendor and are coin-operated. Change machines are generally located in each hall. Please report any machine that is out of service to the front desk. For best results, keep laundry loads at a reasonable level, use only the amount of detergent indicated, use only US quarters, and learn laundry basics (sorting by color, stain removal, etc.).

Lost and Found
Lost and found items should be brought to your hall's front desk. If you have lost an item, check with your RA or the Front Desk first to see if it was found. The Recreational Outing Center in the Comstock Memorial Union serves as the campus's lost and found site.

Lounges and Study Rooms
Lounges and study rooms are located on most floors and near most lobby areas. They are designed for social and study use. Furniture from lounges and other common areas may not be relocated to other locations, including student rooms. Lounges and other common areas may not be used for storage purposes (i.e. furniture from your room, boxes).

Mail Service
Mailboxes are located in each hall lobby area near the front desk. Mailboxes open with your room key, or your mailbox key if you are a Neumaier resident. You and your roommate(s) share the same mailbox. Most mail and packages addressed to you will be delivered to your front desk. Mail that does not belong to you should be returned to your hall front desk or placed in the marked mail slot. Mail should be addressed to:
Jane Smith
Room # and Hall Name
Moorhead, MN 56563-building extension number

ZIP code extension numbers are as follows
Ballard Hall 56563-1010
Dahl Hall 56563-1020
Nelson 56563-1030
Grantham 56563-1040
East Snarr 56563-1060
You will receive a pink package slip for any item received in the hall that will not fit in your mailbox or if it has special delivery expectations. You may pick up your package by taking your pink package slip and your Dragon ID to your front desk during its hours of operation. Please understand that we cannot hand you your mail (except for packages) over the desk; postal regulations only permit us to place mail in your mailbox.

Outgoing mail can be left in the drop box at your front desk, taken to the campus post office (located next to the Bookstore) or to any U. S. Postal Service mailbox. Be sure to include the proper postage.

Maintenance and Service Repairs
Report all repair requests to your RA or front desk, where you can submit a work order request. Repair staff may enter your room to complete necessary repairs or routine maintenance. They will leave a note letting you know they have been there and the status of the repair. If there are times you would prefer to be present when the work is done, please indicate that when you place the work order. Be aware that this time will not be guaranteed, and could slow down the work order process. To help our repair staff, please move items away from the repair site so they can easily access and fix the problem. Failing to do so could slow down the work order process.

You may be held accountable for repairs to University furnishings if it is determined that you are responsible for the damage, even if it is accidental. You will be held responsible for any damages that occur due to your negligence (i.e. frozen or broken heaters due to leaving a window open in freezing temperatures).

Newspaper Readership Program
Newspapers from three publishers (Fargo Forum, USA Today and Minneapolis StarTribune) are delivered Monday – Friday when classes are in session. They are delivered to a central location in each residence hall complex as well as to Kise Commons. Please return used newspapers to the stand for recycling purposes.

Recycling
Recycling bins are located on most floors and in some common areas. Please take your clean recyclables to the appropriate bin.

Storage
Storage space is not available for student use. Please check with local off campus storage facilities if you need to store personal belongings. University furnishings must remain in your room and may not be removed from campus.

Rooms may not be used to store motorized vehicles (motorcycles, scooters, etc.) or large motors.
Telephones
In-room land line telephones are not provided in your room fees. If you wish to activate your room telephone line, please go to the Housing Office and complete the appropriate paperwork. The fee for phone service is $68 per semester, which will be charged to your student account. Phone line service includes local calling, placing collect calls, toll-free calls, calling card calls and voicemail. Telephone lines used by students in residence halls are University property. Students are prohibited from accepting collect or third party calls on University telephone lines. Calling cards or internet phone accounts may not be assigned to University telephone lines. Please understand that fraudulent use of telephone service may result in termination of phone service. Telephones will also be available in or near floor lounges for emergency purposes only.

Television & Cable service
Digital cable television service is provided by Midcontinent and includes extended basic service. A cable jack and long cable cord is available in each room. If you have an older TV that does not accept digital cable channels, you’ll need to go to the front desk to be issues a cable TV converter box. You can order premium channels from Midcontinent by contacting them directly. Information on channel lineups and pricing are detailed on the following websites:

Channel Lineups:
http://midcocomm.com/video/channellineups/?fid=750&x=19&y=5

Pricing:
http://midcocomm.com/video/

Vending/Change machines
Vending machines are located in common areas in all residence halls. Change machines are located in a central location in each building or complex, generally in the lobby or laundry room. All machines are serviced by private vendors. The services may be terminated if the machines are subjected to vandalism or other damages. These machines are cash/coin operated. Please report problems with these machines to the front desk.
Room Information and Usage

Appliances
With the exception of microwaves, cooking appliances may be used only in designated kitchen areas. The following appliances are not permitted: freezers or full size refrigerators, clothes dryers and air conditioners, anything with an open flame or open heating elements (e.g. hotplates, hotpots, etc.). Space heaters are only permitted if they are given to you by Housing and Residential Life staff. The University is not liable for any damages caused by the use of your appliances.

Assignments
Your contract indicates that we reserve the right to change your room assignment for health, safety, repair service, consolidation, disciplinary reasons, or roommate incompatibility and that department staff may determine who will be moved.

Breaks & Extended Absences
- Before any overnight absences, close and lock exterior and interior windows, close your blinds, turn off the lights, and lock your door.
- Before any extended absences (more than a few days), empty your wastebasket, unplug all electrical appliances, clean and defrost your refrigerator, set thermostat at 68˚F, in addition to the items listed above.
- Only those students who are honoring their full year contract commitment and return to a residence hall for spring semester are eligible to remain in housing during the semester break. This means we do not charge an additional fee in order for you to leave your belongings in your room; however, if you do not return in the spring semester, you will be charged the daily rate for occupying your room until you officially check out of your room and/or still have the keys. We will also provide you with access to your room during the semester break at no additional charge. Your room and board payments cover only the actual semester periods.
- If you want to have access to your room during the semester break, you will need to sign up in advance at your hall front desk. Information about break housing will be provided to you prior to the end of the semester.
- Meal plan payments do not include semester, fall (Thanksgiving), and spring break periods. Kise Commons will be closed over break periods, and other campus dining locations will have limited hours.
- If you are planning to stay over fall (Thanksgiving) and spring break periods, you will need to sign up at your front desk. Your RA will provide more information prior to the break.

Check Out
There are two types of check out used during the year. Failing to properly check out or changing rooms without permission will result in a $50 administrative fee.
1. Mid-Year check out (withdrawal from the University, room changes, etc.)
   - Go to the Housing and Residential Life Office to fill out the appropriate paperwork.
   - Schedule a check out time with your RA at least 24 hours in advance of your check out.
   - If your RA is not available, it is your responsibility to arrange with another RA to check you out.
• If you have rented a loft, it is your responsibility to dismantle the loft and arrange for its return to the company prior to your departure. Contact CSI Lofts at 1-866-57LOFTS to arrange a pickup.
• Pack and move all your personal items from the room prior to the scheduled check out time.
• Clean your room, including sweeping, vacuuming, mopping, dusting, etc. Cleaning supplies are available at the front desk.
• If applicable, MicroFridge™ units need to be cleaned and defrosted. Failure to properly return it in a clean condition will result in a $30 cleaning/moving fee.
• If applicable, return the issued Midcontinent cable TV converter box to the front desk. This includes the converter box, remote, power cord, remote eye, and cable cord.

2. End of the Year check out (end of spring semester)
• Sign up for a check out time at the front desk at least 24 hours prior to your check out time.
• Lofts need to be dismantled and returned to the loft company prior to your check out time. Contact CSI Lofts at 1-866-57LOFTS to arrange a pickup, or watch for signs in the residence halls for designated pickup times.
• If applicable, MicroFridge™ units need to be cleaned and defrosted and returned to the designated area. Failure to properly return it in a clean condition will result in a $30 cleaning/moving fee.
• Pack and move all your personal items from the room prior to the scheduled check out time.
• Clean your room, including sweeping, vacuuming, mopping, dusting, etc. Cleaning supplies are available on each floor and at the front desk.
• If applicable, return the issued Midcontinent cable TV converter box to the front desk. This includes the converter box, remote, power cord, remote eye, and cable cord.
• At your scheduled appointment time, go to the front desk and meet the staff member who will assist you with your final check out.

Power Outlets and Electrical Circuits
Adjustments to electrical systems (lights, outlets, switches, etc.) may not be made. Rooms on floors share circuit breakers. To avoid overloading electrical circuits, caution must be exercised if using more than one appliance at a time. A loss of power should be reported to your RA or front desk. Repeated problems may result in your being asked to remove those items using the most power.

Heaters
All in room heating units require “breathing space”. A one-foot space must be left above, below and around any room’s heating unit. Report any problems immediately to the front desk or an RA to avoid further damage (i.e. frozen pipes). Thermostats must be readily accessible for repairs. Opening your room window should not be used to regulate in room temperature.

Keys
Keep your room locked and carry your keys with you whenever you leave your room. Do not loan your keys to friends, as this is a violation of your roommate’s right to privacy.
If you misplace your room key, a spare key can be checked out at the front desk for up to 48 hours. If the key is not returned within that 48 hour period, a work order to replace the lock core will be placed. You will be billed $50.00 ($60.00 in suites or apartments) for the new room key. If you lose your exterior door key, you will be billed $35 for the replacement. If you lose the mailbox key for your Neumaier apartment mailbox, you will be billed $50 for the replacement.

If you believe your keys have been stolen, you may request that a work order be placed to replace the lock core immediately. You will be billed for the cost to re-core the door and replacement for exterior door key.

When you move out of your room, you must return all keys. Failure to do so will result in the replacement of the lock core and you will be billed for the cost to re-core the door(s).

**MicroFridge™ Rentals**
MicroFridge™ units combine a small refrigerator and freezer with a microwave into one unit (2.5 cu ft freezer, 3.0 cu ft refrigerator and 600 watt microwave oven). We have a small number of these available for rent on a first come, first served basis at the Housing and Residential Life Office. We can add this charge directly to your university account along with your room and board fees.

- MicroFridge™ units rent for $75.00 per semester
- You must sign a MicroFridge™ registration card to verify that you agree to the rental terms and conditions.
- Upon check out, MicroFridges™ must be defrosted, cleaned and unplugged. You will receive instructions on how to return them at the end of the year. If you check out prior to then, ask your RA or the front desk to submit a work order for its removal.

**Power Strips**
Only UL approved outlet strips with GFI (ground fault interrupter) breakers are permitted. You may use one outlet strip per wall outlet.

**Room Changes**
No room changes will take place during the first two weeks or last two full weeks of any semester. Room changes can only be made if the confirmed space is available. All appropriate paperwork must be filled out and approved before any room changes may take place. An unapproved move into a space without approval from the Department of Housing and Residential Life will result in an administrative fee of $50 and you will be required to move back to your original assignment.

If changing rooms, you will receive notification that your room change application has been processed and the necessary persons have been notified. This notice will be an email to the email address on your room change form, telling you the date on which you can begin your move. You will have 48 hours from the date indicated in which to complete your move. Failure to move within the required time will result in cancellation of the room change and an administrative fee.

If you want a single occupancy room, contact the staff in the Housing and Residential Life Office for information and availability. You may be placed on a waiting list. Priority is
determined by the date you first went on the waiting list. You will be contacted and be given 48 hours to accept or decline the offered single room. If you do not respond to the offer of a single room or turn down the single room when offered, your name will be removed from the waiting list.

Right of Entry
The University reserves the right to enter your residence hall room to preserve health, safety, quietude, perform maintenance work, placement or recovery of University-owned property, or when staff has reason to believe a violation of law or conduct is being committed.

In these instances when staff have reasonable grounds to suspect you are violating University policies or the law, staff may use a key to open your room whether you are present or not. Even if you are in your room, staff will knock, identify themselves as staff, and request entry. If you don’t allow them into your room, they will again knock and announce themselves as they key into your room and perform a plain view inspection.

Residents are expected to comply with the request of a University official (e.g., residence hall staff, Public Safety officers), a Moorhead Police Department official, or any other civil authority in the performance of his/her duties when it necessitates entry into a room.

Examples of room entry by staff include:
- Alarm clocks—Housing staff may enter if a complaint has been made.
- Fire alarms—Housing staff may enter during fire drills and alarms, at the direction of the Area Director or on-call professional, to determine that residents have evacuated. The door will be locked upon exit.
- Holiday/semester breaks—Housing staff may enter rooms to be sure resident rooms are prepared for an extended absence during Thanksgiving break, semester break and spring mid-semester break.
- Maintenance issues—University staff and contractors will enter rooms to perform routine and requested maintenance.
- Health/Wellness check—Staff may authorize a room entry if a complaint has been made.
- Cohabitation – If a complaint is received regarding alleged cohabitation, Housing staff may enter the room to investigate.
- Per the contract, staff may enter your room for health and sanitation reasons. If such conditions exist, you will be expected to clean the premises in a timely manner or be subject to paying the cost of professional cleaning, removal from the residence halls and/or referral to the conduct program or other appropriate resources.
Health and Safety

Building Security and Guests

- Keep your room door locked. If you live on the ground floor, lock your windows as well.
- Guests and visitors must be escorted by a hall resident at all times.
- Never let someone into your building unless you know for sure they are a resident of the building.
- Never prop open an exterior door to a residence hall. It endangers the safety of all hall residents and their property.
- The University assumes no liability for any theft, damage or loss of personal belongings you may incur. Make sure your belongings are insured under your family’s home owner’s policy or carry your own personal property insurance.
- Be sure to report all suspicious activity or criminal activity to Public Safety (218-477-2449).
- Be sure you know who is at your door before letting them in.

Disposal of Needles, Syringes and other Hazardous Materials ("Sharps")

Though employees wear gloves and other personal protection, exposures to biological agents, including Human Immunodeficiency Virus (HIV) and Hepatitis B (HBV) may occur if sharps (needles, syringes, blades and broken glass) are not disposed of properly. In order to protect staff members and other waste haulers from potential exposure, the following guidelines must be followed:

- Put sharps waste into a properly labeled, approved sharps container (a rigid, puncture-resistant container which, when sealed, is leak-resistant and cannot be reopened accidentally). Sharps disposal containers may be obtained from your medical provider. Hendrix Clinic and Counseling Center sells approved sharps containers.
- Do not throw sharps containers or sharps directly into garbage cans or dumpsters. All syringes and needles must be disposed of properly by a licensed incineration facility.
- Sealed and properly labeled containers may be taken to Hendrix Clinic and Counseling Center or contact Environmental Health and Safety (218-477-2962) for free pickup.
- Broken glass should be collected as carefully as possible. Contact an RA or GMW to assist with this clean up whenever possible, especially if blood is present. If the glass is contaminated with blood or other biohazards, it must be collected and disposed into an approved sharps container. If the glass is not contaminated, collect the pieces as completely as possible and discard into a sealed, puncture resistant container marked “Sharp Objects”. Discard into a normal trash container.
- Direct any questions to Environmental Health and Safety at 218-477-2962.

Elevators

Many of our residence halls have elevators for your convenience. They must be treated responsibly.

- Do not jump in the elevator. It will stop. You will be assessed for the service call and repairs.
- If the elevator stops, do not attempt to force the doors open. Call Public Safety (218-477-2449—there is a call button in each elevator) to report the situation. An elevator technician will be called in from off campus to correct the problem and release those remaining inside.
• Misuse of elevators will result in the assessment of repair charges.
• Report all elevator problems to the front desk to submit a work order.

Energy Conservation
• Turn off room lights whenever you leave the room
• Keep your thermostat turned down whenever possible (not below 68° during breaks or extended periods).
• Keep windows closed during the winter months. If damage is caused by a resident leaving the window open, the resident is responsible for any and all damages. If you have problems closing your windows, contact your front desk to submit a work order.
• Conserve water by turning off the faucet when brushing your teeth and by taking short showers.
• Use the recycle containers that have been provided on each floor and don’t contaminate the contents with garbage.

Evacuation Procedures
Evacuation routes are posted on each floor in the residence halls. Evacuation routes and instructions vary, depending on the circumstances.

Fire Safety
Our primary goal is your safety and this means ensuring that the building is emptied of all occupants in the shortest amount of time each time the fire alarm sounds. For this reason, unannounced, planned fire drills will be conducted regularly in each residence halls, according to state fire department regulations and MnSCU policy.

When the alarm sounds:
• Grab a coat and shoes
• Close and lock your door
• Evacuate the building immediately, following the posted evacuation route
• Never use an elevator
• You will remain outside the building until the fire department or staff members authorize entry into the building. Do not enter the building when the alarm turns off. The fire department will silence the alarm when they arrive on scene. If the fire alarm beacons are still flashing, the building is still under a fire alarm and it is not safe to enter.
• Notify emergency staff or housing personnel if you believe anyone failed to evacuate the building.
• All exits must be kept clear

General and Personal Safety
Generally be aware of your surroundings and take responsibility for your own personal safety.
• General security for the campus is provided by Public Safety (218-477-2449). Contact Public Safety to request a security escort. Contact Public Safety for safety and security information and program presentations.
• Sign up for E2Campus Emergency Notification (http://www.mnstate.edu/security/) to be alerted during weather emergencies, safety emergencies, etc. You will receive notifications by text message, telephone call, or email.
• Complete the Missing Student Information Form distributed during check-in to provide emergency contact information to proper authorities.
• Report all criminal activity to Public Safety. They work closely with both the Moorhead Police Department and the Moorhead Fire Department in campus emergencies and criminal investigations.

Referral Information
• Contact Hendrix Clinic and Counseling Center (218-477-2211) for information about transmittable diseases, personal health issues, chemical dependency, and programs about positive health choices. Call (218-477-2227) for help with resolving personal issues, personal relationships, etc.

Weather Safety
Tornado/severe weather warning
• Move to a lower floor. Sit in central corridors/stairwells/bathrooms away from windows. Cover your head and face with folded arms. Do not use elevators. Consult building egress maps for further information.

Winter storm and blizzard warning
• Shelter in place and remain off roads until the advisory passes. Dress appropriately for the extreme cold and take all standard winter weather safety precautions.
Residential Dining Services

Dining Service Provider
Our campus dining service is managed and staffed by Sodexo (http://msumdining.com/index.html). The Sodexo office can be found in the hallway immediately north of Kise Commons, just before entering the CMU.

How the Dining Program Works
Students living in a residence hall (other than the Neumaier Apartments) are required to have a meal plan. Contract meals are served in Kise Commons.

Meal Card
Your meal card is your Dragon ID and is non-transferable; no one else may use it. The meal card may be used only by the student purchaser and must be presented to the cashier at every meal. The only access you have to Kise Commons during meal hours is through the cashier’s station. You must either present an ID bar coded with meal plan information or pay the casual meal rate in cash. A temporary pass (when you have lost or forgotten your ID) can be obtained from the Sodexo office for a 3-day period for a fee. After this you will need to buy a new ID card at the IT Center Help Desk in Library 203A. Visit the Sodexo office if your meal plan is not working, as your card may not be activated.

Meal Plans
Weekly meal plan options include:
- 21, 14 and 10 meals per week;
- Semester block plans of any 120 or 250 meals in a semester;
- Dragon Plan (for upper class or off campus students only), which consists of $300 Dragon Dollars

You can always pay the standard meal rate for a meal using cash or Dragon Dollars. Late Night options are available at Kise as posted.

With the 21, 14 or 10 Meals Per Week plans:
- 21 meals per week is our maximum plan; you may eat any 21 meals you choose in a week.
- With the 14 or 10 meals per week plans, you are paying for that specific number and only that number of meals each week. You can eat your meals in any combination you want, but you may only eat one of each meal type a day (only one breakfast per day; you can’t eat two lunches and one dinner in the same day), and no more than the number of meals per week on your plan.
- If you skip meals (e.g. you eat only 17 of the 21 meals on your plan), they are forfeited. Uneaten meals don’t carry over to the next week.
- If you withdraw from the university, these plans provide for a pro-rated refund on the number of weeks your plan is no longer in effect.

Block Plans (120 or 250 Meals)
- The block plans allow you to eat any combination of those meals you choose over the entire semester.
These plans also have a different refund policy based on the following assumptions: You request a meal plan change or withdraw from MSUM, M State or other Tri College institution. Charges are based on the assumption that a minimum of 7 or 15 meals per week are consumed. Refunds will be based on the presumed 7/15 meals per week or those actually consumed, whichever is greater, and unused Dragon Dollars are refundable only upon withdrawal from the university.

Food service plans run on a Saturday – Friday basis. When you have consumed the number of meals contracted for in a given week (or semester on the Any 120/250 block plans) the card scanner will indicate that your plan is done for the week. If you are on the any 120/250 block plan, the cashier can tell you how many meals you have remaining in the week or semester.

Each day provides three (3) potential meal periods during which you can eat: Early (hot)/Continental breakfast, Lunch and Dinner. You could consume a maximum of three (3) meals per day, never more than one (1) meal type per day (unless using a block plan), until your number of contracted meals runs out.

Contract meals are provided in Kise Commons on an “all you choose to eat” basis, all seven days a week (excluding some special dinner meal promotions). Menus follow a four week, 28 day cycle, to provide maximum variety.

The 100 Dragon Dollars included in your meal plan cost is added to all contracts (with the exception of the Dragon Plan) each semester and embedded in your bar code. They can be used during any hours of Kise operation for an a la carte purchase, coffee, a late night snack, or to buy a friend’s meal (at the casual meal rate), or at those retail venues identified and posted. The Dragon Dollars will carry over from fall to spring semester, but not beyond the end of spring Semester. You can check your balance any time by asking the clerk when you check out. You can purchase additional Dragon dollars at the Sodexo Office in Kise. Dragon Dollars are not subject to any refund unless you withdraw from the university.

**Sick Tray**
Your meal plan includes a Sick Tray option if you are ill and unable to get to Kise. You can obtain a Sick Tray request slip at your front desk. Fill it out and have any friend or floor member take the slip and your ID to Kise and bring your meal back for you. If the desk isn’t open, contact an RA who can get a slip for you.

**Dining Center Conduct**
Dining room misconduct consists of particular behaviors that may occur in the dining area that are unacceptable. Any student, RA, Sodexo, or university employee may confront students or report such behaviors to any Sodexo manager. These behaviors include such things as:

- removal of food from Kise (other than the grab and go items or dessert options permitted);
- entering or leaving Kise other than through the cashier’s station, or providing others this same unapproved access;
- inappropriate behaviors (throwing food/beverages on the floor, deliberate breaking of dishes, deliberately making a mess, etc.);
- removal (theft) of dishes, silverware, cups, mugs or glasses from Kise;
• refusing to clean your own table, leaving it inaccessible for other diners;
• students may be referred judicially through the campus conduct process, as well as be held immediately accountable for cleanup and/or restitution. Repeated misconduct may result in the loss of dining room privileges.

**How to Change Meal Plans**

You may request to reduce your meal plan ONLY during the first two weeks of the semester. However, you may increase your meal plan at any time.

If you want a different meal plan for spring semester, visit the Department of Housing and Residential Life and complete a Change of Meal Plan Request Form during the last two weeks of the Fall Semester, or prior to the first meal served for Spring Semester. Dining Services and the Business Office will be notified and either a refund or a bill (if you have increased your meal plan) will be processed.

There is not a fee for the first meal plan change in a semester. Additional changes in a semester will carry a $10 administrative fee per change. Meal plan changes need to be submitted to the Department of Housing and Residential Life by noon on Friday to be effective by Saturday. Your meal plan remains available to you until the Saturday the change becomes effective.

**Meal Plan Special Accommodations**

- “To-Go Sack Meals” are available if you have a class or work conflict. Give Sodexo 24 hours’ notice, and your class schedule. If this will be a standing conflict, you can request this “To-Go” option for the same day and time every week. These meals generally include a sandwich of your choice, salad, a bag of chips, piece of fruit, cookies and a beverage.
- If you have a special dietary need, meet with the Dining Service Manager. Special menus can often be developed to meet individual needs; discussion with a registered dietician or nutritionist can be arranged so you can discuss the regular menu options and learn what standard offerings could fit your requirements.
- Special holiday and event buffet dinners may be served (i.e. at Thanksgiving). Other periodic features are provided. These may include exhibition cooking, local chefs demonstrating their specialties in Kise, or “Create your Own” nights.

**Suggestions or Concerns**

- Special accommodations are often available. If there is not cream cheese out for bagels, if the chocolate milk is empty, if you’d like a burger without cheese or can’t find something—don’t hesitate to ask for it. Sodexo means it when they say, “JUST ASK US!”
- If you have any suggestions or complaints about the quality of food service, please talk to the Dining Service Manager. The office is located in the hallway just north of Kise Commons and just before entering the CMU. It is especially helpful if you contact Sodexo staff immediately when a problem arises.
- You may also bring your suggestions and concerns to your Dining Service Committee representative. If you are interested in becoming a part of the Committee, please speak with a RHA representative or your Area Director. This committee is instrumental in
resolving complaints, implementing new ideas and suggestions for menus, and helping keep your dining program one of the area’s best dining experiences.

**Standard Meal Rates**
Any person may pay for a meal individually and eat in the Kise dining room. These meals provide the same all you can eat food choice options as any meal plan described above.
Student Governance and Leadership

**Activities Boards/Apartment Association**
- Each Activities Board/Apartment Association has an executive board. Floors will designate floor representatives.
- Activities Boards/Apartment Association help plan and develop floor and hall programs and activities, invest funds in equipment for resident use, serve as an advocate for residents, and provide feedback for policy and procedure review or change.
- Activities Boards/Apartment Association receive funding from the Housing and Residential Life department, based on the occupancy of the building. Monies are deposited at the beginning of each semester.

**Residence Hall Association (RHA)**
- RHA collaborates with the residence hall Activities Boards (excluding the Neumaier Apartment Association). It has an elected executive board and receives funding from the Department of Housing and Residential Life, based on the occupancy of the halls.
- RHA helps plan and develop residence hall-wide programs and activities, in addition to supporting individual hall activities. RHA has several sub committees that can include facilities, dining, programs, publicity, etc. RHA serve as an advocate for residents and provides feedback for policy and procedure review or change.
- The executive board of RHA is elected from the general residential population and may not be an executive from any of the Activities Boards.
- More information about RHA is available at [http://web.mnstate.edu/rha](http://web.mnstate.edu/rha)

**National Residence Hall Honorary (NRHH)**
- The NRHH is an honor society that recognizes the top 1% of students living in residence halls, based on academic success and involvement or contributions made to residence life. Every spring new members are nominated and inducted.
- The most important function of NRHH is to recognize the achievement of students and staff in residence life. This is done through the “Of the Month” (OTM) recognition program. You can nominate people in the following categories to be recognized each month: Resident, Resident Assistant, Program, etc. Nomination information is available on the NRHH website.
- More information about NRHH is available at [http://web.mnstate.edu/nrhh](http://web.mnstate.edu/nrhh)