

2024-2025

THE UNIVERSITY *of*
NEW ORLEANS
RESIDENTIAL LIFE

PONTCHARTRAIN HALLS
RESIDENT HANDBOOK



WELCOME HOME!

The Office of Residential Life provides a student-centered residential experience that cultivates a secure and inclusive residential community to enhance academic success, personal development, and the well-being of our residents.

On behalf of all of the staff in the Office of Residential Life, I am excited you are beginning your collegiate journey at the University of New Orleans with us. In being a part of the residence hall community, you are on the path to meaningful new experiences, academic and personal support and connections with other students, faculty and staff with similar interests. Pontchartrain Halls offer a unique community of learners from all over the world who will encourage you, support you and inspire you to accomplish great things. We are glad you are here.

Start your year off by setting your sails for success by getting to know your RA, suite mates and neighbors. Your RA is a fellow student who has experience living on campus and can help guide you through the first year of your campus experience. You also have additional support in our professional staff members. Each hall is assigned a professional staff building manager who supervises the student staff and assists with the day to day management of the building. Your front desk is another way to seek assistance when needed: to contact the Resident Assistant on duty after hours, for assistance with submitting a maintenance request, to check in a guest or more.

Attend your floor welcome meeting to meet others in your hall and find a friend to attend Privateer Plunge events with you! As a member of the Pontchartrain Hall community, you are eligible to participate as a member of our Residence Hall Association, a student organization dedicated to the residential student experience. As a member of RHA, you can help plan events for your community and gain leadership experience. I encourage you to attend an RHA interest meeting and get involved!

Your resident assistant will be hosting multiple events for you to spend time with other students who live in the community. I believe that your time in Pontchartrain Halls will provide you with meaningful relationships, opportunities for personal growth and connection to your academic endeavors at the University of New Orleans.

Thank you for joining our community!

Amanda Robbins

Director of Residence Life
#UNOProud #UNOResLife

Contact Us!

Mailing Pontchartrain Hall North 128
2000 Lakeshore Drive
New Orleans, LA 70148
Office 504-280-6402
North Hall Front Desk 504-280-7777
South Hall Front Desk 504-280-7739
Website uno.edu/housing
Email ResidentialLife@uno.edu
Office Hours Monday - Friday 8:00 AM - 4:30 PM



UNIVERSITY CONTACTS

Who to Contact

EMERGENCY CONTACTS

UNOPD Emergency Line 504-280-6666
UNOPD Business Line 504-280-6371
UNO Parking & Traffic 504-280-6047
New Orleans Police Department 911

ALUMNI CENTER

Career Services 504-280-6225
Alumni Center 504-280-2586
UNO Federal Credit Union 504-280-6496

ADMINISTRATIVE BUILDING

Bursar's Office 504-280-6489
Payroll 504-280-6480
Human Resources 504-280-6259

LIBRARY & THE PRIVATEER ENROLLMENT CENTER

Library Services 504-280-6355
Admissions Office 504-280-6595
Registrar's Office 504-280-6489
Financial Aid, Student 504-280-6603

UNIVERSITY CENTER

University Center Information Desk... 504-280-6335
Book Store 504-280-6480
Mail Services 504-280-6247
Chartwells Dining Services 504-280-6370
Chartwells Catering Services 504-280-6079
Health Services 504-280-6387
Counseling Services 504-280-6683
Student Affairs Office 504-280-6620
Student Involvement & Leadership... 504-280-6349
Greek Life 504-280-6341
Office of Accessibility Services 504-280-6692

HELPFUL CONTACTS

Information Technology Help Desk... 504-280-4377
Privateer ID Cards 504-280-4357
International Center 504-280-3248
Learning Resource Center 504-280-7054
Athletics 504-280-6102

Campus Meal Plans UNO Dining Services
Elevator Repair RA/Front Desk
Fire or Safety Problem RA /UNOPD
Hall Access Card Front Desk/Privateer ID Cards
Health or Injury Health Services
Laundry Issue Front Desk
Maintenance Repair RA/Front Desk
Noise Problem RA/Front Desk
Parking Decal UNO Parking & Traffic
Room Change RA/Office of Residential Life
Room Key/Lost RA/Front Desk
Roommate Conflict RA/Front Desk
Theft RA/Front Desk/UNOPD
WiFi/Tech Information Technology Help Desk





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01 ABOUT THE HALLS

PONTCHARTRAIN HALL NORTH

Located at the corner of St. Anthony and Milneberg Road
Home to 389 students.
Holds 85 4-bedroom suites; 18 2-bedroom suites and 13 1-bedroom suites.

Available Amenities:

- 24 hour front desk
- Lounge on 4th floor
- Study lounges throughout building
- Community kitchen on 1st floor
- Pontchartrain Market on 1st floor
- Computer lab on 1st floor
- Laundry Room on 1st floor
- Billiard Room on 1st floor
- Ethernet/Wifi services

Communities include:

- Freshman
- Honors
- Science, Technology, Engineering, & Mathematics (STEM)

PONTCHARTRAIN HALL SOUTH

Located at the corner of Leon C. Simon and Milneberg Road

Home to 351 students.

Holds 67 4-bedroom suites; 37 2-bedroom suites and 9 1-bedroom suites.

Available Amenities:

- 24 hour front desk
- Lounge on 4th floor
- Study lounges throughout building
- RHA Lounge on 4th floor
- Community kitchen on 1st floor
- Pizza Forno Machine on 1st floor
- Computer lab on 4th floor
- Laundry Room on 1st floor
- Air Hockey/Foosball on 1st floor
- Ethernet/Wifi services

Communities include:

- Freshman
- Global Education/Transfer
- LGBTQ+
- Humanities
- Visual and Performing Arts



Hall Director: Yuwan Viros

Resident Assistants:

- First Floor Low - Lorine Babin
- First Floor High - Valeria Alarcon
- Second Floor Low - Adel Vogt
- Second Floor High - Issac Varghese
- Third Floor Low -
- Third Floor High - Chaz Alexander
- Fourth Floor Low - Daniel Nagel
- Fourth Floor High - Jacob Cloud

Assistant Hall Director: Bryant Daigle

Resident Assistants:

- First Floor Low - Hillary Barrera
- First Floor High - Ryan Lesnak
- Second Floor Low - Dre Culmer
- Second Floor High - Zachary Whitson
- Third Floor Low - Nick Porter
- Third Floor High - Liza Daigrepont
- Fourth Floor Low - Darrien Mason
- Fourth Floor High - Camryn Beathley

SERVICES PROVIDED

SERVICES PROVIDED BY THE OFFICE OF RESIDENTIAL LIFE

Administrative Tasks:

Staff will assist with applying for housing, assigning and changing rooms, room inspections, lock outs, key replacements, and more.

Advising & Referral to Resources:

Office of Residential Life Staff, especially RAs, assist students with questions, personal and academic problems, and can provide referrals to resources on campus for more in-depth assistance.

Behavior Management:

The Office of Residential Life Staff assist students in deciding upon mutual expectations by creating roommate agreements. Staff also confront students when alleged violations of policies occur and assist students in learning how to confront and enforce expectations with peers.

Emergency Response:

Office of Residential Life staff are trained in emergency procedures for situations involving illness and injury, crisis, and threats to physical safety such as fires, major power failures and inclement weather.

Planning Activities:

Staff work with students and other campus staff members to plan social, recreational, and educational activities for the halls.

SERVICES PROVIDED BY CAMPUS PARTNERS

Custodial & Repair Services:

The Office of Residential Life and the University of New Orleans contracts to a Maintenance and Repair Contractor (ABM) for nearly all maintenance and custodial concerns in the residence halls. Services include but are not limited to...

- Plumbing problems
- Housekeeping
- Loss of power, lights, heat and air conditioning
- Pest control

Reminders on Custodial Services:

Custodial services are on hand to clean communal areas, pull trash in trash rooms, and make rooms ready for move-in. Once moved-in, students are required to clean their own bedrooms, bathrooms, and common room areas. They must also take their own trash to the trash rooms. Students are also required to be respectful of the custodial team by cleaning up after themselves in communal areas; such as hallways, lounges, kitchens, and laundry rooms. Personal items/laundry left in the laundry room and/or kitchen longer than 24 hours will be discarded.

Note on Work Performed Inside Student Rooms:

When facilities staff respond to work requests or emergencies or conduct inspections, they will knock and announce themselves by name and department. You must allow them to enter and complete the work required. If you need a short delay, the staff will do their best to honor the request reasonably. Most work requested by residents and staff is performed weekdays 8:00am to 4:30pm. Sometimes the work to be performed in a resident's room involves space around, behind, or under the resident's belongings. Repairs to closets, dressers, desks, etc., may call for staff to enter these spaces and to move aside the resident's belongings. Residents should move their belongings away from work areas when they know work is to be done in their rooms.



SERVICES PROVIDED BY CAMPUS PARTNERS

How to request a non-emergency repair:

- Log into the Residential Life: (Residents) application and complete maintenance request to submit your request.

How to request an emergency repair:

- Log into the Residential Life: (Residents) application and complete maintenance request to submit your request.
- Call or visit the service desk in your building.
 - Provide the Desk Assistant your name, room number, phone number, and the nature of your concern.
- The DA will notify the service center.

If the issue is not resolved within 48-hours, please check in with the Residential Life Professional Staff.

Internet Services:

- All residents have direct Ethernet and wireless access to the University of New Orleans internet network.
- You must call Information Technology Help Desk at (504)-280-4357 the first time you use your Ethernet port.
- Anytime there after you simply plug in your Ethernet cable.
- To log into Wi-Fi simply find the “resnetsecure” connection in your available networks and use in your UNO credentials.
- To activate streaming devices, such as a Roku or Apple TV, you must also contact the IT HELP Desk.
- Please contact the IT Help Desk at if you are having issues connecting to through your Ethernet jack or the WIFI.

Note on Internet Services:

Residence hall students may not use, connect, or bring to campus their own wireless routers or similar access points. Additionally, once you activate a data jack in your room or log onto the University Wireless system, you are responsible for all activity on your data jack or wireless access. Care should be taken to monitor the access to your computer, network enabled devices, data jack, or wireless account, as you will be held responsible for any violations that occur.

Mail and Package Delivery:

In order to receive letters, magazines, etc., students must register for a post office box in the University Center. No student mail can be sent directly to Lafitte Village or Pontchartrain Halls.

Once a P.O. box is created, mail should be addressed in the following manner and must include a return address:

Your Full Name (no nicknames or parent names)
University of New Orleans
2000 Lakeshore Dr.
Box #_____
New Orleans, LA 70148

Campus Mail is located on the first floor of the University Center and operates as a full-service post office for the campus and the community. Campus Mail offers the ability to purchase forever stamps, international stamps, envelopes and money orders. Campus Mail also offer the ability to send/receive letters and packages.

TV Cable Services:

Effective Spring 2019, cable television services are only provided in common lounges of Pontchartrain Halls. Students are encouraged to use the high speed wifi system to stream entertainment content to their devices.



SAFETY POLICIES AND PRECAUTIONS

The University of New Orleans and the Office of Residential Life encourage students to actively engage in safety precautions to maintain a safe, healthy campus community.

The items listed below describe a few of the commonly encouraged safety resources available to students. While these resources provide reasonable and good-faith efforts, it is impossible to predict situations which may occur. Students are encouraged to use their best judgment and report areas or people of concern to the appropriate manager.

Simply eliminating opportunities for crimes to occur will prevent many "crimes of opportunity" such as theft. Do not prop doors including hall and suite entrances as unauthorized persons may gain access.

RESIDENCE HALL SECURITY

- 24-hour residence hall desk staff for getting immediate help from a staff member repairs/replacements of doors, keys, locks.
- Floor meetings, educational programs, and flyers.
- Hard keys are needed to open bedroom and apartment doors.
- Locked Hall Entrance Doors.
- Nightly rounds by the Resident Assistant(s) on duty
- Periodic safety walk-throughs to check interior lighting, exit signs, fire doors, stairwells, etc.
- Programmed ID cards are needed to open entrance doors and suite doors.
- Security cameras located around the buildings.

UNOPD PROGRAMS

- 24-hour full-service police department responding to emergency calls (police, fire, rescue, ambulance)
- Anonymous complaint form.
- Crime prevention programs and crime statistics reported annually in compliance with federal regulations.
- Crime victim resources.
- Security escorts by uniformed police officers (24 hours)
- Outdoor emergency phones to call escorts or summon police.
- Safety awareness and educational programs.
- Surveillance cameras that monitor selected on-campus locations.
- Text and Alerts to provide emergency notifications. To register your mobile device, please visit:

uno2.uno.edu/ucc/E2Campus/e2Campus to sign up for text alerts

- University Alert System.

BICYCLE SECURITY PRECAUTIONS

- Register your bicycle with the Office of Residential Life via the Residential Life app on myapps.uno.edu.
- Maintain the decal in a visible location on their bicycle.
- Do not store bicycles in your room, on landings, or in stairwells. Use outdoor bicycle racks; don't lock bicycles to railings, lamp posts, ramps, handrails, etc.
- Secure your bicycle outdoors with a high-quality bicycle lock, securing both the wheel and frame.
- Certain personal devices use Li-Ion or LiPo batteries for power; these include, but are not limited to: hoverboards, E-scooters, and E-bikes. These devices are prohibited from being stored, charged, or used in Pontchartrain Halls.

BOMB THREATS

All bomb threats reported to the University are taken seriously.

If a bomb threat is received:

- Notify University police to report the emergency.
- Notify your service desk

University police will respond to your location and assess the bomb threat. Once the police have assessed the situation, then the police will initiate appropriate action. Only the University police will decide if an evacuation needs to occur, when it will occur, and how the evacuation will be announced and residents notified to evacuate. The notification to evacuate may be accomplished by the police activating the building fire alarm system, or they may decide to choose an alternate

BOMB THREATS CONT.

method of evacuation notification (air horns, phone, door-to-door) based on the circumstances and after assessing the situation of the particular bomb threat incident.

PUBLIC HEALTH CONCERN

The Office of Residential Life follows the University of New Orleans Communicable Disease Emergency Plan in the event of a public health concern arising in the Greater New Orleans area.

The department may update published policies as needed in response to such an event such as restricting guest policies, minimizing occupancy in public spaces within the halls, requiring the use of facial coverings and more.

Students will be notified of updates to the policies via email and within the handbook published to the Office of Residential Life website.

WELLNESS CONCERN

When a residents' family/friends report concerns about student welfare to Office of Residential Life staff, our staff will take steps to respond to the report that include attempting to contact the student and notifying the University of New Orleans University Police Department to assist with contacting the student.

Per federal law:

Residents have the right to confidentially register the name and contact information of an individual who they would like to have contacted (within 24 hours) if it is determined that they have been missing from the campus and your whereabouts unknown for a period of 24 hours or more. They can register the name and phone number of this contact person visiting the Office of Residential Life and updating your emergency contact card.

For all residents under the age of 18 (who are not emancipated individuals), the Office of Residential Life is required to notify their custodial parent or guardian (within 24 hours) if it is determined that they have been missing from the campus and their whereabouts are unknown for a period of 24 hours or more.

FIRE ALARM/ FIRE SAFETY

All residence halls are equipped with automatic sprinklers. When water flows through the sprinkler heads, the building alarm system will automatically sound. It is important that you do not tamper with the sprinkler heads or the system. Students tampering with the system, even accidentally, are liable for damage to University and private property and subject to administrative action.

You must leave the building immediately when a fire alarm is sounding.

- If safe to do so, close your window, room/suite/apartment doors and immediately exit the building.
- Use stairs, not elevators.
- Always assume each alarm is an emergency; never assume a false alarm.
- Do not open the door if the knob is warm to the touch; stay in the room and call 911 or University police.
- Crawl on the floor (where air is fresher) if you encounter smoke.

If you smell smoke or see smoke or fire:

- Pull the nearest building alarm.
- Close your room door.
- Safely exit the building.
- Call University police at (504) 280-6666. Tell UNOPD the exact location of fire or smoke.
- Never attempt to fight or put out a fire.

If you get trapped by fire or smoke:

- Pull the nearest building alarm.
- Close your room door.
- Safely exit the building.
- Call University police at (504) 280-6666. Tell UNOPD the exact location of fire or smoke.
- Never attempt to fight or put out a fire.

FIRE PREVENTION

- Cook only in designated kitchen spaces. Do not leave stove, oven, or microwave unattended when in use.
- Do not have open heating elements in your room
- Do not use a frayed or worn extension cord or overcrowd items in the outlets
- Do not use, possess, charge, and/or store electronic skateboards including self balancing hoverboards and other similar equipment in all residence halls.
- Do not use or possess fireworks, lighted candles, flammable fuels, space heaters, halogen lamps/bulbs,

FIRE PREVENTION

- or firearms
- Do not smoke or allow others to smoke in your room or anywhere else inside the residence halls
- Do not cover over, or tamper with, your room’s smoke detector
- Limit the number of appliances that are plugged in or in use at one time
- Never drape clothes or any paper, wood, cloth, or plastic material over a lamp, smoke detector, sprinkler head, or pipes.
- Only use grills for outdoor cooking in approved areas .
- Use only power strips that have either 14- or 12-gauge wire, built-in surge protectors and circuit breakers.

INCLEMENT WEATHER

Emerging Inclement weather conditions are monitored by University Safety Personnel. Students are encouraged to plan ahead for their evacuation plans in the event of a hurricane nearing New Orleans. While limited spaces are available within the University evacuation protocols, students who do have available resources to evacuate with family and friends are encouraged to do so. Campus evacuations and closures will be communicated through the university email and text alert services.

EARLY WARNING SYSTEM

The campus Early Warning System is designed to provide instant notification to students, faculty, and staff of imminent dangerous conditions.

In an emergency, sirens around campus will sound continuously for at least three minutes.

If you ever hear the Early Warning siren:

- If in your residence hall or apartment, stay inside/in your room, and seek information from university alerts.
- If outdoors, seek shelter inside the closest building.
- When danger has passed, a single 30-second siren blast will sound.

TEXT & EMAIL ALERTS

Another means of notification is available to those who subscribe at uno2.uno.edu/ucc/E2Campus/e2Campus.htm to an alert system that sends text messages, in an emergency, to your email, mobile phone, pager, or other text-enabled device.

HURRICANE PROCEDURES/ PREPARATION

University officials regularly monitor weather conditions. During hurricane season (July- November), university officials monitor and track hurricanes, tropical storms and tropical depressions for potential to impact our university community. As per university hurricane protocol, students are notified of university preparations for a storm which may potentially impact our community via the following means: University of New Orleans Email, Text Alerts and the university website. Safety protocols during a hurricane or tropical storm may vary depending on the strength and path of the storm. Use the guides below to prepare as appropriate.

IN THE EVENT OF A CAMPUS EVACUATION:

Update your evacuation plan with the Office of Residential Life.

If your plan is to evacuate with the university:

- begin to gather your items and communicate with friends and family about your plans and intended departure timeline.

If evacuating with friends/ family:

- Consider your evacuation route (state contraflow protocols may impact your route).
- Fill your vehicle with gas and get cash in case ATMs and gas stations are inaccessible.
- Students with approved Emotional Support Animals are encouraged to review their ESA Guidelines to assist with their Evacuation plans.

Students Evacuating with UNO are encouraged to pack:

- 2-3 changes of clothing and shoes
- Pillow/ Blanket/ Sleeping Pad as sleeping accommodations will likely be a gym floor or cot.
- Toiletries
- Needed medications/ medical supplies
- Student ID, Driver’s License/ Identification, Insurance Card, Health Insurance Information
- Charged Cell Phone, Charger and Portable battery pack if possible
- Snacks (granola, power bars, peanut butter, etc). Food service will be provided at shelter location, however students may want to have their own snack options available.
- Radio/ Book/ Entertainment for the ride and shelter.

BEFORE EVACUATION:

Remove All items from your window and floor area. Ensure your window is locked and blinds are lowered. Store your valuables out of view and in your locked

BEFORE EVACUATION:

bedroom. Unplug any items not in use and power down electronics. Throw away any food which will spoil in 2-4 days. Ensure your bike is locked to a bicycle rack and your vehicle is properly parked and locked. Ensure you have your keys and ID with you and all doors lock behind you.

IN THE EVENT OF A SHELTER IN PLACE SITUATION:

Gather Any Needed Items and prepare your room for your "shelter in place" plans. Remove All items from your window and floor area. Ensure your window is locked and blinds are lowered.

Suggested Items Needed Include:

- Snacks (Limited dining services will be provided during the weather event, typically through your hall's lobby or market, however, some students may prefer their own snacks).
- Flashlight (Never use candles or flame light in the Residence Halls).

- Drinking Water for at least 1-2 days.
- Needed medicine/ medical supplies.
- Fully Charged Cell Phone/ back-up portable battery.

IN THE EVENT OF A CAMPUS EVACUATION:

Update your evacuation plan with the Office of Residential Life.

If your plan is to evacuate with the university:

- Ensure important numbers are programmed in your phone (Your Hall front desk and UNOPD).

Remember all Office of Residential Life policies remain in effect in your halls including alcohol, noise and illegal substance policies. Students are encouraged to remain in doors during heavy rain and wind.

Report all accidents, injuries, broken windows, or excessive water to the Office of Residential Life staff. Staff will be conducting rounds of the halls and staffing front desks.



RESIDENCE HALL POLICIES

The residence hall community at the University of New Orleans is made up of talented, active, and engaged students who have come to the University to pursue their degrees, to benefit from living with fellow scholars, and to enjoy their experiences. The behavior of each individual has an impact on others. A large number of students live in close proximity to each other, and all share the need for their home on campus to afford them the abilities to rest and to study. The Office of Residential Life has instituted the policies below to assist in managing potentially disruptive behaviors within the academic community. The Office of Residential Life does not attempt to define every possible scenario which may occur. In situations not covered by specific regulations or policies, students should use common sense and ensure that their behavior is consistent with that of a mature, responsible member of the University of New Orleans community.

THE FOLLOWING ACTIVITIES ARE PROHIBITED IN THE UNIVERSITY OF NEW ORLEANS RESIDENCE HALLS:

1. Setting or fueling a fire of any size, using any device that creates an open flame (including candles), has an exposed heating element or a torchiere lamp with a halogen bulb; using any substance/device which can smolder and/ or create smoke (including toasters, toaster ovens, hot plates or appliances which contain an open element, or careless activity which could create a fire emergency. (See expanded banned item policy on page 12)
2. Tampering with or removing fire equipment.
3. False report of any emergency; damage or misuse of fire safety equipment.
4. Possession, use, or manufacture of explosive, flammable, or harmful materials.
5. Possession or use of any weapon including but not limited to: firearms, BB guns, air guns, paint guns, toy weapons, switchblades, or knives with a blade longer than 5 inches.
6. Causing any object to fall from a residence hall.
7. Causing physical harm or a reasonable expectation of physical harm to any person.
8. Harassing or threatening any person so as to interfere with that person's ability to sleep, study, or be present in one's own room or residence hall.
9. Possession, use, sale, or provision of any controlled substance, illegal drug, or related paraphernalia.
10. Theft of property or services; knowing possession of stolen property; unauthorized removal or possession of property or furnishings from common areas or other suites.
11. Possession or use of alcohol by anyone under 21 years of age; sale or provision of alcohol to anyone under 21 years of age; possession of alcohol in public areas or common sources of alcohol. (See expanded alcohol policy on page 11)
12. Interference with or obstruction of Residential Life or University officials in the performance of their duties; provision of false information to officials; failure to comply with directives from officials.
13. Engaging in noisy, disorderly, or disruptive behavior, which interferes with others' abilities to sleep, study, or be present in one's own room or residence hall; or creates an avoidable urgent situation to which University officials are required to respond.
14. Destroying, damaging, or defacing Office of Residential Life property or the property of others (including installation of unauthorized appliances, equipment, locks, chains, and modifications of room walls, furniture, paint, etc.)
15. Violation of conditions of Administrative Housing Probation; failure to complete assigned administrative sanctions.
16. Misuse of identification; possession, presentation, sale, distribution, or manufacture of false identification.
17. Failure to comply with guest policies.
18. Failure to monitor guests' behavior in order to assure adherence to the guest policy.
19. Unauthorized entry into any secured, or restricted residence hall space.
20. Misuse or unauthorized possession of room keys, building keys, or access cards.
21. Misuse of University-owned and/or personal computers, phones, telecommunications or network systems.
22. Violation of a written agreement with roommates, apartment/suite mates or other residents developed under the supervision of Residential Life.
23. Bringing or housing an animal inside a residence hall (excluding authorized Emotional Support Animals approved through the Office of Accessibility Services and Service animals which do not need approval).
24. Using, possessing, charging, and/or storing of electronic skateboards, including self-balancing hoverboards/scooters and other similar equipment is prohibited in all University residence halls (See expanded banned item policy on page 12)
25. Obstructing or impeding entrance to or egress from a residence hall.
26. Renting, subleasing, or loaning of a residence hall space.
27. Violations of Office of Residential Life policies and procedures published in the Terms and Conditions of the Housing Agreement, the Resident Handbook, and/or policies posted within the residence halls.

THE FOLLOWING ACTIVITIES ARE PROHIBITED IN THE UNIVERSITY OF NEW ORLEANS RESIDENCE HALLS:

Violation of any of the above prohibitions constitutes a violation of your housing agreement and may result in referral for disciplinary and/or administrative action. In addition to the previously listed prohibited behaviors, as a resident and a student, you will be held accountable for:

- (1) Office of Residential Life policies and procedures (published throughout Resident Handbook), the Space Reservation Policy, Roommate Agreements, and visitation and security policies specified in each hall.
- (2) The terms and conditions presented within the housing agreement published by The Office of Residential Life and signed by each resident electronically upon completion of their housing application. This document is hosted on the Residential Life website.
- (3) University Regulations published in the Code of Student Conduct and enforced by the Office of Student Accountability in conjunction with the Office of Residential Life. The Code of Student and additional university policies are found at uno.edu/student-affairs
- (4) Federal, state, and local laws, enforced by University Police and officials outside the University.
- (5) Residents must follow the Department of Health, state, city and university regulations regarding public health. Policies and regulations may be updated as public health needs change.

ALCOHOL POLICY

- Possession/use of alcohol by individuals under 21 years of age is prohibited.
- Kegs and other common sources of alcohol are prohibited. Parties involving alcohol are prohibited.
- Sale of alcohol is prohibited.
- Possession of alcohol in common areas is prohibited for all.

Possession and consumption of alcoholic beverages in Pontchartrain Halls shall be in accordance with University of New Orleans, state, and federal regulations, statutes, and policies. Any violation of this provision may result in immediate termination of this agreement, referral to the student conduct accountability process, and the student shall not be entitled to any refund for rent or the Security Deposit Fee. "Of age" students with roommates under the age of 21 may not consume, store, distribute, etc. alcoholic beverage in commons areas of the unit. If found in possession of any open container of alcohol anywhere else in or around the halls, ALL students will be instructed to pour it out. In the event a student requires transport to a hospital emergency room solely due to excessive alcohol consumption, staff may take the following actions:

- Notification of the student's parents/ emergency contact/require an alcohol education course

STATE OF LOUISIANA LAW

- It is unlawful for any individual under 21 years of age

possess or consume alcoholic beverages.

- It is unlawful for any individual under 21 years of age to knowingly and willfully make any misrepresentation or false statement as to one's age in order to obtain alcoholic beverages.
- It is unlawful for any person to obtain alcoholic beverages for consumption by an individual who is known to be under 21 years of age.

SMOKING POLICY

- The University of New Orleans is a smoke-free campus;
- Smoking in any form is not allowed within any residence hall room or space.

ILLEGAL DRUG POLICY

- Possession/use of any illegal drug is prohibited.
- Sale, distribution or provision of any illegal drug is prohibited.
- Sale, distribution or provision of any illegal drug is prohibited.
- Drug paraphernalia is prohibited.

Students alleged to be involved with drugs in or around the residence halls will be referred to the Office of Student Accountability. The case will be resolved in accordance

ILLEGAL DRUG POLICY

the Office's adjudication process set forth in this document and in the Code of Student Conduct.

MEDICAL MARIJUANA

The Office of Residential Life reiterates that under the University of New Orleans and Residential Life drug policies, the possession, use, sale or provision of marijuana is prohibited. Pursuant to the University of New Orleans's obligations under the federal Drug-Free Schools and Communities Act, prescribed marijuana, also known as Medical Marijuana, is prohibited regardless of any laws permitting marijuana to be used for medicinal purposes.

NONCOMPLIANCE AND STAFF ENTRY INTO STUDENT ROOMS

University staff respect your right to privacy and work to assure that no unwarranted or unauthorized entry into your room occurs. Designated University staff do have the authority to enter your room without your knowledge or consent in the following situations:

- for routine or emergency repairs or replacements, inspections for maintenance or sanitation problems, assessments of damage from flooding, improvements, etc.;
- at the start of winter breaks and during other announced room inspections, when staff visually inspect rooms to determine whether safety, security, or sanitation deficiencies exist;
- at the end of spring semester as check-out inspections for cleanliness and damages occur;
- at the time a resident vacates a given room as an inspection for cleanliness and damage; and,
- in any emergency when appropriate staff are responding to a reported incident or believe there is serious physical or psychological distress or imminent danger to the room's occupants or contents.

The situations in which a Resident Assistant or other staff member may enter and/or inspect/search a resident's room without the resident's consent or knowledge or without a search warrant are those situations described above. In all other situations (i.e., when a staff member has probable cause to believe that a violation of campus rules and/or laws exists in a particular room but that purported violation does not present an imminent threat or danger to University property or to residents) a Resident Assistant or other staff member shall ask to speak with you and shall ask for your consent to enter your room and conduct a search. You shall respond to such a request by stepping

into the hallway within a reasonable period of time and speaking with the staff member. If you fail to step outside promptly and speak with the Resident Assistant or other staff member, the staff member may initiate administrative and/or disciplinary action against you for noncompliance. You should immediately report any concerns you have about the appropriateness of a particular request to enter a room or a specific entry and/or inspection/ search to the Professional Staff of your building or the Director of Residence Life.

GROUP EVENTS

While socializing is a significant part of the collegiate experience, students should consider the policies below prior to planning an event.

- Events involving alcohol are not permitted;
- Events must follow published university guidelines.
- Floor lounges and other common areas need to be reserved at least 72 hours in advance by emailing residentiallife@uno.edu.

Whether in rooms, suites, apartments, or other gathering spots, events must not:

- become too large for the host resident(s) to manage the behavior of residents and guests;
- expand beyond the boundaries of the individual room, apartment, or suite;
- be open to all or advertised to all.

YOU CAN EXPECT RESIDENTIAL LIFE STAFF, AND UNIVERSITY POLICE IF NECESSARY, TO INTERVENE AND INSTRUCT THE HOST(S) TO END THE EVENT WHEN GATHERINGS:

- result in excessive noise, damage, destruction, fighting, or other disruptive behavior;
- exceed the normal boundaries, with persons gathering in hallways, stairwells, lounges, entrances, and other common areas; or,
- have been advertised or promoted to all through flyers, posters, or other means.

QUIET HOURS

Designated quiet hours in all residence halls are from 10:00pm to 8:00am daily. "Quiet hours" refer to those periods when the residence halls must remain especially quiet. Quiet hours are maintained to provide an atmosphere conducive to relaxation, study, and sleep. During designated quiet hours, it is expected that all residents will contain noise so it cannot be heard outside

QUIET HOURS

of their room with the door closed. During final exams, 24 hour quiet hours are in effect. Reasonable quiet is maintained 24 hours a day throughout the residence halls. These are referred to as "courtesy hours." When asked by another resident to reduce noise and/or lower the volume of your music or conversation, you will be expected to immediately do so out of courtesy.

SOLICITING/POSTING PROCEDURE

Residential Life is willing to allow registered campus student organizations to post a limited number of signs or flyers in residence hall lobbies and/or common areas regarding the programs, information, and services.

- Campus organizations must have their posters approved and distributed for by Residential Life
- All flyers must display the name of the student organization and no flyer will be approved if it contains inappropriate content (profanity, explicit or suggestive language, etc.).
- No more than 15 fliers should be hung.

No posting of any kind may be placed on sliding elevator doors, sidewalks, or obscuring the vision of students approaching a glass door. Any improperly placed or unapproved posting will be promptly removed. Door-to-door, telephone, and other personal solicitations are prohibited by all persons, whether students or commercial salespeople. Problems should be reported to residentiallife@uno.edu.

SELLING/CONDUCTING A BUSINESS

Residence halls cannot be used for commercial activity. Thus, residents may not conduct a business or other commercial activity using their room, room address, room phone, data jack, or wireless access. Problems with solicitors should be reported to the Office of Residential Life.

PET POLICY

Pets are NOT allowed in Pontchartrain Halls. Any violation of this provision may result in referral to the student conduct accountability process and/or possible termination of the housing agreement.

Students with emotional support animals must contact the Office of Accessibility Services for policy and procedure. Students with service animals are encouraged to contact the Office of Accessibility Services for assistance.

PASS-KEYS, SPARE KEYS & SPARE IDS

- RA Pass-key occurs when a student has locked their ID or hard key in their suite or room. A Pass-key cost \$10.00 and is billed to the resident's student account. When a Pass-key occurs a Residential Life employee does not lend out any spare keys, but rather takes the student up to their room and lets them inside.
- A spare hard key will be issued when a resident has lost their originally issued hard key. A hard key replacement costs \$50.00 and is billed to the resident's student account.
- A spare ID can be lent out when a student has lost their swipe card after Card Services is closed. Spare IDs will not be lent out when Card Services is open, and Spare IDs will only be programmed until 8am the next business day. At that time, the student is expected to go to Card Services, get a new ID, and return the spare ID to Residential Life. If the spare ID is not returned the resident's account will be billed \$15.00.

CART CHECK OUT

Pontchartrain Halls maintains rolling carts for students to use during check-in and check-out. To use these carts, the resident must check them out at their hall's front desk. (Desk Assistants will ask the student to leave a form of ID until the cart is returned). The resident must return the cart to the front desk to receive their ID. Carts can be checked out for a maximum of 2 hours.

ITEM CHECK OUT

Pontchartrain Halls maintains various amenities in which residents are able to check out items. It is the responsibility of the individual checking out the items to ensure everything is returned and will incur any applicable charges for damages or loss.

Different items for check out include:

- Pool equipment
- Air Hockey equipment
- Foosball equipment
- And more!

WINTER BREAK

The University of New Orleans does not guarantee temporary or interim housing during breaks between semesters (Extended Stay periods) in Pontchartrain Halls. Halls will close at noon on December 13, 2024

for winter break; students in full year or academic year leases may leave personal items in their suites at no charge. Students may not physically occupy the space during winter break without permission of the Office of Residential Life.

Should housing be available during breaks between semesters, students electing to remain in Pontchartrain Halls shall be responsible for Extended Stay fees of a minimum of \$300. The Office of Residential Life will share communication with residents about winter break housing requests and approval processes via their UNO email accounts.

VISITORS AND GUESTS

A visitor (guest) is defined as any individual who does not live in Pontchartrain Halls in which they are attempting to enter. All visitors must be registered through the online Visitor Pass system in the Residential Life app. - myapps.uno.edu.

STEPS FOR REGISTERING A GUEST:

- Once in the Residential Life app, the host will select "New Visitor Pass" from the left-hand menu.
- Day Vs. Overnight Visitors
 - Day visitors are defined as visitors between 9 am- 9 pm
 - Overnight visitors are defined as visitors between 9 pm- 9:00 am
- The host will create a new visitor pass and find the visitor by searching by their mobile phone number. If the visitor is not in the database, they must complete the visitor registration form available at https://uno.datacenter.adirondacksolutions.com/un_o_vrp_prod/new_user.cfm.
- The host must agree to the Visitor Policy Terms to create a new visitor pass.
- Visitors should notify their host of their arrival before entering the residence hall. All visitors must check in at the front desk with a photo ID upon arrival, and check-out upon departure.

From the time they enter the building, visitors are the host's responsibility. The host must be with them at check-in and during their entire visit. These steps are important for ensuring a safe and secure environment. Hosts and visitors are expected to be respectful and considerate of other residents and host's roommates' study and rest. Residents may be held financially responsible for damages caused by their visitors. Hosts can also be held responsible through the Office of

Student Accountability for violating the student conduct and/or Residential Life contract. Visitors must also comply with social distancing and Covid-19 risk reduction campus requirements, if any. Any resident can have their visitor privileges revoked indefinitely for their own and/or visitor's actions.

REQUIRED GUIDELINES:

- All the resident's roommates must agree to the visitor.
- Stays longer than two days will not be approved.
- Each resident may have only one overnight visitor per night.
- Residents may have an overnight visitor no more than two nights a week and five nights a month.

MAXIMUM OCCUPANCY IN A SUITE:

- 4-Bedroom Suite: 8 persons is the maximum occupancy of a 4-bedroom suite.
- 1- Bedroom Suite: 3 persons is the maximum occupancy of a 1-bedroom suite.

Mardi Gras Visitor Policy:

Residents must pre-register guests who will visit Pontchartrain Halls between the Wednesday prior to Mardi Gras and Ash Wednesday. Hosts are charged a \$50 Mardi Gras Guest fee per guest (\$75 fee if late) with a maximum of 2 guests. Students will be emailed Mardi Gras Visitor registration form details.

Minor Guest Policy

Visitors must be over 16 years of age; visitors under 18 years of age must comply with the "Minor as a Guest Policy" and have approved guest form signed by a parent/ guardian in order to visit Pontchartrain Halls submitted to the Office of Residential Life via email at least 48 hours prior to the visit for approval. Minors are only allowed during the weekend and are not allowed during Mardi Gras Holiday.



The University of New Orleans is committed to creating and maintaining an education, working and living environment that is free from discrimination and harassment.

Nondiscrimination Policy Statement:

The University is an Affirmative Action, Equal Opportunity Employer. This Policy prohibits discrimination on grounds protected under Federal and Louisiana law. To the extent protected by law, University programs, activities and facilities are available to all without regard to race, color, sex, gender identity or expression, sexual orientation, marital status, age, national origin, political affiliation, physical or mental disability, religion, protected veteran status or any other legally protected class.

Disability & Accessibility Policy Statement:

The University of New Orleans is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the University, or be subjected to discrimination. The University of New Orleans provides reasonable accommodations to qualified individuals. Reasonable accommodations shall be made in a timely manner and on an individualized and flexible basis. Discrimination against individuals on the grounds of disability is prohibited. The University also strictly prohibits retaliation against persons arising in connection with the assertion of rights under this Policy. Concerns about discrimination or harassment should be directed to the Dean of Students.

Vaccination Policy:

Louisiana state law requires every student who resides in the on-campus residence halls to be vaccinated against meningococcal disease. A student may be exempt from this requirement if the student- or if under 18 a parent or guardian signs a written waiver stating that the student has received the information and has chosen not to be vaccinated against the disease. Additionally, the University of New Orleans requires all entering students to provide documentation of current vaccination from Covid-19, Measles, Mumps, Rubella, and Tetanus/Diphtheria.

Sexual Misconduct:

Sexual misconduct is a form of sex discrimination in violation of the University of New Orleans Sexual Misconduct Policy, the Code of Student Conduct, and the Resident Handbook. In instances where University Sexual Misconduct Policy conflicts with the Code of Student Conduct or Resident Handbook, the Sexual Misconduct Policy supersedes with respect to matters of sexual misconduct. The University will handle allegations of sexual misconduct in accordance with the provisions of the Sexual Misconduct Policy.

Responsible University Employees:

All complaints or reports of sexual misconduct made to a responsible university employee, including those made to law enforcement, resident assistants, faculty, student employees, coaches, and administrators, must be reported to the Title IX coordinator, currently the Director of Student Accountability.

Reporting and Resources:

There are confidential resources available on campus to help you decide all of your options. There are also campus offices that you may report directly to, which will initiate a campus investigation regarding Sexual Misconduct. Both the confidential resources and campus offices can assist in helping you to understand your options, and provide accommodations such as housing changes, academic accommodations, no contact directives, work accommodations, etc. For more information regarding the investigation and University adjudication process for Sexual Misconduct incidents please visit: uno.edu/student-affairs/.

Amnesty:

Students who report sexual misconduct will not face disciplinary charges under the Code of Student Conduct or the Resident Handbook for using or possessing alcohol and/or drugs at the time of the incident.

Reporting:

To report sexual misconduct and initiate an investigation, you may do so in person or over the phone, at the following campus offices:

- Office of Residential Life: 504-280-6402

Sexual Misconduct CONT.:*Reporting CONT.:*

- Student Affairs: 504-380-6620
- University of New Orleans Police Department: 504-280-6666

Upon receipt of a report, NOPD will typically conduct a criminal investigation.

Confidential Resources:

If you have been victimized and are not sure what happened or what you may or may not want to do, you should access the University's confidential services to help you determine how you would like to proceed. Only the resources listed below can provide legally protected confidential services. Anyone other than a confidential source that you share information with about an assault, may have an obligation to report the information if they are a responsible University employee under the University's Sexual Misconduct Policy, (such as a resident assistant, faculty person, coach, etc.). Confidential campuses resources are only those that have a professional and legally protected ability to provide confidential services. It is important to note that confidential resources, under state law, are required to report child sexual abuse.

- Counseling Services: 504-280-6683
- Campus Chaplains-Newman Center: 504-280-6336

Multicultural Community Policy:

Our community is a dynamic, active multicultural community. Our citizens identify themselves in many different ways with distinctions that include, but are not limited to, race, ethnicity, gender, sexual orientation, national origin, religion, age, physical ability, mental ability, class, cultural history, and life experience. Out of this diversity, we seek to build a community where we are able to balance our desire to explore individual differences with our desire to celebrate common bonds; a community that is equally concerned with our rights as individuals and our responsibilities as members. Our success in this effort depends on each citizen's understanding of those rights and responsibilities, as well as one's adherence to the principles upon which our community is built.

We seek to create an environment in which:

- each citizen feels he or she rightfully belongs;
- one's dignity and membership is recognized and respected regardless of distinctions in identity;
- the moral and legal rights to free thought, speech, and opinion are encouraged in an atmosphere of mutual acknowledgement and respect;
- judgments by others are made solely on one's conduct, character, and exercise of citizenship and intellect.

Your rightful membership as a citizen of this community is directly tied to your fulfillment of the responsibilities of citizenship. First among these is to recognize the rightful place of every other citizen in our community, and to abstain from acts of abuse, harassment, or assault towards others. Our community and our principles foster multicultural skills in our citizens. We believe that these skills are a fundamental and necessary capacity for every citizen in any pluralistic, multicultural, and democratic society.

Residential Parking Decals:

There are several types of parking decals issued by the Police Department. Residential parking decals for Pontchartrain Hall are issued at no cost to residents. Residents can register for a Pontchartrain Hall residential parking decal on the Residential Life app at myapps.uno.edu. Pontchartrain Hall decals expire per semester, therefore, residents must renew their decals each semester. Residential parking is restricted to certain areas. Residents of Pontchartrain Hall must park within the white lined spaces of the Residential Parking Area. Staff parking spaces are marked by signs and are reserved for staff personnel 24/7. Remember, residential parking is restricted and anyone found parking outside their restricted parking area will be subject to receive a citation for violating the Parking & Traffic Rules and Regulations. To park on campus, residents must purchase a regular student parking decal.

RESIDENTIAL LIFE STUDENT ACCOUNTABILITY PROCESS

Violations of Residential Life policies outlined in the Pontchartrain Hall Housing Agreement, Pontchartrain Hall Resident Handbook or any other Residential Life policy will be administered by the Office of Residential Life professional staff as aligned with their roles and responsibilities. Violations of the UNO Student Code of Conduct will be managed in accordance with the processes and procedures outlined in the Student Code of Conduct. The Code of Conduct is available in full at uno.edu/saa. These procedures are designed to serve the purposes of: (1) providing an orderly process in which cases of violations can be handled, and (2) providing reasonable procedural protection for individual students accused of violating the Resident Handbook and/ or the Code of Student Conduct.

Documentation

Office of Residential Life staff members are required to document any event that occurs in and around the residence halls. Staff may document events in a log or an Incident Report. These both serve as official documentation for administrative/disciplinary proceedings. Misconduct that occurs in and around the residence halls may constitute violations of both the *Resident Handbook* and the *Code of Student Conduct*.

Referrals

Misconduct may be documented by Office of Residential Life staff, Department of Public Safety and Security (i.e., University Police), or reports from other campus community members. Any person may refer to a student suspected of violating the Resident Handbook and/or the Code of Student Conduct. Persons making a referral are required to provide information pertinent to the alleged violation(s) and will normally be expected to participate in the adjudication process.

Student's Rights

1. A student alleged to have violated a policy will be given the opportunity to attend an administrative hearing to address the alleged conduct violations.
2. A student has the right to request reasonable accommodation, including language translation or interpretation services, in order to allow their

participation in the process. The request for accommodation must be submitted to the Residential Life staff member scheduling the conference within sufficient time to respond and coordinate.

3. A student alleged to have violated a policy has the right to review evidence reported regarding the alleged violation. The hearing officer has the right to redact sensitive information.
4. A student may have an "advisor" present at meetings and conferences. The purpose of an advisor is to advise the student on the adjudication process and to prepare them for the hearing. An advisor does not work for the student or serve as a spokesperson and/or defense counsel.

Administrative Conference

According to the Student Code of Conduct, "Faculty and staff complaints regarding students and/or student organizations should be handled at the lowest possible level." Thus, students accused of violating a policy (respondents) will receive email correspondence requesting a meeting from their Hall Director or Assistant Hall Director. The meeting with the Hearing Officer serves to review the incident and/or allegations, determine if charges under the Resident

Administrative Conference CONT.

Handbook are appropriate, and to determine if the Hall Director will serve as the Hearing Officer or if the case needs to be forwarded to the Office of Student Accountability. Hall Directors, Assistant Hall Directors, and other professional staff members in the department will typically serve as Hearing Officers for incidents where an imminent risk of safety to others was not present, and/or where removal from housing or charges under the Code of Student

Conduct is not a consideration. As Hearing Officers, the staff will determine the facts of the case, determine the responsibility of the students involved, and assign administrative housing sanctions to those found responsible.

A pre-conference meeting may be held with the Respondent and an Office of Residential Life staff member at the request of the Respondent. This meeting is held to allow for an explanation of the procedures and to allow the Respondent to view the documentation supporting the complaint. This meeting will take place prior to the Administrative Conference so that the Respondent has adequate time in which to prepare. Administrative Conferences may be held in person or virtually using video conference software. Guidelines for virtual meeting attendance will be sent to participating parties, and may include the following:

- When logging into the online video conference, faculty, staff and students must use their UNO account. Be sure that the username presented is your name (for example, "Frederick Jones" instead of "therealfj00").
- For meetings, you will be required to use a webcam —during meetings you will need to be visible. During the meeting, do not wear sunglasses or other garments (unless for religious or medical purposes) that otherwise conceal you.
- Set up in a private room and remain seated during the meeting. Moving or walking around while the meeting is taking place is disruptive and distracting. No meetings will proceed if the participant is in a moving vehicle. If there is a concern about having the webcam on for the duration of the meeting, please contact the Office of Residential Life professional staff to discuss in advance of any scheduled virtual meeting.
- An Administrative Conference may consist only of the Respondent (and support person, if applicable) and the Hall Director or designee, but in some cases,

- the Complainant may be called to participate. Based on a preponderance of the evidence, the Hall Director or designee will determine whether the student violated policy. After determining responsibility, the Hall Director or designee will decide the appropriate sanction(s) if there is a finding of responsibility. A written outcome letter, including the findings and sanction(s), if any, will be prepared and sent to the Respondent via email.
- If the Respondent does not attend the scheduled Administrative Conference and does not provide a satisfactory explanation of their absence due to circumstances beyond their control at least 24 hours in advance, or if the respondent leaves the Conference prior to the end of the meeting, the Conference will proceed, and a finding will be made based on the information available at that time.

Student Participation

The University invites students to participate fully in all aspects of the accountability process. If a student elects not to participate in any part of the process (e.g., submitting a written statement or not participating in any meeting), the scheduled conduct meeting may proceed without benefit of that student's input. The student will be held accountable for any outcome decision and corresponding sanctions issued, if any, as a result of a meeting in which they elected not to participate.

REVIEW OF OFFICE OF RESIDENTIAL LIFE STAFF'S DECISIONS

The respondent may file a written appeal of the decision of a finding of responsibility and ensuing sanctions to the Director of Residence Life, or their designee, within ten (10) business days from the date of the emailed decision. The written appeal must be sent via email to ResidentialLife@uno.edu for the Director's review. The filing of a letter of appeal is a formal written request and must contain the student's name, the date of the decision, the department's action taken, and a clear statement as to the basis of the appeal.

An appeal may be considered only if one or more of the following applies:

- Additional information is submitted which was unknown or unavailable at the time of the conference and would alter the facts of the case.
- A substantial procedural error was committed.
- A reasonable claim is made and supported that the sanction imposed was unjust.

If the appeal is granted by the Director of Residence Life, the following actions are available:

- a. Uphold the decision including the sanctions imposed.
- b. Uphold the decision but impose different sanctions.
- c. Refer the case to the Office of Student Accountability for further adjudication if warranted.
- d. Reverse the decision.

The Director of Residence Life will, via email, inform the parties involved of the appeal decision within ten (10) business days of receiving the appeal.

The sanctions will not take effect until after the appeal is finalized unless it is determined by university officials that the student's presence on campus poses a threat of danger to persons or property or is an ongoing threat to the academic process or the safety of the UNO community.

CASES REFERRED TO THE OFFICE OF STUDENT ACCOUNTABILITY

Incidents where an imminent risk to the safety of others was alleged, a student faces potential removal from housing, and/or the alleged behavior constitutes a violation of the Code of Student Conduct, will result in a referral to the Office of Student Accountabilitys. Students who do not reside on campus but are reported to have committed misconduct in or around a residence hall will also be referred to the Office of Student Accountability.

ADMINISTRATIVE HEARING

Students who are referred to the Office of Student Accountability will receive correspondence requesting that the student schedule an administrative hearing with the Director of Student Accountability or a designee. An administrative hearing will be scheduled in alignment with the student's class schedule. The meeting will be shared no earlier than three (3) business days from the date of the correspondence. The administrative hearing with the Director of Student Accountability or designee serves to review the written referral and discuss pertinent procedures and options for resolving the allegation.

Possible outcomes of an administrative hearing include:

- a. dismiss the case due to insufficient evidence;
- b. resolve the case immediately, by determining charges and rendering a determination; or,

- c. notify student of disciplinary charges and schedule the appropriate proceeding at a later date.
- d. Failure to schedule an interview may result in:
- e. a Review Board Hearing automatically being scheduled, and/or
- f. a holding/blocking of the student's course registration materials.

ADMINISTRATIVE HOUSING FILES AND DISCIPLINARY FILES AND RECORDS

All administrative Housing files are kept in the Office of Residential Life and University discipline files are maintained online through the university provided software, Guardian, and kept for a minimum of three years from the date of the final notice. Records may be retained for longer periods of time or permanently, if so specified in the sanction.

POTENTIAL SANCTIONS

Violations of the Resident Handbook can result in a range of administrative sanctions. The sanction imposed for violations will depend on the degree of severity and impact (both potential and actual) of the behavior on the residence hall community. One or more sanctions may be given in conjunction with another. Except for Housing Termination, all administrative sanctions may be implemented at the Hall Director/ Assistant Hall Director Level. The sanction of Housing Termination is imposed by the Director of Student Accountability in consultation with the Director of Residence Life. If an action is a violation of both the Resident Handbook and the Code of Student Conduct, a student may face sanctions that affect both their housing and student status.

Written Warning

Indicates that a student's behavior is in violation of stated policies. Further violations may result in a referral or a more serious sanction.

Educational Project/ Workshop or Course

This may include the assignment of a research paper, participation (cost, if any, will be borne by the student) in an on-line educational program relevant to the issue, or other assignment or workshop relevant to the violation(s) of the Student Code of Conduct or policy.

POTENTIAL SANCTIONS

Restitution

The student is required to make payment to the University or to other persons, groups, or organizations for damages incurred as a result of a violation of the *Code of Student Conduct* or the *Resident Handbook*

Loss of Privileges

The student will incur the loss of one or more privileges, such as, but not limited to entering or being in specific locations (e.g. a residence hall or Specific area of the community); and/or engaging in certain activities (e.g. having guests, checking out Residential Life property/ resources, etc.).

Room Re-assignment

The student is required to move to a new space within Pontchartrain Halls. The student must complete their move and properly check out within 48 hours.

Housing Probation

Probation is a serious sanction and is deemed as the final warning. A resident on probation will be precluded from employment with the Office of Residential Life and may face Housing Termination if found responsible for another violation while on probation.

Housing Termination

This sanction may be implemented only after an Administrative Hearing with the Office of Student Accountability. The conditions of Housing Termination are as follows:

- Residents are notified that the Housing Contract is terminated. The current assignment must be vacated within three (3) days of final sanction. The period of Housing Termination is determined by the Director of Student Accountability in conjunction with the Director of Residence Life.
- Residents may also be prohibited from re-entering the residence halls. This additional sanction is called Loss of Visitation Privileges.

*Administrative Room Move **Individual***

As per the Housing Agreement, a Residential Life staff member can reassign a resident to a location on campus when that relocation would be in the best interest of the individual(s) involved and/or the community. Such a room move normally would be expected to occur within 24 hours of notification from the Hall Director, and therefore may occur prior to the initiation of a Conference or Hearing or independent of other actions which may be taken in adjudicating a violation of the Code of Student Conduct and/or Resident Handbook.

*Administrative Room Move **GROUP***

As per the Housing Agreement, a Residential Life staff member may reassign a group of residents when it has been determined that a group has been disruptive in a serious or repeated manner, or that they pose a threat to their current living environment. All individuals may be moved to other residence hall assignments. Such a room move normally would be expected to occur within 24 hours of notification from the Hall Director, and therefore may occur prior to the initiation of a Conference or Hearing or independent of other actions which may be taken in adjudicating a violation of Code of Student Conduct and/or Resident Handbook.

DAMAGE BILLING

Individuals/ Residents will be assessed charges for damages, loss, or abuse of the assigned space and/or the Residence Hall policies. Residents may also be billed for damage or theft for which their visitors are responsible. Questions or disputes of charges should be emailed to ResidentialLife@uno.edu for review of the Residential Life professional staff. Residents may be held collectively responsible for damage, theft, loss, or special service costs required for the common areas or to University property within the residence halls when individual responsibility cannot be determined. An equal portion of the charges may be billed to each resident.

Removal of Appliances/Instruments/Lofts

Residents will be directed to remove any appliances and/or instruments that are deemed unsafe or create a disturbance. Failure to remove the appliance or instrument may result in a disciplinary or administrative referral. Lofts and other structures are prohibited and must be removed within 48 hours. Questions should be directed to the resident's Hall Director.



DAMAGE BILLING

Charges include, but not limited to:

- Propping of Suite Door - \$25
- Key Replacement - \$50.00
- Lost Temp Key Card - \$15.00
- Buy out fee (canceling spring portion of agreement) - \$750
- Cleaning of Bathroom - \$50.00
- Cleaning of Bedroom - \$50.00
- Cleaning of Common - \$50.00
- Removal of Trash - \$50.00
- Removal of Graffiti or Marks from any surface - \$30.00/hr
- Painting - material, plus labor
- Repair damages to room - material, plus labor
- Repair or replace furniture - any cost, plus labor
- Pass Key - \$10.00
- Propping of Suite Door - \$25
- Key Replacement - \$50.00
- Lost Temp Key - \$15.00
- Buy out fee (canceling spring portion of agreement) - \$750
- Cleaning of Bathroom - \$50.00
- Cleaning of Bedroom - \$50.00
- Cleaning of Common - \$50.00
- Removal of Trash - \$50.00
- Removal of Graffiti or Marks from any surface - \$30.00/hr
- Painting - material, plus labor
- Repair damages to room - material, plus labor
- Repair or replace furniture - any cost, plus labor

ADMINISTRATIVE POLICIES

ROOMMATE AGREEMENTS

It is highly recommended that each suite complete a roommate agreement. Residents may request assistance from their RA when completing a roommate agreement. The roommate agreement should be used as a discussion tool for all residents living in the space. When you live in a suite style residence hall there are more shared spaces that need to be discussed. Many suite-style residents make the of assuming that because there are a small number of people involved, it is not necessary to establish a roommate agreement. This assumption nearly always results in conflicts that range from minor annoyances to full-fledged disputes.

Discuss with your Roommate:

- Privacy Needs
- Room Temperature
- Hours you sleep/study
- Television, music, computer use
- Sharing of personal property
- Cleaning Arrangements
- Guests in the room during the day
- Overnight guests

SUITEMATE/ ROOMMATE CONCERNS

In choosing to live in the residence halls, you have entered a community of peers in which all students live together on this floor and as roommates in a suite. All occupants of the floor/ suite have rights regarding the space, privacy, study and rest that do not infringe upon the rights of others. Having a roommate may be a new experience for many residents, and students will need to learn to negotiate and open the lines of communication to have a successful relationship. While students do have the opportunity to request specific students as a roommate on their application, Pontchartrain Hall suites are assigned with all students per suite having the same gender identity listed on their student account. Students interested in housing options other than traditional same gender housing assignments are encouraged to consider Gender Inclusive Housing.

RESOLVING CONFLICTS

At times our staff may work with students to create a more specialized roommate agreement. These agreements are tailored to the unique issues and concerns of roommates. In some instances, if roommates are having difficulty

RESOLVING CONFLICTS

living together, RAs may require the completion of a roommate agreement as part of a roommate mediation process. If you have roommate issues that seem unresolvable, there are staff members available to help you work through your dispute. Your Resident Assistant and Residential Life Professional Staff are trained to help you work out your difficulties.

To begin the mediation process:

- Contact your RA and request assistance.
- Be willing to state your issues clearly.
- The mediator will facilitate the discussion.
- You will work to develop a mutually agreeable compromise.
- An agreement is designed to address all resolved issues.
- If the agreement is violated, administrative actions

GENDER INCLUSIVE HOUSING (GIH) POLICY

Gender Inclusive Housing is open to all residents whose needs are not met by our traditional housing options. This policy supports the University's non-discrimination policy, which includes sexual orientation and gender identity. While all housing on campus is expected to be free of bias and discrimination, GIH was designed to be a particularly comfortable home on campus for students who do not identify with traditional binary gender assignments. Students interested in living in a gender inclusive suite (4 bedroom or 2 bedroom) must opt into the option by notifying Office of Residential Life staff.

ASSIGNMENT INFORMATION

Students complete the online housing application via the Office of Residential Life website in order to be assigned to Pontchartrain Hall. All fees, payment schedule, and conditions of the agreement are outlined in the Pontchartrain Halls Housing Agreement which the student electronically signs during the application process. Please note: The University may adjust the housing services schedule, temporarily close, and/or place restrictions on use of housing facilities as necessary in the University's sole discretion to preserve the health and safety of its students and the campus community. **In the event of such temporary closures, restrictions, and**

and/or adjustments to the housing services schedule, the University shall not be obligated to issue refunds or credits, whether partial or full, for such interruptions or adjustments.

The agreement is also hosted on the Office of Residential Life website for student review. Several sections are listed below for convenience

TYPES OF AGREEMENT TERMS

Full Year Term

Provides housing beginning August 11, 2024 and ending at noon on July 26, 2025. Students choosing the full year term may be required to relocate for the summer term depending on space availability and Office of Residential Life projects. These students live in Pontchartrain Halls without leaving between terms.

Academic Year Term

Provides housing beginning August 11, 2024 and ending at noon on May 10, 2025. Students who cancel the spring portion of this will incur buyout costs as per the agreement terms.

Fall Only Term

Designed for students completing their course of study at the end of the fall term. This term provides housing beginning August 11, 2024 and ending at noon on December 13, 2024. Fall Only lease students may not choose to pay for extended stay over winter break if they are not staying in the Spring.

Spring Only Term

Provides housing beginning January 10, 2024 and ending at noon on Saturday, May 10, 2025. Students with this type of lease interested in Summer Housing will receive additional information about options, costs, and restrictions starting in April.

HOW CAN I CHANGE ROOMS?

You'll keep your same room from fall semester to spring semester unless you ask for a change, or there is a special room assignment situation. Every requested room change must be approved in advance and in writing by Residential Life Staff.

"Room Freeze"

"Room Freezes" let Residential Life staff make sure all students have arrived, "take attendance," and correct any assignment mistakes. "Room Freeze" occurs during the 1st two weeks of each semester. When room freezes

HOW CAN I CHANGE ROOMS?

“Room Freeze” CONT.

are not in place, residents must email their Residential Life Professional staff to request a room change. All changes are at the Area Coordinator/ Assistant Hall Director’s discretion and the staff may request a roommate mediation before granting any change. If a change request is granted the staff will work with the Housing Assignments Coordinator to find a new assignment and make sure it is move-in ready. There are two types of room changes that can be considered:

1. Moves to an Open Space (A vacancy is required). The resident moves to a different floor or building and becomes the new roommate of someone he or she may not know.
2. Room Swaps (No vacancy is required). The residents of the rooms involved agree and ask for Residential Life staff permission to switch room assignments.

The Resident may not move until they receive an email from Residential Life staff saying their new assignment is ready. The student must then follow the proper timeline and room change procedures outline in the email. Students who choose to move from a 4-bedroom, to a 2-bedroom, or 1 bedroom should note that they will be charged an increased rate for the upgraded room.

Room Changes at Mid-Year

The best opportunity to change buildings or change rooms on your floor is between semesters. This is because of the vacancies caused by residents who graduate, transfer, make room changes or for other reasons leave their assignments at the end of fall semester. Beginning on November 1st students may begin emailing the Office of Residential Life requesting a mid-year room change. Professional staff approval is not needed for a mid-year room change and staff try to accommodate any request for which they have availability. The Resident may not move until they receive an email from their professional staff member or the Assignments Coordinator saying their new

Room Changes at Mid-Year

assignment is ready. The student must then follow the proper timeline and room change procedures outline in the email. Students who choose to move from a 4-bedroom, to a 2-bedroom or 1 bedroom should note that they will be charged an increased rate for the upgraded room.

SPECIAL ROOM ASSIGNMENT SITUATION

A Vacancy in Your Room

Don’t get too used to the extra space and privacy, a roommate can be assigned at any point in the school year and with as little as 24 notice (less in some cases). If there’s an opening in your room at the end of the fall semester, you’ll most likely have a new roommate at the start of spring semester. Out of courtesy to this student, please leave your room in “clean, move-in” condition throughout the vacancy. This means not using the extra sink or bedroom space for any reason. Students who use spaces that are not assigned to them could face housing fines.

Consolidations

At times when the residence halls are not at full capacity, the Office of Residential Life will require certain residents in partially occupied suites to move into other suites so the suite is full. This allows the staff to consolidate energy and utility use. It also allows maintenance and custodial to maintain suites more easily. When a consolidation occurs students will be notified via email and given 3 days to move to their new space. Students who do not comply will be put through the student conduct process.

Displacement

On rare occasions, students are required to relocate from their rooms because their room, floor, or building is in need of maintenance/ renovation, or is uninhabitable because of an emergency. Under normal circumstances the Office of Residential Life will give as much advance notice as possible, and the student will be reassigned to another room on campus. Staff will work with the displaced student to select their preferred relocation place from available rooms. These students must move. Non-compliant students may face a student conduct process.

Room selection/Agreement Renewal

Choosing your room and roommate for the next school year will occur in March and April. This is the best opportunity for all eligible returning residents to change buildings or roommates. The Office of Residential Life will email instructions for residents to complete the reapplication process in a timely manner. Spaces will not be held for students who fail to complete their reapplication within the allotted time frame. Residents have until July 1st to cancel their re-application with no penalty. After July 1st, a \$50 cancellation fee applies to those students still enrolled at the university who cancel their housing application for the following term.

Release from the Agreement

Residents who wish to be released from their housing contract must submit a request to cancel via email to residentiallife@uno.edu. Those students who are withdrawing from the University will be a \$100 cancellation fee and will lose their deposit if they have one on file. Residential Life follows the University calendar for refunds, thus these students will be issued a prorated refund for their housing and meal plan if they cancel within the 1st four weeks of class. No refund will be issued to those who cancel after the 1st four weeks of class. Those students who cancel, but are still enrolled at UNO will be charged a \$500-dollar agreement buyout fee and will lose their deposit if they have one on file. These students will be issued a prorated refund for their housing only if they cancel within the 1st four weeks of class.

Mid-Year Withdrawal

Unless a student has signed up for a Fall Only term, any student who wished to be released from their Housing Agreement at the end of fall/start of spring must cancel via email. Those students who are withdrawing from the University will be charged a \$100 cancellation fee and will lose their deposit if they have one on file. Those students who cancel, but are still enrolled at UNO will be charged a \$500 cancellation fee and will lose their deposit if they have one on file. If a student with a Fall only agreement decides to apply for Spring term as well, they have until Dec. 1st to cancel the spring lease they recently signed up for. After Dec. 1st, these students will also be subject to cancellation fees if they decide to cancel their spring lease.

Part-Time Student Status

You are expected to maintain full-time student status (12 credit hours or more) each semester. If you drop below 12 credits after Schedule Adjustment ends, you normally may remain in residence halls that semester, although Office of Residential Life reserves the right to have you move out if your reduced credit load would pose issues with roommates or create other problems within your living environment.

Withdrawal from All Classes

If you withdraw from all classes at any time during a semester, you are expected to immediately submit an email notifying Residential Life of your change in status. Your move-out should occur within 48 hours after your withdrawal is processed. If you re-enroll you will have to

reapply for housing.

Academic Dismissal

If you are dismissed, your housing assignment will be held until your appeal and/or the University's reinstatement process for that semester has been completed. If you are readmitted after a semester or more of non-enrollment, you must reapply for housing.

WHEN YOU'RE CHECKING OUT...

- Wait until your room change, release from Agreement, etc., has been officially approved.
- Carry all trash and unwanted items to the outside dumpsters. Make sure walls, doors, windows, etc., are clean and without damages.
- Clean, broom-sweep, or mop the floor, and restore the room to its "move-in day" condition, including repositioning all furniture.
- Check out with an RA and return your room key. See "Individual & Group Billing" for charges that may apply at check-out.

ROOM CARE CONSIDERATIONS

Students are encouraged to maintain high standards of room cleanliness and care in the best interest of themselves and the community. The following guide offers additional details about care for specific areas of the suite.

Air Conditioners

In order to manage temperature and humidity levels, your suite thermostat is scheduled to limit the ability to lower the temperature below and above approved thresholds (69- 80 degrees). In order to ensure units are not constantly cooling units that are unoccupied, the thermostats use motion sensor technology to gauge room occupancy. If the thermostat does not detect motion within a unit within 12 hours, it will revert to the auto setting of 75 degrees in cool mode. Students who notice their AC has reverted to the unoccupied room setting and maintain 75 degrees may lower the set point to engage the system. As Pontchartrain Hall HVAC units are managed by the hot water/ chill water system, units at the extremities of the halls may experience longer cooling times during peak use. Please allow additional time for cooling during peak times.

Toilets

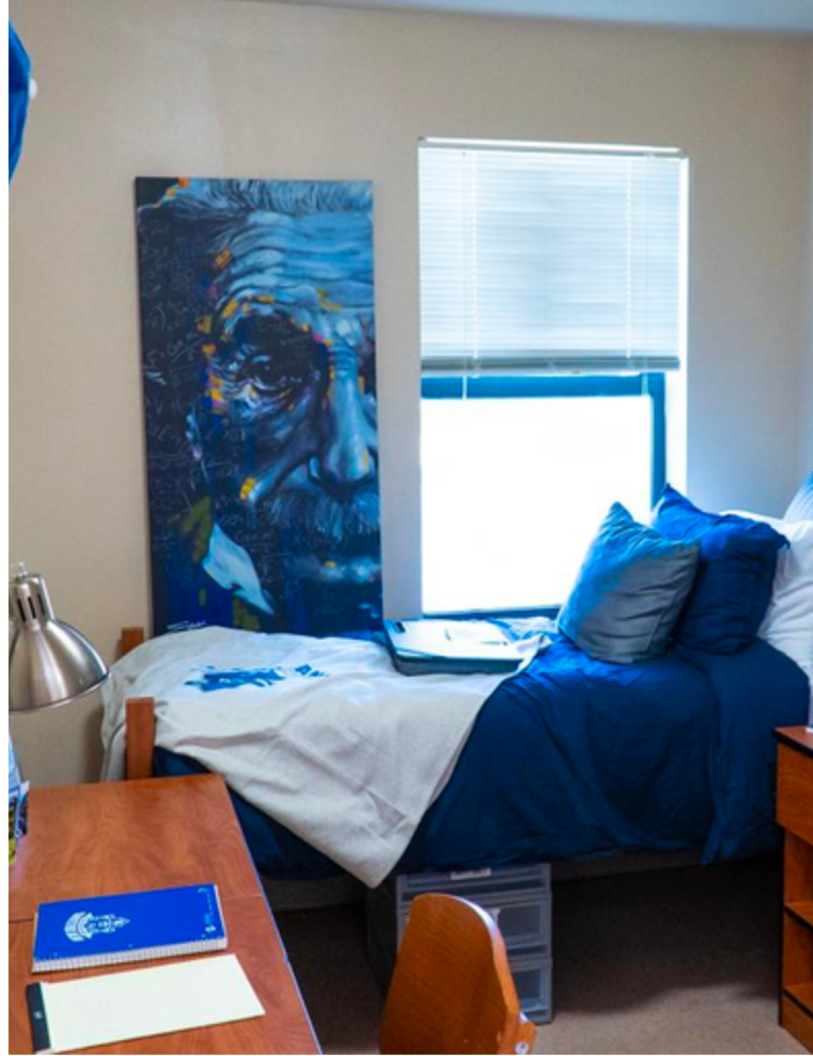
Only human waste and toilet paper are approved items to be flushed down toilets in Pontchartrain Halls.

Toilets

Flushing unapproved items such as wipes and feminine hygiene products will cause issues with the plumbing systems.

Furnishings

Bedrooms originally contained mirrored closet doors in Pontchartrain Halls. As students have requested them to be removed, Office of Residential Life staff has removed the mirrored doors, accommodating the request. Once removed, however, staff will not place mirrored doors back in the suite/ closet. Students may request closet door removal via the online maintenance request form. Bed-frames in Pontchartrain Halls are designed to allow the mattress height to be adjusted. Students wishing to have their bed height adjusted may use the online maintenance request form for Office of Residential Life staff to complete the request.



INVOLVEMENT OPPORTUNITIES

Living on campus provides multiple opportunities for residents to get involved in their community, developing interpersonal and leadership skills and learning from the diverse residential population.

RESIDENT ASSISTANT PROGRAMS

Resident Assistants of each hall plan monthly programs to help build community within the residence halls. All residents are invited to participate and engage in all programs covering our core values of community, inclusion, stewardship, and student development. Wellness models are also implemented in RA programs to help promote residents welfare living within our residence halls. All RA programs are free to attend and offer opportunities to make connections with fellow residents.

RESIDENCE HALL ASSOCIATION (RHA)

All residents of Pontchartrain Halls are considered members of the *Residence Hall Association*. This organization provides a space for residents to coordinate feedback about their residential experience, plan events and activities of interest to the residential community and more. RHA is coordinated by the Graduate Assistant of Leadership and Administration and residents are eligible to run for executive positions to assist in the process of creating lasting and memorable events in the halls.

STUDENT EMPLOYMENT WITH OFFICE OF RESIDENTIAL LIFE

Resident Assistants at The University of New Orleans

A Resident Assistant (RA) is one of the first people you meet upon arrival on your floor. RAs are students just like you who work to create a better living and learning environment in your hall by providing programming, building community, and being available to you.

Desk Attendants in the Office of Residential Life

Pontchartrain Hall features 24 hour front desks to assist our residential students. The Office of Residential Life hires student attendants to staff these desks and provide friendly and effective customer service to residents and guests of the halls.

Office Assistants in the Office of Residential Life

While visiting our main office, you will encounter several residential life team members, including our first line of assistance, Office Assistants. In the Office of Residential Life, an Office Assistant (OA) is a part-time student worker who assists the professional residential life team with administrative tasks during business hours of 8:00 a.m.-4:30 p.m.. Office Assistants help to keep student records organized and confidential as well as serve our residents and potential customers in many capacities. Some of the duties that our OAs complete are:

- Vehicle/bike registration,
- Answering phone calls,
- Escorting facilities team members when needed
- Filing, copying and other administrative tasks as assigned.

Those interested in applying for any position may find more information and applications at:

<https://www.uno.edu/housing/resident-assistants>

THEMED/LIVING LEARNING COMMUNITIES (LLCS)

Freshmen Community

The Freshmen Themed-community is designed to allow students in their first-year or have a freshman class standing an opportunity to build a community and find success within their transition into the University of New Orleans. This community builds space for our new Privateers to make connections, better understand the University and the city of New Orleans, and work together in navigating the challenges they face being a new student.

Honors Community

The Honors Program is designed not only to challenge academically astute students, but also to provide a platform to network and create social connections. This environment for like-minded people assists students with socializing and creating lasting bonds of friendship during their college experience and beyond.

STEM Living Learning Community

The STEM themed Living Learning Community floor brings together students who want to understand current science, technology, engineering and mathematics trends, develop stronger connections to their classmates and faculty and participate in daily life of the STEM community. Through the partnership with the Department of Biological Sciences, you'll meet local scientists, engineers, and policy professionals and have the opportunity to participate in programs which expand the in-class learning.

Global Education & Transfer Student Community

The Global Education & Transfer Student Themed Community focuses on providing transfer and international students with a living experience focused on belonging. Residents will be able to interact with students from all over the country and the world through programming and a living common space. This community is a dynamic place for students to enhance their intercultural competence and cross-cultural communication skills.

LGBTQIA+ Community

The LGBTQIA+ themed-community is one that aligns with our department's core values of community and inclusion. Students identifying with the community and their allies can find this space to be one that is welcoming, inclusive, and provides opportunities to make meaningful connections and promote identity development.

Visual & Performing Arts Community

The Visual & Performing Arts community is home to creative individuals looking to hone their skills and spread the joy of the arts to others. Exploring the philosophies behind art as well as strategies and skills will assist these students turning their passions into successful careers. The Visual and Performing Arts Community is open to Freshman, Sophomores, Juniors, and Seniors of all artistic skill levels and majors.

**COMMUNITY
INCLUSION
STEWARDSHIP
STUDENT
DEVELOPMENT**

THE UNIVERSITY *of*
NEW ORLEANS

RESIDENTIAL LIFE

Pontchartrain Hall North 128

2000 Lakeshore Drive

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504-280-6402

ResidentialLife@uno.edu

uno.edu/housing