

MAIN CAMPUS COMMUNITY LIVING GUIDE

UCF HOUSING AND RESIDENCE LIFE



EXECUTIVE DIRECTOR'S WELCOME



Welcome to UCF! Thank you for choosing to live on campus. We hope you take advantage of the opportunities UCF has to offer. Living with us will give you the opportunity to become a part of Knight Nation while pursuing your studies. You will form lifelong friendships and create lasting memories.

The Department of Housing and Residence Life is committed to providing residents with safe, well-maintained facilities and programs that are conducive to student learning and success. Engaging in your residential community, connecting with roommates and neighbors, and participating in the UCF community help cultivate a sense of belonging. Get involved, ask questions, and enjoy the excitement of Knight Nation.

We look forward to hearing your story – share it with us. Follow us on Twitter, Instagram, Facebook. Live, Learn, Belong.

Go Knights! Charge On!

-Dr. April Konvalinka

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WELCOME HOME, UCF KNIGHTS!

Living in a UCF residence hall or apartment gives you the opportunity to get involved in a community and enjoy many exciting experiences. The Housing and Residence Life staff is here to assist you, but we recommend that you take the lead by participating, listening to others, sharing your experiences and knowledge, adhering to the community's expectations, and being a role model for others.

At the core of our identity, the Department of Housing & Residence Life believes residents must become active, engaged, and productive global citizens. This priority drives our programmatic, administrative, and student learning framework. By becoming active, engaged, and productive global citizens, UCF housing residents can go on to be an asset to themselves, their families, their community, and their world.

Mission

The Department of Housing and Residence Life provides students living in university housing with safe, well-maintained facilities that are conducive to student learning and success.

Vision

The Department of Housing and Residence Life strives to create environments where residents feel included and empowered to maximize their educational experiences at the University of Central Florida.

We believe our residence life program is a fundamental component of the UCF experience and we are committed to:

1. Providing a qualified and diverse staff dedicated to the mission and vision of the department.
2. Fostering a welcoming environment where individual differences are shared and explored.
3. Providing opportunities for holistic education through individual and community development.
4. Establishing intentional and purposeful relationships among students and staff.
5. Advocating for personal responsibility, accountability, and sound, ethical decision-making.

Statement on Diversity and Inclusion

The Department of Housing and Residence Life values the diverse community of the University of Central Florida. We strive to engage students, staff, and campus partners in fostering an experiential learning community that is focused on diversity, inclusion, and social justice education. DHRL will achieve this through supporting a culture that encourages the exploration of social identities, articulates the value of inclusive communities, and practices effective cross-cultural engagement. The Department of Housing and Residence Life will continue to uphold our commitment to cultural competence through our residential priority of global citizenship.

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Live the Creed

Integrity: I will practice and defend academic and personal honesty.

Scholarship: I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

Community: I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

Creativity: I will use my talents to enrich the human experience.

Excellence: I will strive toward the highest standards of performance in any endeavor I undertake.

GETTING STARTED

Certain responsibilities are assumed when moving into residential communities. Many of these principles and responsibilities are highlighted in this guide.

Decorating Your Room:

We want you to make your room your own. We encourage you to read the "Community Standards" (e.g. Electrical Appliances, Fire Safety, Alcohol, Paraphernalia) as they contain specific expectations regarding your space.

Exploring the Community:

Each community's layout is unique. It is important to locate your mailbox, laundry room, vending machines, common areas, community office, and study space. Trash/recycling areas will be designated in each community.



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Community Meeting(s):

Community meetings serve the purpose of disseminating important information to residents regarding safety, security, and community living standards/processes. Attendance is strongly encouraged to ensure that all residents are equipped with the necessary knowledge to be successful. The opening floor meeting is where you will get to know your resident assistant (RA) and the other students living on your floor or in your building. In these meetings, students will be invited to participate in community development decisions and review important information essential for student success. At a closing meeting, you will learn more about the proper move-out procedures.

Parking:

Main campus parking for residential students is managed by UCF Parking Services. Please visit UCF Parking Services website at <https://parking.ucf.edu/> to review all rules and regulations.

All motorized vehicles must be registered online at parking.ucf.edu prior to picking up your decal at UCF Parking Services, which is located in Garage B. Please note that parking differs in each community. For more information, please refer to parking.ucf.edu.

Policies and Procedures:

Once you arrive, you are expected to read all residence hall policies and regulations, learn what services are offered in the offices, and understand how to contact the community office staff." We recommend you familiarize yourself with the office location and its processes.

Download the pdf of The Golden Rule Student Handbook at

<https://sdescms.smca.ucf.edu/goldenrule/wp-content/uploads/sites/64/2019/06/goldenrule1.pdf>

Responsibility for Reporting:

As an active community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF Police Department. In instances where you feel comfortable addressing your peers (e.g. noise, roommate conflict), we encourage you to have the conversation on your own first before involving staff as it can empower you and, in many cases, alleviate the issue. Once you report another person for an alleged crime or policy violation, Housing and Residence Life cannot guarantee your anonymity as all reported allegations will be confronted, and the resident has the right to be presented with the full disclosure of information held against them.

Inventory:

Prior to move-in, the staff will complete an inventory on your room/suite/ apartment. Read this document carefully and consult with staff if you have any inquiries or concerns. You are responsible for immediately reporting any damages in your room, apartment, or common area. Any discrepancies in your inventory at move-out will be reviewed by the staff to assess charges accordingly.

Roommate(s):

We encourage you to reach out to your roommate(s) prior to your arrival. This can be helpful in coordinating items to bring, in addition to setting the foundation for the relationship that will be formed over the coming year. Building this relationship is important and takes commitment as well as compromise. Once in your space, contact your RA if you have any concerns

DEPARTMENT OF HOUSING AND RESIDENCE LIFE ORGANIZATION

Living in a university residence hall or apartment gives you the opportunity to get involved on campus, form lifelong friendships, and make the most of your college experience. The Housing and Residence Life staff is here to support you. We recommend participating, listening to others, sharing your experiences and knowledge, adhering to the community's expectations, and being a role model for others in your residential community.

The Department of Housing and Residence Life is comprised of 450+ student staff and full-time employees serving a residential population of approximately 12,400 students across 12 vibrant communities. DHRL has nine distinct units that work collaboratively to ensure that our residential students are receiving the best customer service while living in a safe and academically supportive environment.

The Assignments Team coordinates, manages, and updates all processes involved in assigning rooms.

Financial and Administrative Services: Billings, Collections and Procurement

Billing and Collection is the unit in Housing that handles collections, payment plans, and processing cancellation fees. This unit receives and manages payments for residents on campus & works closely with Housing Assignments.

Procurement is the unit in Housing that handles all purchasing and accounts payable functions for the Department.

Marketing Branding, Strategy, and Design are the three main goals of Marketing. UCF Marketing ensures the integrity of the UCF brand, increases the university's visibility, enhances revenues, attracts students, engages alumni, creates cost-saving opportunities and connects UCF to the community through strategic communication and partnerships. It is our mission to tell the UCF story locally, statewide, nationally, and internationally across multiple media and through a variety of channels.

The Conference Services Program partners with the Central Florida community in an effort to reach out and provide educational 'live-in' opportunities for various camps, conferences, and non-UCF scholars. Some of the community partners include: First Star Central Florida Academy (Provides assistance to high school foster care students), Accounting Careers Awareness Program (ACAP prepares high school minority youth for careers in accounting), The Orlando Ballet intensive study camp and The College Reach Out program (they motivate and prepare underrepresented middle and high school students from the local area to pursue and complete a college education.)

The Housing and Residence Warehouse unit is responsible for ordering, storing, delivering, and maintaining all needed housing supplies including beds, furniture, and appliances. They are responsible for scanning inventory and asset management of all purchases.

The Mail team provides mail and package services to the students in all staffed mail centers on-campus (Apollo /Libra, Academic Village, Lake Claire, and West Plaza) and the off-campus locations (Rosen, Northview, and UnionWest). The mail center is where students will go to sign for and pick up packages. All on-campus mail centers have priority mail/flat rate envelopes and boxes available for students. Shipping labels for these items can be purchased via the USPS website.

Human Resources supports and upholds UCF's goals by fostering a positive and engaging work environment while identifying and responding to the changing needs of our diverse community. The Human Resources Unit processes new hires, ePAFs (electronic personnel action forms), job, pay rate,

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and supervisor changes, electronic employee record keeping, terminations, assisting employees in understanding benefits and taxes, and timesheet and payroll processing.

Housing Keys and Facilities is responsible for programming Persona cards, and student IDs for room access and different community access. Persona cards are often in the form of a student ID card or employee ID. These cards are like a “smart card” and can be used on campus for buying meals, checking out library books, and gaining access to resident halls and rooms.

The Housing Keys Maintenance Mechanics issue rekeys when requested, change Persona door batteries, program, and update door locks. They also repair broken locks, handles, hinges, ADA buttons and bars, and will address any other housing door issues.

Key services is located in the Main Campus Housing Services Building, Neptune 159. The Housing Services Building and can be reached at (407) 823-1239.

Residence Life and Education provides supervision and resident services in the living units and promotes the personal growth and development of each resident through intentional programming efforts. In partnership with other units within the larger university community, Residence Life strives to foster scholarship as a fundamental purpose, instills a sense of community, and supports individual integrity and excellence.

One of the most important aspects of the residence life experience is participation in the planning and implementation of residence hall and apartment programs. The residence life staff offers an assortment of fun and educational activities throughout the academic year. The residence life staff in each community plan events and activities for their residents throughout the year. Our residence life staff has been carefully selected and trained to make life on campus a pleasant and positive experience.

STAFF STRUCTURE

Executive Director, Housing and Residence Life - This position has a comprehensive responsibility for the management of university owned, managed, and leased/affiliated housing. Comprehensive responsibility for residence life and education provided in affiliated housing.

Director, Residence Life and Education – This position directs and provides leadership for the overall residence life program at UCF owned, leased, managed, and affiliated housing. The director ensures student safety, student learning and success, as well as the creation and success of living learning communities. This position is also responsible for student conduct in Housing and Residence Life, residence life policies and procedures, crisis management, and departmental assessment.

Associate Director, Residence Life and Education – This position is responsible for directing recruitment, selection, training, and supervision of the Assistant Directors of residence life who work in the administration of the residential facilities and residence life program. The director ensures that the residential communities are operating in a manner that is consistent with university rules and regulations and departmental guidelines and policies.

Assistant Director, Residence Life and Education - This position is responsible for recruiting, selecting, training, developing and supervising Coordinators of Residence Life and Education, Graduate Residence

Coordinators and/or full -time USPS - Staff in University Housing; will be responsible for supporting and assisting with policy creation, implementation and assessment; will oversee, review and participate in crisis response during business hours, nights and weekends for incidents that occur in and around university owned, managed and affiliated housing; will assist with the design, implementation and assessment of the community development model; will monitor and communicate all facility needs and concerns in a timely fashion; will participate in and support all student staff, professional staff and university trainings.

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Assistant Director, Academic Initiative and Living Learning Communities - This position is responsible for coordinating our academic initiatives, living learning communities, and overseeing our residential curriculum.

Coordinator, Residence Life and Education - Responsible for the residential education of students living in assigned area of responsibility through the supervision, selection, training, and evaluation of graduate students, resident assistants, office staff, and residence hall and apartment patrol and the implementation of the departmental residential curriculum. Management of community office. This position must live in a University housing owned or affiliated assigned facility.

Coordinator, Selection and Leadership - Responsible for student staff recruitment, selection, training, evaluation processes, new staff orientation, and assessment of residence life programs and services.

Coordinator, Safety and Security - This position is responsible for coordinating the overall safety and security initiatives in residential facilities to enhance the academic mission of the University for student success.

Coordinator, Living Learning Communities - This position is responsible for assisting with the oversight and coordination of all living learning communities.

Program Assistant - The Program Assistant assists and supports the Director of Residence Life, Associate Director, and Assistant Director team. Responsibilities include scheduling, assisting with travel paperwork, preparing reports and financial data, as well as administrative tasks related to recruitment and training initiatives and recognition activities.

Office Manager - This position is responsible for administrative and customer service support for the Department of Housing and Residence Life.

Graduate Coordinator, Residence Life and Education - The Graduate Assistant is a live-in position designed for a Bachelor's level professional enrolled full-time in a graduate-level program at UCF. GA's supervise student staff, support community development, serve in crisis response rotation, and assist in facilities management. The Graduate Assistant's primary responsibility is to assist the Coordinator in community development and administration of all residence life activities, programs, and operations.

Office Assistant (OA) - The Office Assistant works at the front desk in each community and assists with day-to-day operations. OAs answer phones, handle lockouts, submit work orders, schedule appointments, speak with guests, and answer questions.

Resident Assistant (RA) - The role of the Resident Assistant is to be a community facilitator for the students living on campus at UCF. RAs do this by answering questions about housing or the University, spending time getting to know students and their interests, and by offering planned activities and events that are both fun and educational. The RA has information to help solve housing problems, providing resources available to students, and has experience with the UCF academic system. The RAs are also responsible for administering and enforcing housing and university policies.

DHRL Staff Directory - <https://www.housing.ucf.edu/staff-directory/>



RESIDENTIAL CURRICULUM

As part of living with us at UCF, you will have the opportunity to participate in our Residential Curriculum. The Residential Curriculum is designed to be an intentional approach to student learning, where you will be able to engage and learn in and outside of the classroom. Our Educational Priority in Housing and Residence Life is "As a result of living with us on campus, students will become engaged global citizens." To help you achieve this goal, our residence life staff focus on three key concepts: Community Engagement, Self-Awareness, and Equity & Inclusion. Residents can learn something new by attending community meetings, talking with their RA, taking part in on-campus events, or even just looking at bulletin boards and community newsletters. By actively participating, residents are learning and growing in ways that only being a part of the on-campus community can provide. Below is a brief overview of our Residential Curriculum.

Educational Priority

As a result of living on campus, students will become engaged global citizens.

Learning Goals

Community Engagement: Each student will be able to

- Identify strategies for developing and maintaining healthy relationships
- Describe opportunities to engage in their communities
- Manage conflict effectively
- Positively contribute to increasingly globalized communities

Self-Awareness: Each student will be able to

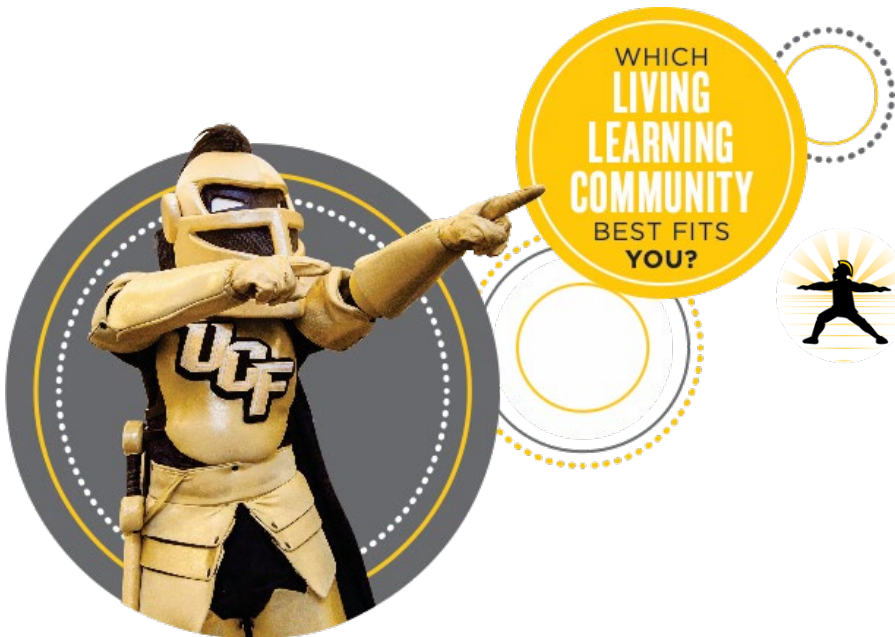
- Articulate their personal identities in relation to others
- Describe strategies to foster their well-being
- Effectively manage their emotions in relation to others
- Discuss the impact of their behavior on others

Equity & Inclusion: Each student will be able to

- Identify their social identities in relation to others
- Communicate effectively across difference
- Discuss how privilege and oppression function in communities
- Work toward greater equity in their communities

LIVING LEARNING COMMUNITIES

Living Learning Communities (LLCs) are intentionally developed communities designed to immerse students in shared academic pursuits or common interests. Students can join an LLC before their arrival on campus as a way to connect with faculty, staff, and peers in an intentional way. You will also have direct access to resources and engagement activities that are specific to your LLC population. UCF Housing and Residence Life develops LLCs in collaboration with divisional, university, and community partners. The Inkelas Model, proposed by Dr. Karen Inkelas (2018), provides a framework designed to maximize the effectiveness of Living Learning Communities on student retention, graduation, and postbaccalaureate success.



Nursing @ Nike

This LLC is for first-year students pursuing a degree in nursing.

Housing agreement type: Fall/Spring
Location: Nike
Preliminary requirements: Declared pre-nursing major, and specific course enrollment

- Registration in an NSP 1800 Nursing as a Profession class designated exclusively for the residents of the Nursing @ Nike LLC
- Resources focused on your success as a UCF student and gaining access to the College of Nursing (a limited-access program)
- Mentorship from second-year nursing students
- Networking opportunities with faculty from the College of Nursing and professionals in the nursing field



Healthy Knights

The Healthy Knights LLC is for students dedicating themselves to health, wellness, and a substance-free lifestyle.

Housing agreement type: Fall/Spring
Location: Neptune
Preliminary requirements: None

- A supportive community of students dedicated to common principles of healthy living
- Resources focused on personal reflection, development of a wellness plan, and support on your personal wellness journey
- Access to group exercise and nutrition classes
- Open study hours within the community

Future Educators

This LLC is for first-year students who are pursuing a career in teaching.

Housing agreement type: Fall/Spring
Location: Hercules
Preliminary requirements: Education related major, and specific course enrollment

- Resources geared toward academic success in education
- Introduction to Education and Introduction to Diversity for Educators courses reserved exclusively for the residents in the program
- Service-learning opportunities to assist in fulfilling course requirements
- Connections with faculty

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Honors

This LLC is for students who are part of the Burnett Honors College.

Housing agreement type:

Fall/Spring/Summer

Location: Tower III

Preliminary requirements: Admission to Honors College

- Networking with Burnett Honors College faculty and staff
- Opportunities to get involved with Honors Congress
- Access to the honors computer and print lab in Tower III



UCF First

This LLC assists First Generation college students with succeeding academically, socially and culturally and is for students whose parents or guardians never completed a Bachelor's degree within the United States.

Housing agreement type: Fall/Spring

Location: Hercules

Preliminary requirements: None

- Program is supported by the Multicultural Academic and Support Services Office (MASS).
- Resources on financial concerns & scholarships, academic success, getting involved, counseling and advisement, internships, and future planning
- Access to academic support workshops
- One-on-one guidance and advising



EXCEL/COMPASS

This LLC is for students who are a part of the EXCEL and COMPASS programs (Science, Technology, Engineering and Math majors).

Housing agreement type: Fall/Spring

Location: Nike

Preliminary requirements: Program acceptance STEM course tutoring in the community

- Networking opportunities with STEM faculty
- Priority scheduling for common EXCEL and COMPASS courses
- Social opportunities provided by EXCEL



Out of State

This LLC is for first-year students attending UCF from outside of the state of Florida.

Housing agreement type: Fall/Spring

Location: Neptune

Preliminary requirements: None

- Programs and resources to assist you in transitioning to the university and state of Florida.
- In-Community academic advisor from First Year Advising & Exploration
- Out of State Student Mentoring (OSSM) program
- Reserved general education and Strategies for Success (SLS) course sections or seats in Fall semester of your first year
- Special access to activities and trips



L.E.A.R.N.™ A Research Community

The Learning Environment and Academic Research Network (L.E.A.R.N.) offers a select 36 first-year science, technology, engineering, and mathematics (STEM) & social science students an early hands-on research experience.

Housing agreement type: Fall/Spring

Location: Hercules

Preliminary requirements: Program acceptance

- Personalized academic advising, priority registration, and a scholarship
- Enroll in Introduction to Research courses to produce a research proposal and poster presentation
- Engage in a 12-week research apprenticeship with a graduate student-faculty mentor team
- Participate in academic, social, and community service activities



Lead Scholars

This LLC is for students who are a part of the LEAD Scholars Academy (leadership, service, involvement, academic success).

Housing agreement type: Fall/Spring

Location: Neptune

Preliminary requirements: Program

- acceptance Connections with LEAD Scholars Academy faculty
- Networking opportunities with LEAD alumni and upperclassmen
- Resources to fulfill necessary LEAD Scholars requirements and learn about your personal leadership development

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GET INVOLVED WITH YOUR RESIDENTIAL COMMUNITY

Join our team! Our department has a range of opportunities to get residents involved and connected on campus. Visit your community office to learn more.

Residence Hall Association and Area Council

RHA is a student organization made up of community area councils. RHA is charged with promoting unity across the residence halls, improving your living experiences at the UCF Downtown Campus, and providing educational and social events. Joining this organization is a great way to get involved, gain leadership experience, develop organizational skills, and make lifelong friends. Learn more about RHA at www.facebook.com/RHAUCF.

Area Council is intended to be the representative voice of the students living in an assigned housing area. Area Council is a subset of the Residence Hall Association (RHA) and will follow all guidelines as outlined in the RHA Constitution and RHA Policy Book. RHA strives to provide residents with a living experience that complements their academic experiences through programming, leadership opportunities, and advocacy. Each Area Council is advised by the Coordinator of Residence Life of Education/Graduate Assistant of that community. Each Area Council is allotted a certain dollar amount per resident to be used on social programming or advocacy efforts as determined by the residents of that assigned community.

Department and Housing and Residence Life Student Employment Opportunities

Research shows that living and/or working on campus is positively correlated with student success – retention and graduation. Additionally, all of our student staff employment positions provide opportunities to develop work skills and experiences that will be important for graduate study or entry into the workforce. Many of our student position applications are open on a rolling basis. Visit your Residence Life office or speak with any of our staff to learn more about these exciting opportunities.

Get Involved – You Belong Here

UCF has a wide selection of opportunities to get involved on campus.

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RESIDENCE HALL MOVE-IN & MOVE-OUT

For detailed move-in/out information and dates about residence hall openings and closings, please visit our housing website www.housing.ucf.edu/movein or your Residence Life Community Office.

Prior to move-in, and once every semester, the staff will complete an inventory on your room/suite/apartment. Read this document carefully and consult with staff if you have any inquiries or concerns. You are responsible for immediately reporting any damages in your room, apartment, or common area. Any discrepancies in your inventory at move-out will be reviewed by the staff to assess charges accordingly.

Resident Move-In Checklist Prior to Arrival

- Reach out and introduce yourself to your roommate
- We encourage you to reach out to your roommate(s) before your arrival. This can be helpful in coordinating items to bring, in addition to setting the foundation for the relationship that will be formed over the coming year. Building this relationship is important and takes commitment as well as compromise. Once in your space, contact your RA if you have any concerns. Any concerns regarding your roommate or roommate conflicts will be addressed through the roommate mediation policy.

Resident Move-In Checklist Upon Arrival

- Visit check-in station or community office to receive room keys, complete room condition inventory forms, and supplemental information.
- Download the UCF mobile app on your phone.
- Review shuttle routes and schedules.
- Ask office or residential staff for the time and location of the first community meeting and convocation.
- Check UCF maps and bus schedules to identify the location of classes and plan accordingly.
- Add emergency contact and missing person contact ASAP: UCF students add to your myUCF
- Add important numbers to your mobile devices.
- Develop an emergency plan and prepare a bag for emergency university, campus, or residential closures.
- Ask our staff about any questions you have.
- HAVE FUN, WORK HARD, BE SAFE!

Equipment Rental

We encourage arriving students and families to bring their own moving equipment (e.g., hand trucks). Some equipment will be available for use on move-in day. Failure to return the equipment, or returning broken equipment will result in a student account charge of \$250.00 or more.

Resident Move-Out Checklist

- Residents that are checking out complete the following before departure:
- Remove all belongings and trash from the assigned space and community areas (e.g., kitchens and living rooms).
- Schedule check-out meeting with the community office after ALL belongings and trash have been removed from the assigned space and community areas.

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Donations

Upon check-out, many residents find they no longer are in need of items and look for opportunities to donate gently used appliances and clothing to those in need.

Abandoned Items

Housing and Residence Life is not responsible for abandoned or lost items after a resident has vacated their assignment. In some cases, DHRL will collect and pack items and store for no longer than 30 days. Items that are not retrieved after 30 days will be discarded or donated.

Donation items include:

Clothing

Non-Perishable foods

Household items:

- Small appliances
- Office supplies
- Kitchen utensils
- Cookware
- Games
- Bedding

**For larger items, please notify
Housekeeping & Recycling Services for removal.**

407-823-6099



HEALTH, SAFETY AND ACCESSIBILITY

The safety of our students is a top priority. The University prides itself in creating a community that is welcoming and secure. Staff is available 24 hours a day to assist residents with any concerns that may arise.



An effective residence hall security program depends on:

- ✓ Cooperation from all community members.
- ✓ An alert community.
- ✓ Staff supervision.
- ✓ University Police assistance and response.

We have taken steps to provide you with a safe and secure place to live on campus. We call upon all members of our community, including you, to help keep our home safe and secure. By following a few common-sense precautions to safety, the residence halls and apartments will remain, as they are, a safe place for everyone to live. If one resident chooses to prop a door or forgets to close it, they are leaving the rest of the hall exposed to dangers.

As an active UCF community member, you are expected to report unacceptable behavior to the Housing & Residence Life staff and/or the UCF or Orlando Police Department(s). In instances where you feel comfortable addressing your peers (e.g., noise, room-mate conflict), we encourage you to have the conversation on your own first before involving staff as it can empower you and, in many cases, alleviate the issue. Once you report another person for an alleged crime or policy violation, Housing and Residence Life cannot guarantee your anonymity as all reported allegations will be confronted, and the resident has the right to be presented with the full disclosure of information held against them. If you have a concern regarding retaliation, please contact your community office to discuss this matter.

Safety features include but are not limited to:

- Access Control Exterior Door.
- Desks that are staffed throughout the day and evening.
- Strategically placed video cameras.
- State of the art Fire and Life Safety Equipment
- Scheduled rounds conducted by staff after hours, on weekends, and during university holidays
- 24 Hour Staff Access and Assistance
- Visitation and Guest Policy

Here are some additional safety tips:

- Never walk alone at night, and do not let friends walk alone.
- Avoid dimly lit or unlit areas on campus.
- Never prop open outside doors of your residence hall.
- Report unescorted or un-familiar persons to the staff immediately.
- Be familiar with the blue light emergency phones on campus and use them.
- Call ###-###-#### or 911 for any emergency situation.
- Always lock the door and secure your valuables when entering and/or exiting your apartment or vehicle.
- Inform 911 or UCFPD for any safety or life-threatening situations.
- Report anything out of the ordinary to your community office. "See Something, Say Something."

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University of Central Florida Police Department

Established in 1973, the UCF Police Department currently employs approximately 75 sworn law enforcement officers, serving over 67,000 students, 11,000 employees and thousands of visitors every year. UCFPD will work closely with the Orlando Police Department and Fire Safety to provide the highest level of service to the UCF Community.

For non-emergencies call: (407) 823-5555

For emergencies call: 911

Apartment agreements

Are part of our residential curriculum. These agreements are used to initiate and stimulate dialogue early in the roommate experience. Full resident participation is essential to ensuring a positive living experience. During this structured activity, Residence Life staff guides the residents through a discussion of living preferences to help establish clear expectations and community standards. An e.g. of a topic is music volume and time of day. We expect residents to be thoughtful, considerate, and exercise civility always. Apartment agreements are kept on file and revisited as often as needed.

Mediation

Living with others for the first time away can be difficult. We anticipate at times there will be disagreements. In fact, we look forward to these opportunities to teach important dialogue, conflict mediation, and civility skills. At times, residents may request or ask to participate in roommate mediation. Our roommate mediation process is an extension of our residential curriculum and designed to identify core issues and to help residents discover creative and viable living solutions.

Room Changes

Although we work proactively prior to and upon arrival to establish strong positive roommate connections, there are times we have community members who just are not compatible with coexisting in the same apartment. When we are unable to find a positive path forward, we will look at the option of a change in housing assignment. The Residence Life staff will work with residents and housing assignments who are interested in a room change. Our staff is trained and prepared to conduct room changes at any time of the day or evening. Please note room changes are contingent upon availability. Prices will vary depending on the room type.

Fire Safety

All residents are expected to abide by state and federal fire safety laws. Residents and/their guests found to have violated laws will be subject to criminal prosecution and immediate removal from all university housing. Residents are responsible for the guest behavior and may incur student conduct charges or fees associated with their guest(s) behavior.

Cooking and Safety

1. Always turn on the vent above your oven/stove.
2. Never leave cooking food unattended.
3. Check the oven/stove prior to use to ensure it is empty and clean.
4. Turn off all kitchen appliances when finished cooking.
5. Follow all microwave and food preparation instructions.

If the smoke detector is accidentally triggered and there is no fire:

1. Call the community office immediately.
2. Identify yourself, your location, and that a smoke detector is sounding.
3. Turn on vent/fan and open windows, as able, to clear any smoke.
4. Do not prop the apartment door open as smoke may set off the full building alarm, which may result in a charge.

Fire alarms that result in a fire engine being dispatched can result in a student account charge of \$325.00 or more.

Smoke-Free Campus

In recognition of the health risks caused by smoking, the University of Central Florida provides a smoke-free environment for its faculty, staff, students, and visitors. Our smoke-free policy promotes the health and comfort of the university community and our guests. This includes medicinal products.



COMMUNITY STANDARDS AND EXPECTATIONS



Community Living Guide Regulations

There are several other guidelines set forth by the Department of Housing & Residence Life. These include, but are not limited to, the content included in our housing agreements, living learning community expectations and agreements, website, and all verbal and written instructions from University staff and as stated in the Community Living Guide. Additionally, violations of University policy or local, state, or federal law will be enforced by all University staff.

Residents who are found in violation of community standards or university policy may be subject to educational or punitive sanctioning, as well as, the administrative cancellation of their housing contract.

DHRL has the right to change or add policies throughout the academic year.

1. Alcohol

- a) The possession or consumption of alcoholic beverages by anyone under the age of 21 is prohibited.
- b) The manufacturing and/or selling of alcoholic beverages is prohibited.
- c) Providing alcohol to individuals under the age of 21 is prohibited.
- d) Possession of alcohol, regardless of age, in a shared space with individuals under the age of 21 is prohibited.
- e) Possession of common source alcohol containers (e.g., kegs, party balls) is prohibited.
- f) Possession or display of alcoholic paraphernalia (e.g., alcohol containers, beer funnels, beer bongs, beer pong tables) is prohibited.
- g) Residents of legal drinking age are prohibited from consuming alcohol in the presence of individuals under the age of 21.
- h) Possession of alcohol, regardless of age, in a shared space where individuals under the age of 21 are present is prohibited.
- i) All Residents, regardless of age, are not permitted to possess, display, or decorate their rooms with empty alcohol containers, alcoholic paraphernalia, or alcoholic propaganda (e.g., beer funnels, beer bongs, beer pong tables, posters, and shot glasses).

Housing Staff/University Officials will ask individuals who violate the above policies to dispose of these items. Students present in a room, suite, apartment, or general vicinity that contains alcohol may be found in violation of the aforementioned policy. For more information, consult Section 11 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>. Valencia College students may refer to section 21 of the student code of conduct.

2. Animals & Pets

- a) All animals, with the exception of fish, are prohibited in UCF residential communities.
- b) All aggressive and poisonous fish are prohibited.
- c) Possession of fish tanks over 10 gallons is prohibited to a single resident.
- d) Feeding, touching, harassing, injuring, or killing any wildlife on campus is prohibited.

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The prohibition of pets in residential communities does not apply to the use of an assistive animal. If you require the use of an assistive animal, you must contact the assignments staff in the Department of Housing and Residence Life (DHRL) to ensure your compliance with the proper registration and approval procedures. DHRL assignments staff will communicate final approval prior to the assistive animal moving into the residential space. Failure to comply with pet policy and guidelines will result in the administrative cancellation of your housing contract.

3. Beds

Residents may not raise, loft, or alter beds by any method (e.g., concrete blocks, bed risers, platforms). Communities with Twin XL junior loft beds may be adjusted by contacting your community office or placing a work order.

4. Bicycles

- a) Any leased, owned, rented, or borrowed bicycles are prohibited from being stored within UCF residential communities.
- b) Rented, leased, borrowed, or owned bicycles are prohibited from being locked to anything other than the university approved bicycle racks.

UCF Police or authorized personnel may remove bikes that are located in unapproved areas or are not registered with Parking Services. You can register your bicycle at <http://police.ucf.edu/PropertyReg.html>.

5. Computer Usage

All personal wireless connections (e.g., routers, tethering, splitters) are prohibited in residential communities. Residents should be mindful of the wattage for their gaming and computer systems inside of the residence halls.

The University has explicit guidelines regarding proper computer usage. Refer to The Golden Rule Student Handbook, as well as your contract with Computer Services.

6. Controlled Substances

- a) The use, presence, possession, manufacture, sale, or distribution of illegal drugs, controlled substances, and/or any natural or synthetic compounds is prohibited. Marijuana that is prescribed for medical use is not allowed in UCF owned, managed, or affiliated residence halls.
- b) Prescription drugs taken outside of their intended use or by anyone other than the patient are prohibited.
- c) All non-prescription drugs taken outside of their intended use, as identified on the packaging or as directed are prohibited.
- d) The possession of any drug-related paraphernalia (e.g., bongs, syringes, pipes, scales, grinders, inhalant or vape pens, and rolling papers) is prohibited.

Alleged drug violations are subject to the full extent of law enforcement, student conduct violations, and Housing and Residence Life Agreement violations, including housing agreement termination. Students will be responsible for termination fees as well as the remaining balance of the current term's rent and must vacate the residential facility within 72 hours of being found in violation. For more information, consult Section 10 in the Rules of Conduct - osc.sdes.ucf.edu/process/roc.

7. Disruptive Conduct

Behavior that adversely impacts the daily operations of residents or residential communities is prohibited. Repeat or flagrant violations may be subject to additional disciplinary action. For more information, consult Section 3 in the Rules of Conduct osc.sdes.ucf.edu/process/roc.

8. Electrical & Appliances

- a) Possession or use of unapproved electrical devices is prohibited.
- b) Octopus, torchiere lamps, and light bulbs or lamps that utilize halogen gas are prohibited.
- c) Appliances with exposed elements (e.g., coils) are prohibited in any area not designated as a kitchen.
- d) Appliances exceeding 1,000 watts are prohibited.
- e) Refrigerators exceeding five cubic feet are prohibited even if unplugged.
- f) All decorative, holiday, and battery operated string lights are prohibited.
- g) Scented plug-ins are prohibited.
- h) 3-D printers are prohibited.
- i) All induction cooking devices are prohibited in residence hall rooms.

To Underwriters' Laboratories (UL) standard: Extension cords/surge protectors must have three prongs and contain an internal circuit breaker, not exceed six outlets, not have cracked or exposed wires, burn marks, loose connections, or other damage, and the electrical load on strip must be less than 20 amps. Residents must use grounded three-prong extension cords and/or surge protectors and may not have extension cords placed under carpet or furniture. For more information, see "Fire Safety."

9. Failure to Comply

Non-compliance with written or verbal instructions from university officials is prohibited. For further information, consult the UCF Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

10. Failure to Report

Failure to report violation(s) of the Community Living Guide or University policies to university officials is strictly prohibited. Failure to report includes students present within or around residential communities when a violation(s) occurs. Additionally, students may be found responsible for the corresponding violation(s).

11. Fire Safety

- a) Starting a fire, activating a room, building, or fire alarm without due cause, or falsely reporting a fire to University or emergency response officials is prohibited and can result in a minimum \$375 fine. Fines may be issued by University staff, the fire marshal, or emergency personnel.
- b) Tampering with, destroying, damaging, or misusing emergency or safety equipment (e.g., smoke/heat detectors, fire extinguishers, or sprinkler heads) is prohibited.
- c) Failure to evacuate or re-entering into a building without authorization by University or emergency response officials during a fire alarm or drill is prohibited.
- d) Possession of, storing, manufacturing, distributing, or using all explosives, firebombs, destructive devices, flammable liquids, open flame sources (e.g., candles, incense), live cut trees, or hazardous substances is prohibited.
- e) Possession or use of space heaters in residential communities is prohibited.
- f) Splicing into or altering the electrical wiring in residential communities is prohibited.
- g) Failure to monitor cooking, prevent food from burning, or, take precautionary steps while cooking (e.g., turning on vents, opening windows) is prohibited.
- h) Blocking the egress of balconies, hallways, stairwells, and doors is prohibited.
- i) Wall decorations covering more than twenty percent of each individual wall is prohibited.
- j) Curtains used in hallways, windows, or as partitions are prohibited.
- k) Affixing any items to the ceiling that can cause a fire, interfere with the fire suppression system, or act as an accelerant is prohibited.

If your bedroom does not have doors on the closet, you may put up curtains using a tension rod; however, the rod must be 20 inches from the ceiling in order to allow the sprinkler full coverage in the event of a fire. Students may be responsible for all costs associated with damage or fire alarm activation.

12. Gambling

Gambling is prohibited in all UCF residential communities. Consult Section 15 in the UCF Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

13. Games & Sports

- a) Physical recreational activities in residential communities are prohibited. i.e., skateboarding, rollerblading, and basketball.
- b) Outdoor activities that threaten campus property (e.g., windows, doors, vehicles, and pedestrians) are prohibited.
- c) Fishing is prohibited in residential communities and on UCF property.

14. Hazing

Hazing is prohibited within all UCF residence halls. For more information, refer to Section 7 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

15. Harmful Behavior

Physical harm, threats, harassment, bullying, verbal/written abuse, or retaliation to self or others is prohibited. For more information, refer to Section 4 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

16. Housekeeping

- a) Failure to maintain a clean and healthy residential space is prohibited.
 - (1) Remove all trash from apartment on a weekly basis
 - (2) Store open food properly; store items such as open snacks (i.e., chips, cereal) and other food items in plastic containers.
- b) Leaving personal trash in any public or shared areas is prohibited.
- c) Failure to remove trash and/or recycling to designated outdoor containers is prohibited.
- d) Storing of personal items in public or shared areas (e.g., hallways) is prohibited.
- e) Engaging in intentionally unsanitary conduct is prohibited.
- f) Residents cannot refuse custodial and maintenance services.
- g) Failure to remove your personal items from sinks, showers, and floors during posted cleaning days is prohibited.

Failure to keep a clean and healthy living space will result in additional charges due to additional housing maintenance assistance. Please see page 37 in the UCF Community Living Guide for instructions on how to maintain a clean and healthy living space.

17. Identification

- a) Failure of students and guests to present proper University or government-issued identification to University staff upon request is prohibited.
- b) Lending or borrowing a UCF student identification or government-issued identification is prohibited.
- c) Knowingly supplying any false and/or misleading identification information is prohibited.
- d) Persons without proper identification will be considered trespassing, and the UCF Police will be notified. Misrepresented or supplying false UCF student identification or government-issued

identification will be confiscated by University staff. For more information, refer to Section 2 of the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

18. Illegal Entry & Trespassing

- a) Unauthorized entry into any living space or restricted access areas of residential communities (e.g., mechanical rooms, roofs, closed buildings, housekeeping closets, storage areas) is prohibited.
- b) Permitting any unknown persons into residential communities is strictly prohibited.
- c) Propping or disabling the locking mechanisms of any exterior or interior door while present or away from the space is prohibited.
- d) Entry or attempted entry when residential communities are closed is prohibited.

Residents are responsible for knowing and complying with closing guidelines set forth by their community.

19. Keys

- a) Unauthorized use, possession, or duplication of keys and keycards is prohibited.
- b) Switching and/or borrowing keys or keycards is prohibited.
- c) Failure to immediately report lost keys or keycards to the community office is prohibited.

Visit your community office for lockout assistance and procedures.

20. Noise

- a) Noise that interferes with the study or sleep of others is prohibited.
- b) Failing to comply with quiet hours (10:00 p.m. to 8:00 a.m. during the academic year and 24 hours during finals) is prohibited.

Residents must keep noise at an acceptable level all hours of the day. Unacceptable noise levels are defined as any noise that can be heard inside or outside of the residence hall or exterior community spaces. This includes, but not limited to: pounding on walls, windows and floors, amplified sound, playing musical instruments, and bass from subwoofers. Students who are having issues with noise in their communities should respectfully address their neighbors, but, if unsuccessful, should contact their community office.

Coordinately, residents who are addressed about their noise levels should respond respectfully and reduce their volume. If there are concerns, please contact the community office.

21. Recording Others

Recording and/or distributing another person's image or voice without their permission, when a reasonable expectation of privacy exists, is strictly prohibited.

22. Room Changes

- a) Residents are prohibited from changing their assignments or moving into another room/apartment without the preapproved authorization of their community Coordinator or community office.
- b) Residents will adhere to and follow the steps of the room change process as outlined by housing assignments.
- c) Residents that are found in violation of unauthorized room changes will be subject to student conduct violations, including but not limited to, administrative reassignment, administrative contract cancelation, or conduct contract termination.

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Room changes are coordinated with your community office and housing assignments. All unauthorized room changes are strictly prohibited. Students seeking a room change should visit their community office in their building. Room changes that are sought due to a roommate conflict will be addressed through the roommate mediation policy.

Conflict Mediation Policy - If you are having issues with your roommate or suitemate, please contact your RA. If you still are having concerns, please visit your community office.

23. Room Use Prohibitions

The following actions are prohibited in the all Housing and Residence Life spaces:

- a) Permanent and semi-permanent (e.g., painting, removing, altering, or stacking furniture) alterations to rooms or apartments.
- b) Subletting.
- c) Actively seeking and/or operating on-site businesses.
- d) Use of a vacant or empty space, including furniture.
- e) Any action that interferes or impedes the room placement process.
- f) Relocation of any common area furniture.
- g) Mounting items to walls or housing furniture.
- h) **Hall Common Areas:** Decorating the residence hall lobby, pod, breezeway, or lounge is prohibit-ed without approval from Housing and Residence Life staff.

Charges will be assessed for any repairs or cleaning required to return the space to move-in ready condition. Room Use violations may result in fees incurred by student. These fees are calculated based upon several factors, including any repairs or cleaning required to return the space to move-in ready condition. Move-in ready is defined as: furniture, closets, common space, etc. are clean and available for a new roommate to utilize upon move in. If a vacancy exists in your room or apartment, UCF Housing and Residence Life reserves the right to assign a new roommate at any time.

24. Sexual Misconduct

All forms of sexual misconduct, abuse, harassment, exploitation, intimidation, stalking, or coercion is strictly prohibited. Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination in compliance with Title IX. For more information, refer to Section 5 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

25. Smoking

All smoking, including e-cigarettes, juuls, any type of inhalant pens, inside the resident hall entryways, or within 30 feet of the residential facilities, is strictly prohibited. For more information on the UCF smoke-free policy, visit <http://smokefree.sdes.ucf.edu/>. This includes the use of medicinal products.

26. Solicitation

- a) Soliciting in residential communities is prohibited.
- b) All unapproved flyers, postings, or chalk art in residential communities are prohibited.

27. Transportation

- a) All unauthorized motorized vehicles outside of any designated parking zones are prohibited.
- b) Maintenance of motorized vehicles in residential communities is strictly prohibited.
- c) Use of non-motorized transportation (skateboards, longboards, bicycles, scooters, rollerblades, etc.) in residential facilities is prohibited.
- d) Hoverboards, boosted boards, (electric or gasoline skateboards), or any electronic, motorized, or self-balancing scooters may not be charged, operated, stored, or used in or around UCF

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owned, affiliated, or managed communities. Motor vehicles in unauthorized parking zones will be towed at the owner's expense.

Please refer to <https://parking.ucf.edu/electric-scooters/> for more information on where to store "Spin E" scooters on campus.

28. Vandalism & Theft

The willful destruction, defacement, or theft of any public or private property is prohibited. For more information, refer to Section 6 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

29. Visitation & Guests

- a) Unescorted guests are prohibited.
- b) Hosting overnight guests for more than three consecutive nights in a given semester is prohibited.
- c) Hosting overnight guests for more than seven nights in a given semester is prohibited.
- d) Having more than two overnight guests at a time is prohibited.
- e) Failing to provide adequate notification to roommates regarding overnight guests is prohibited.
- f) Cohabitation by anyone other than the individual assigned to that room is prohibited.
- g) Gatherings that exceed the designated occupancy of a residence hall room and/or apartment is prohibited.
- h) Residents are personally and financially responsible for their guest's behavior and any violations of Housing and Residence Life policy caused by their guests. The roommate's rights to privacy, sleep, and study takes precedence over the rights of a host to have a guest.

30. Weapons

- a) Possession, storage, manufacture, or use of weapons or munitions is prohibited in residential facilities.
- b) Use of items to cause fear or harm to others is prohibited.
- c) Use of kitchen knives outside of kitchen areas or for any reason other than cooking is prohibited. Chef's knives are required to be kept in a soft carrier or block when not in use.
- d) The shipment or receipt of any weapons to the resident's PO Box is strictly prohibited.

Weapons include, but are not limited to: guns (e.g., BB/Pellet guns, nerf, water, airsoft, paintball), sporting/hunting, edged (e.g., knives, swords), blunt (e.g., martial arts, nightstick), pocket knives, tasers, and stun guns. Individuals may have a self-defense chemical spray up to 2 ounces in the residence halls. Individuals who violate this policy are subject to the full extent of law enforcement, student conduct violations, and housing agreement termination. For more information, refer to Section 12 in the Rules of Conduct, <http://osc.sdes.ucf.edu/process/roc>.

31. Windows and Screens

- a) Obscuring, decorating, covering, or blocking windows in any way is prohibited. Throwing, dropping, projecting, or hanging anything from the window is prohibited.
- b) Throwing, dropping, projecting, or hanging anything from the window is prohibited
- c) Use of windows as an entrance or an exit, except in an emergency, is prohibited
- d) All tampering with or removal of window screens, latches, or other apparatus is prohibited.

All windows must remain closed and locked with the exception of an emergency or to ventilate smoke.



GOLDEN RULES OF CONDUCT

(4) Smoking. While on UCF property, students will uphold the smoke-free campus policy (smokefree.sdes.ucf.edu/) to ensure a healthy and clean environment for everyone. Smoking of any kind is prohibited in all facilities and areas of the UCF campus.

(5) Medical Emergencies. The University of Central Florida highly encourages students and registered student organizations to call for medical assistance whenever an individual experiences severe intoxication/impairment or serious injury after consuming alcohol and/or drugs. Students and registered student organizations may be reluctant to call for help for themselves or others due to potential involvement from the UCF Police Department or the Office of Student Conduct. Due to the serious or life-threatening nature of these medical emergencies, the University of Central Florida urges students to contact emergency medical services or the UCF Police Department if alcohol-related and/or drug-related medical emergencies arise. The university's primary goal is to create a safe environment for its students. Procedures and expectations regarding these incidents have been outlined in the Office of Student Conduct Rules of Conduct Controlled Substance and Drug Violations and Alcoholic Beverages section and the Organizational Rules of Conduct section.

(6) Student Care Services. To provide comprehensive and consistent care for students experiencing academic, financial, or personal challenges, Student Care Services (SCS), under Student Rights and Responsibilities, provides support to students identified as needing additional on-campus or off-campus resources. Student Care Services staff review referrals from students, faculty, staff, and/or other parties who are concerned about behavior exhibited by a student. The goal of Student Care Services is to intervene and support the student before a situation reaches a crisis level.

(a) Student Care Services staff will reach out to the student to assess what resources would be beneficial and collaboratively develop an action plan to reduce obstacles affecting success at UCF. Student Care Services staff will assist the student in coordinating with campus resources currently being utilized and will work with the student to monitor progress. Depending upon the circumstances, the referring person may receive feedback about the student's action plan. Students have the right to inspect and review all information submitted to Student Care Services.

(7) Student of Concern Team. In order to support student success, the University may utilize additional campus resources to assist the student. This may include collaboration with the Student of Concern Team (SOCT), a multidisciplinary group that reviews potential concerns presented by the UCF community regarding student behavior. The SOCT offers additional knowledge of university resources and procedures and may make further recommendations regarding action plan items for student success. Students of concern are presented to the team at the discretion of the Office of Student Rights and Responsibilities and/or Student Care Services.

(a) The team may enlist the services of various campus units on an as-needed basis, including but not limited to Counseling and Psychological Services, Student Health Services, Academic Services,

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Housing and Residence Life, First Year Advising and Exploration, Student Conduct, and the University of Central Florida Police Department.

(b) The role of Student Health Services Counseling and Psychological Services on the Student of Concern Team will be consultative in nature. When the involved student has been a patient or client of either agency, the staff representative will maintain the confidentiality of the student's clinical information and will make recommendations for action based solely upon the information provided in the meeting or as guided by clinical and licensure best practices.

(c) Student Care Services staff has additional campus support systems in place to assess students engaging in behavior that may pose a risk to themselves or others. This includes but is not limited to the University Crisis Team, Mandated Assessment Procedure, and Involuntary Withdrawal Procedure.

(8) University Crisis Team. The University may refer students who are viewed to be engaging in behavior(s) that pose risks to themselves or others to the University Crisis Team for possible action. Such behaviors include, but are not limited to suicidal behavior, self-injury, threats to harm others, disruptive behavior, disordered eating, and endangerment to the community.

(a) The Assistant Dean of Students or designee will convene the team members in order to review each case and decide on the best course of action. The team is comprised of the following persons and/or their designee(s): Student Health Services Executive Director, Counseling and Psychological Services Director, UCF Police Department Chief, Student Care Services Associate Director, Office of Student Conduct Director, Associate Dean for Academic Services, Housing and Residence Life Director, Deputy General Counsel, Assistant Dean of Students and Student Development and Enrollment Services Associate VP and Dean of Students.

(b) Various campus units may enlist the services of the team. These include but are not limited to Student Accessibility Services, Recreation, and Wellness Center, Wellness and Health Promotion Services, Office of Fraternity and Sorority Life, Athletics, Alcohol and Other Drug Intervention Services, Undergraduate Studies, and Graduate Studies.

(c) The role of the Student Health Services Executive Director and the Counseling and Psychological Services Director on the Crisis Team will be consultative in nature. When possible, the Student Health Services Executive Director and the Counseling and Psychological Services Director will not confer on a case for which they are (or have been) serving in a direct provider relationship with the involved student. When the involved student has been a client at UCF Counseling and Psychological Services, the Counseling and Psychological Services Director or designee will maintain the confidentiality of the student's clinical information and will make recommendations for action based solely upon the information provided in the meeting or as guided by clinical and licensure best practices.

(9) Mandated Assessment Procedure. This University procedure is established for behaviors or actions that result in hospitalization from imminent danger to self or others via the Baker Act (F.S. 394.463) or Marchman Act (Chapter 397, Florida Statutes), significant acts or threats of violence to others, chronic eating disorders, dramatic and/or expansive displays of self-mutilation, behaviors that are significantly disruptive to the UCF/Valencia community and/or diminish the ability of a student to care for oneself. Whenever the UCF Police provide transportation of a UCF/Valencia student to the hospital for involuntary examination, the police will file a report with the OSRR. In addition, anyone may also file reports about students of concern with Student Care Services.

(a) Once a report is received regarding a UCF/Valencia student hospitalization via the Baker Act or the Marchman Act, Student Care Services may utilize the mandated assessment session(s) to evaluate a student's risk of harm to self or others, and to take appropriate actions to ensure the safety of the student or others if risk is present. In addition, the mandated assessment session(s) are designed to assist students in developing a safety and/or well-being plan and provide students with educational resources. A member of Student Care Services will contact the student in a timely manner and require an initial meeting between a Student Care Services staff member and the student to inform the student of their rights and responsibilities regarding the incident.

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(b) All students identified as threatening self-harm or having attempted suicide must complete a mandated assessment with a licensed mental health professional and/or a physical assessment with a licensed medical provider. Examples of a licensed mental health professional include a Student Health Services psychiatrist, a Counseling and Psychological Services clinician, or a community based licensed mental health professional or licensed psychiatrist of the student's choice. Student Care Services will require proof of participation for the mandated assessment with a licensed mental health professional and/or proof of a physical assessment with an appropriate medical provider. The student must meet with Student Care Services within ten (10) business days following release to complete a follow-up appointment. The student must provide proof of assessment within twenty (20) business days following release or prior to return to the university (in the event a student withdraws for the remainder of the semester or is placed on Medical Withdrawal). Failure to comply may result in disciplinary action or the convening of the University Crisis Team.

(c) In cases where more protective action is needed based on more severe behavior/conduct (e.g., behavior endangering others, threats to harm others, behavior significantly disruptive to the UCF community), the Assistant Dean of Students or designee may initiate one or both of the following:

1. Interim Suspension followed by initiating the Student Conduct Review Process;
2. Convening of the University Crisis Team to consider the initiation of the Involuntary Withdrawal Procedure.

(10) Involuntary Withdrawal Procedure.

(a) Introduction.

1. The University of Central Florida is committed to ensuring equality of educational opportunity while cultivating an environment that is safe for the campus community and supportive of student learning. The University will seek to intervene where a student's behavior interferes with the rights of others within the University community or where the student presents a significant risk of harm to the health, safety, well-being and/or property rights of others. In such situations, safety and security concerns are paramount, and the University must react as promptly as feasible under the circumstances. University officials may consider a number of reasonable security and health and safety measures, including, but not limited to, requesting emergency assistance and seeking psychiatric evaluation, hospitalization, and treatment for mental illness as appropriate under the law. Additionally, the University may determine that it is necessary for the student to be involuntarily withdrawn from the University for the protection of others. This section outlines the procedures to be used by the University in making an involuntary withdrawal decision.

2. This involuntary Withdrawal Procedure will be applied in a nondiscriminatory manner, and decisions will be based on consideration of the student's conduct, actions, and statements and not on knowledge or belief that the student has a disability.

3. The purpose of the Involuntary Withdrawal Procedure is for the University to be able to take urgent action when circumstances present a Significant Risk based on reasonably available information at the time. It will be necessary for the University to act promptly and for the benefit of the community as a whole, even if that means that, in consideration of later-presented information, the procedure ultimately concludes in favor of the student's continued enrollment (with or without conditions). Where the involuntary withdrawal procedure is invoked, but the student is permitted to continue enrollment with no conditions, the University will take reasonable steps to assist the student in resuming their academic endeavors with as little disruption as feasible under the circumstances.

(b) Direct Threat. When a student's behavior is deemed to pose a direct threat risk to the health and safety of the community, the Associate Vice President and Dean of Students ("Dean of Students") or their designee may initiate an involuntary withdrawal of the student on behalf of the university. The Dean of Students or designee will consult with the University Crisis Team

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before a final decision is made on the involuntary withdrawal of the student. A student poses a Direct Threat when the student's behavior poses a "Significant Risk" to the health or safety of the student or others, or of significant property damage, or of substantial disruption to the lawful activities of others or the educational process or orderly operation of the University, and reasonable modifications of policies, practices, or procedures will not sufficiently mitigate the risk. Significant Risk is defined as the high probability of harm or threats of harm and not just a slightly increased, speculative, or remote risk of such harm. Significant Risk is identified based on information that is reasonably available at the time of consideration. Information may be provided to the University through different means, including an incident report to Office of Student Rights and Responsibilities (OSRR), a police report, information provided following a hospitalization, or any other reliable source.

(c) Interim Involuntary Withdrawal.

1. A student may be involuntarily withdrawn from the university on an interim basis ("Interim Involuntary Withdrawal") if the Assistant Dean of Students or designee determines, based upon information reasonably available at the time, that the student poses a Direct Threat as defined above. A student will remain on Interim Involuntary Withdrawal, pending the outcome of the Interim Involuntary Withdrawal Review. An Interim Involuntary Withdrawal may be imposed prior to a meeting of the University Crisis Team.
2. A student will be notified of Interim Involuntary Withdrawal through a written notice outlining the Interim Involuntary Withdrawal procedure, including the time, date, and location of the Interim Involuntary Withdrawal Review.
3. A student under Interim Involuntary Withdrawal shall be given an opportunity to present information to the University Crisis Team within three (3) business days from the effective date of the Interim Involuntary Withdrawal, in order to review the following issues only:
 - i. The reliability of the information concerning the student's behavior and,
 11. Whether or not the student's behavior poses a Direct Threat, as defined above.
4. If upon conclusion of the Interim Involuntary Withdrawal review, the University Crisis Team determines the student will remain on Interim Involuntary Withdrawal based on the above-defined issues, the University Crisis Team will proceed with the Involuntary Withdrawal procedures as outlined below.

(d) Involuntary Withdrawal – Notice to Student.

A student subject to Involuntary Withdrawal is entitled to the following:

1. Notice of intent to remove the student pursuant to this policy, stating the reasons for the proposed action.
2. The opportunity to examine the psychiatric or other evaluations provided to the University Crisis Team and to discuss them.
3. The opportunity to present relevant information for consideration of his/her case personally, or by a licensed mental health professional working with that student, if the student is not capable of self-representation.
4. The opportunity to have an advisor of the student's own choice accompany the student to any meetings or proceedings described in this procedure. The advisor may not present on behalf of the student or otherwise participate in the meeting or proceeding.
5. The right to appeal.

(e) Involuntary Withdrawal – Meeting of the University Crisis Team. The Assistant Dean of Students or designee will call a meeting of the University Crisis Team no earlier than five (5) business days after notifying the student of the proposed Involuntary Withdrawal. The student

will be notified of the time, date, and location of the University Crisis Team meeting. The student may be present at this meeting and may present information in support of him/herself. Following the student's presentation, the team shall meet in a confidential deliberation. At the conclusion of this confidential deliberation, the team shall make a recommendation to the Dean of Students or designee, based upon the Team's review of all available information at the time of the meeting, as to whether the University should:

1. involuntary withdraw the student due to Direct Threat;
2. make no changes to the student's status;
3. allow continued enrollment with conditions; or
4. if the student is on Interim Involuntary Withdrawal at the time, reinstate the student with or without conditions.

(f) Involuntary Withdrawal – Notifying Student of Recommendation and Decision. The Dean of Students or designee will make a final decision regarding the student's enrollment status based on the totality of information available to the University and considering both the University Crisis Team's recommendation and any information presented by the student. The Dean of Students or designee will notify the student in writing within two business days of the final decision regarding the student's enrollment status.

(g) Involuntary Withdrawal – Appeal. In the event a student disagrees with the decision of the Dean of Students or designee, the student may appeal the decision. The appeal must be made in writing to the Vice President for SDES, or designee, within three (3) business days after the date of the notification to the student of the decision. A student may appeal the decision based on one or more of the following criteria:

1. Irregularities in fairness and stated procedures that could have affected the outcome of the decision.
2. Discovery of new and significant information that could have affected the outcome and that was not known or could not reasonably have been discovered and/or presented at the time of the meeting.
3. The outcome is extraordinarily disproportionate to the reported behavior.

The Vice President of SDES or designee, shall, within three (3) business days, sustain the initial decision or return the case to the University Crisis Team for re-consideration. The Vice President's decision to sustain the initial decision is the final action. If the matter is returned for reconsideration, the process will resume at the step outlined in subsection (e), above.

(h) Upon being involuntarily withdrawn, the student may no longer enroll in classes, may not be an active member of a registered student organization, may no longer use University facilities, must vacate University-owned housing, may no longer be permitted on University property, and may not be employed by UCF. Additionally, an involuntarily withdrawn student may be entitled to whatever refunds of tuition, fees, and room and board charges as would be appropriate given the timing of the withdrawal.

(i) Students who are involuntarily withdrawn from the University shall have a hold placed on their records, which will prevent them from being readmitted or re-enrolled at the institution except as stated in this paragraph. A student may request readmission or re-enrollment at the University and provide the Dean of Students or designee with documentation from an appropriate healthcare provider of their choice who has conducted a proper assessment of the student and concluded that the student is ready and able to safely return to the University and does not pose a Direct Threat as defined above. In cases where the Dean of Students or designee has imposed other conditions for readmission, it is the responsibility of the student to provide documentation of compliance with such conditions.

(j) A student who is considered for but ultimately not subject to Involuntary Withdrawal may be subject to conditions on continued enrollment at the University. In such cases, the student will be provided with a written summary of any such conditions and must meet all conditions in order to maintain student status. A student who fails to meet such conditions may be later subject to involuntary withdrawal by the Dean of Students or designee or may be subject to charges through the University's Student Conduct Review Process for failure to comply.

(k) The current voluntary medical withdrawal process should not be used to handle withdrawals where a Direct Threat is evident or where a violation of the Rules of Conduct has allegedly occurred. Information for students seeking a medical withdrawal is available in the Catalog.

(l) As a general principle, the University prefers to use the Student Conduct Review Process in instances of misconduct, without regard to whether the student has a physical or mental condition that might be contributing to the misconduct. The Involuntary Withdrawal Procedure is to be employed in those situations in which the regular Student Conduct Review Process is not applicable or, due to safety concerns, cannot be applied in a sufficiently timely fashion.

(11) Title IX Policy and Procedure.

(a) Federal law, specifically Title IX of the Education Amendments of 1972 (Title IX), prohibits discrimination on the basis of sex in education programs or activities. Title IX prohibits sex discrimination against students, staff, and faculty—which includes acts of sexual misconduct, stalking, and relationship violence. Title IX also prohibits retaliation for making a good faith report of sex discrimination or participating in or being a party to any proceeding involving sexual misconduct and/or interpersonal violence. A closely related federal law, Section 304 of the Violence Against Women Act ("Campus SaVE Act"), requires universities to increase transparency about the scope of sex-related violence on campus, guarantee victims enhanced rights, provide for standards in institutional conduct proceedings, and provide campus-wide prevention education and awareness programming.

(b) The University of Central Florida is committed to fostering an environment in which all members of our campus community are safe, secure, and free from sex discrimination, including sexual misconduct, stalking, and relationship violence, listed and defined in the Rules of Conduct (UCF-5.008) and Organizational Rules of Conduct (UCF-5.012). Our community expects that all interpersonal relationships and interactions – especially those of an intimate nature – be grounded upon mutual respect and open communication. When learning of conduct or behavior that may not meet these standards, community members are expected to take an active role in promoting the inherent dignity of all individuals.

(c) The university encourages any faculty, staff, student or non-student who thinks that he or she has been subjected to sex discrimination or retaliation by another student, member of the faculty or staff, or third party affiliated with the University to immediately report the incident to the Office of Institutional Equity.

(d) The University strives to promote the safety and well-being of all students and employees. This information is applicable to students and employees regardless of their sexual orientation, gender identity, or gender expression.

(e) Rights of the Complainant and the Respondent. Any individual ("Complainant") who discloses having been subjected to sex discrimination, including sexual assault/misconduct, sexual exploitation, relationship violence, stalking, sexual or gender-based harassment, retaliation, or complicity, and any individual or registered student organization ("Respondent") who has been accused of sex discrimination, including sexual assault/misconduct, sexual exploitation, relationship violence, stalking, sexual or gender-based harassment, retaliation, or complicity, are afforded the following rights throughout the university's investigative process and the student conduct review process. These rights provide a fair process for both parties while also ensuring Complainant's protections under Title IX and the Campus SaVE Act. These rights are in addition to the rights afforded in the student conduct review procedures outlined in UCF-5.009 (students)

and UCF-5.013 (student organizations). Complainant and Respondent rights include the following.

1. Both the Complainant and Respondent are permitted to have an advisor or support person accompany them throughout the university's investigative process and student conduct review process. This person will not represent the Complainant or Respondent, address witnesses, the investigator(s), the hearing body, any other party, or otherwise directly participate throughout the university's investigative process and/or student conduct review process. In addition, if the selected person is a witness, the person cannot be an advisor or support person.
2. Both the Complainant and the Respondent have the right to remedial and protective measures and shall be notified of available assistance at the University.
3. Both the Complainant and Respondent will have equal opportunity to present relevant witnesses and other information during the investigative process and during a formal hearing. Prior to the initiation of the student conduct review process, the investigator has the discretion to determine the relevance of any proffered evidence and to include or exclude certain types of evidence. In general, the investigator will not consider statements of personal opinion, rather than direct observations or reasonable inference from the facts, or statements as to any party's general reputation for any character trait.
4. If the investigative process results in a recommendation to initiate the student conduct review process, both the Complainant and Respondent will receive notice to attend a preliminary conference meeting with the Office of Student Conduct and be informed of the available resolution options in the student conduct review process.
5. During the Student Conduct Review Process, both the Complainant and Respondent shall be informed of the Administrative Hearing Officer assigned to the case and shall have the opportunity to challenge the impartiality of the individual within three (3) business days of notification.
6. Both the Complainant and Respondent will be afforded similar and timely access to any information made available through the investigative process and/or that will be used during the student conduct review process.
7. If the matter proceeds to a formal hearing, both the Complainant and Respondent may submit a list of proposed questions related to the alleged incident to be asked during the formal hearing. The relevancy of the proposed questions will be determined by the hearing body. During a formal hearing, all questions shall be asked through the hearing body. Both Complainant and Respondent should not be questioned directly by one another.
8. Both the Complainant and Respondent will have equal opportunity to present relevant witnesses and other information during the investigative process and a formal hearing. Relevancy and timeliness will be determined by the investigator(s), and/or hearing body.
9. Both the Complainant and Respondent may not have irrelevant past conduct, including sexual history, discussed during the formal hearing. The issue of relevancy shall be determined by the hearing body.
10. Both the Complainant and the Respondent will be provided access to participate, during the entire formal hearing in person, via videoconference, by telephone, or by other means available.
11. At least five (5) business days before the formal hearing, the Complainant may submit a written statement describing the impact of the Prohibited Conduct on the Complainant and expressing a preference about the sanction(s) to be imposed. At least five (5) business days before the formal hearing, the Respondent may submit a written statement explaining any factors that the Respondent believes should mitigate or otherwise be considered in determining the sanction(s) imposed. The Office of Student Conduct will ensure that the

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Complainant and the Respondent each have an opportunity to review any statement submitted by the other party before the formal hearing. The purpose of the statement(s) is to assist the hearing body in proposing a sanction. Therefore, the statement(s) will be given to the hearing body for consideration only if the hearing body makes a proposed finding of in violation of one or more allegations of sexual misconduct and/or interpersonal violence addressed in the formal hearing.

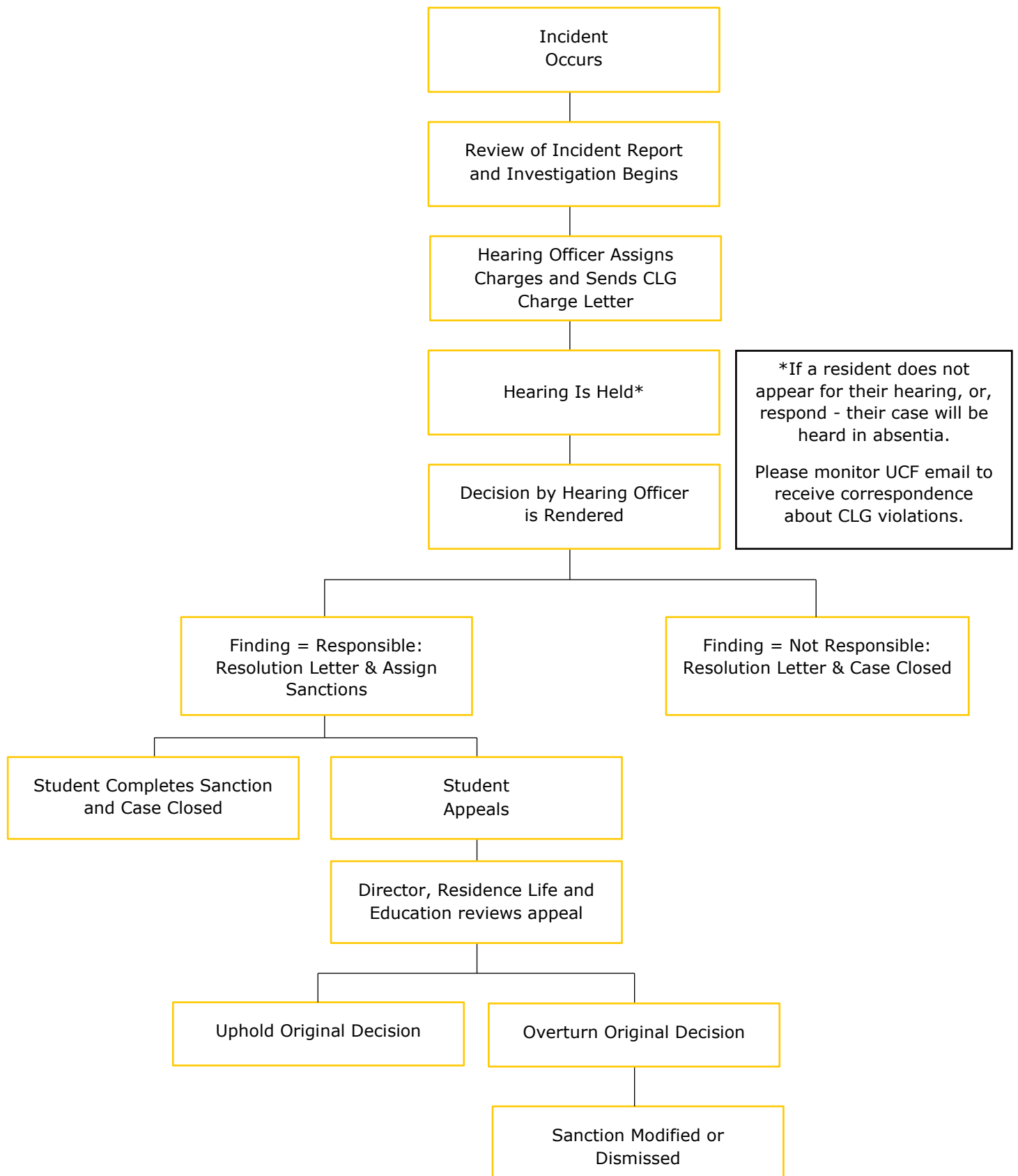
12. Both the Complainant and Respondent will be informed, concurrently and in writing, of the outcome of the investigative process, the Student Conduct Review Process, and the outcome of the appeal process, in accordance with federal guidelines.

13. Both the Complainant and the Respondent have the right to appeal the outcome of the Student Conduct Review Process on the basis outlined in the applicable Student Conduct Appeals section UCF-5.010 (individual student UCF-5.013 (registered student organizations)).

14. Both the Complainant and Respondent will be given periodic status updates throughout the investigative process and the Student Conduct Review Process.

(g) Administrative hearing officers and panel members who hear cases of sex discrimination (including sexual harassment, sexual misconduct, stalking, and/or relationship violence) receive annual training on how to conduct fair and impartial hearings for these types of cases.

CLG FLOWCHART AND PROCEDURES



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GOLDEN RULE: RULES OF CONDUCT

APPEALS PROCESS

Please visit the Office of Student Rights and Responsibilities for more information and instructions regarding student conduct appeals processes. www.osc.sdes.ucf.edu/process/appeals

COMMUNITY LIVING GUIDE STUDENT CONDUCT

APPEALS PROCESS

The Department of Housing and Residence Life staff, in conjunction with The Office of Student Rights, Responsibilities, and the Dean of Students' office, will provide educational opportunities that foster individual growth, ethical development, and personal accountability. The foundation of the student conduct process is rooted in the UCF Creed: Integrity, Scholarship, Community, Creativity, and Excellence. It is your responsibility to consider the impact of your actions on the community.

Violation of the UCF Housing Community Living Guide (CLG)

Description:

Students found responsible for a Housing Community Living Guide policy violation may appeal the decision. Appeals that fail to meet at least one of the following criteria will not be reviewed. Violations and original sanctions will stand. Charges connected to a CLG, student code of conduct, or Rules of Conduct (ROC) violation where the resident was found responsible cannot be appealed. Failure to adhere to instructions and dates provided in the original outcome/sanction letter may result in additional sanctions. An appeal will need to satisfy one or more of the following:

1. Process Review:

On an additional page, describe in detail the irregularities in stated procedures that could have affected the outcome of the hearing. An appeal approved on this ground may result in a new meeting.

2. New Information Review:

an additional page, describe the new and relevant evidence, and how you believe it could affect the outcome of the meeting. Only new information, which was not available at the time of the original meeting and could not have been presented, will be considered. Any information already presented at the meeting will not be accepted as mitigating circumstances.

What to Submit:

A link to the appeal form will be provided in the decision letter.

How to Contact:

If you have any problems with the form, please contact your community's Coordinator, Residence Life and Education.

Associated Deadlines:

The appeal form with supporting explanation is due within 2 business days.

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ASSESSMENT OF FEES FOR DAMAGES OR OTHER CHARGES

Description:

Students who wish to appeal any charge for damages or other charges should go to the Coordinator, Residence Life and Education of the community from which the damage assessment and corresponding fees were issued. If a student speaks to the Residence Life and education Coordinator and still wishes to appeal, they may submit a charge appeal to the Department of Housing and Residence Life at housing@ucf.edu. The information for that process may be found online at www.housing.ucf.edu/costs/cancellation.

What to Submit:

Students should submit any materials and/or documentation that supports their appeal with a written letter or email.

How to Contact:

Once students are directed to enter the cancellation fee appeals process, they can appeal via the following methods:

1. P.O. Box 163222
Orlando, Florida 32816-3222
2. Fax: 407.823.3831
3. Email: housing@ucf.edu
4. Hand Delivery: Building 73, Housing Administration Building
Associated Deadlines: N/A

CHARGES

Other

• Additional cleaning	\$25+
• Administrative charge	\$100
• Bicycle in room	\$25
• Failure to follow move-in move-out procedure	\$25+
• Fire alarm	\$300+
• Lock outs (after 3 times)	\$10
• Overnight guests	\$30/night
• Rental rate late charge	\$100
• Trash	\$25/bag
• Unapproved pets	\$150+
• Unauthorized room change	\$200
• Vandalism	Labor/materials

Replacement Keys

• Hercules, Neptune, Nike, Libra, NorthView, Towers	\$75
• Lake Claire	\$75
• Intellikey (Academic Village)	\$75
• Bedroom	\$75
• Mailbox	\$50

** Charges are subject to change. Please see your community office for more information on charges.*



YOUR ROOM, YOUR RIGHTS, YOUR FACILITIES

Your Room

You must follow the guidelines below in order to keep maintenance problems to a minimum and to protect your room from damage.

Decor: Be considerate of creating a safe space. This can pertain to your decorations, as some images, words, and content may offend others. Additionally, any possession and/or display of stolen property such as construction materials (cones, signs, etc.), street signs, and shopping carts are violations of the Community Living Guide.

Ceilings: You are not permitted to affix decorations or any other item to the ceiling.

Walls, Doors, and Adhesives: You are ultimately responsible for your room. In order to reduce charges, UCF Housing encourages residents to use "Painter's" tape to hang decorations.

Authorized Search: Your property is not subject to search without your consent unless a search is conducted by appropriate law enforcement officers with a legal search warrant or in accordance with existing Florida law. Housing and Residence Life staff will never conduct these searches.

Cleanliness: Housekeeping will augment your daily cleaning practices, but you are responsible for promoting a clean and well-maintained living environment. Residents should regularly vacuum, dust, wash clothing, clean dishes, remove garbage/recycling, and discarding old food items from residential spaces.

Liability: You are responsible for your property, as the University is not liable for damage to or loss of personal property, failure or interruption of utilities, or for injury or inconvenience to persons (except to the extent set forth in Florida Statutes, section 768.28.1979). Consider getting personal (renters) insurance coverage if you are not covered under a preexisting policy (homeowners' policy). Any instance of lost, missing, or stolen property should be reported to UCF Police and the community office.

Personal Property: In an emergency situation, university officials may move your belongings to protect the life and property of all residents. The UCF Housing and UCF Facilities staffs reserve the right to define an emergency situation. You are encouraged to maintain personal renter's insurance for the replacement of personal property.

Room Entry: Authorized University of Central Florida staff, state and local representatives, and Valencia representatives may enter your room for a variety of purposes, including but not limited to: posted "plain view" room inspections, fire code enforcement, maintenance purposes, occupancy verification, lockouts, and in emergency situations.

Apartment/Roommate Agreement: All students must complete a roommate agreement each time a new roommate is assigned to the space. Apartment/Roommate agreements will be completed with your RA and will be reviewed at the beginning of each semester or as often as needed.

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Storage: Storage is not provided by UCF Housing.

Weather: In a weather emergency, you are responsible for your own safety. Signing up for UCF Alert or Valencia Alert will assist in notification and preparation. Prior to a hurricane's arrival, students who are able to safely travel home must do so. Ride Out Locations will be provided for students who are unable to get to another safe location. You must comply with staff instructions and requests during a weather emergency.

For more information regarding campus emergencies or severe weather events, please visit the UCF Office of Emergency Management website <https://emergency.ucf.edu/>.

Your Rights

Accommodations: If you feel you need an accommodation, please contact your Coordinator, Residence Life and Education to help you navigate the process.

Communicable or Contagious Illness: Students diagnosed with a communicable illness proving to be a health threat to other residents may be relocated to a temporary housing assignment. Staff will make every effort to maintain the privacy of a student who has knowledge of testing positive for any communicable illness. The temporary relocations process may begin by University staff or by student disclosure.

Rights and Responsibilities: The UCF Department of Housing and Residence Life recognizes that students living in residential communities have certain rights that are not to be infringed upon by fellow community members at any time. These rights include:

- a. The right to have a safe and secure environment
- b. The right to have well-maintained facilities
- c. The right to sleep during the night
- d. The right to study in rooms, apartment, and common areas without being disturbed during hours designated as "quiet hours"
- e. The right to privacy
- f. The right to address grievances
- g. The right to pursue personal and academic achievement
- h. The right to be informed of community events or planned disruptions
- i. The right to access one's assigned living space during all times their building is open

The Department of Housing and Residence Life recognizes that students living in residential communities have certain responsibilities in their relationship to other community members and to their environment. These responsibilities include:

- a. Promoting a community environment that is open and safe to all members
- b. Ensuring another community member's ability to sleep and study
- c. Addressing situations or behaviors that violate the Community Living Guide in a respectful manner
- d. Maintaining one's self in a manner that is not disruptive to the community
- e. Abiding by the University Policy on Prohibited Harassment, including Sexual Misconduct, and Discrimination www.letsbeclear.ucf.edu/title-ix-at-ucf/ucf-policies-and-regulations

Your Facilities

Exterior Room/Apt. Doors: Only Housing and Residence Life approved door decorations and properly affixed message boards will be allowed on your exterior door facing community space.

Evacuation Locations: Each individual building will have its own evacuation location and must be at least 300 feet from your building. Evacuation muster locations can be found listed in residents' rooms.

Furniture: You are responsible for the UCF furniture in your room, suite or apartment or common space. All furniture must remain in your room. Housing and Residence Life staff will not remove or store university furniture.

Air Quality: To prevent air quality issues, residents should keep relative humidity indoors below 60%. In order to accomplish this, all residential students should:

- Dry all personal belongings (e.g., shoes, towels) before putting them away.
- Address leaks and moisture issues by submitting a work order to facilities.
- Keep air vents free from obstruction.
- Turn on bathroom ventilation system when in use.
- Keep windows closed at all times.
- Keep thermostat set between 72-74 degrees and on AUTO at all times.
- Keep wet towels in the bathroom for ventilation system to dry and reduce moisture into bedrooms.
- Keep room and common spaces clean.
- If mold is present, residents are responsible for submitting a work order as soon as possible at fo.ucf.edu/crform.

Residents should report any issue with the heating, ventilation, air conditioning systems, doors, or windows. Residents should also report musty smells in the residential spaces, even if mold or mildew is not evident.

Residents are responsible for damage to the residential space and their personal property resulting from the failure to comply with the terms of this paragraph.

Personal Property: Remove all personal belongings upon move out. Items left in residential facilities after closing will be subject to disposal/donation and additional move-out charges.

Recycling: Students are encouraged to separate recycling and place it in an appropriate recycling bin. See your RA or community office for further information on recycling.

Trash Removal: Students must remove all personal trash from their assigned units and common areas. All trash must be placed inside the trash chute room on their floor. Residents are prohibited from using the trash chutes, which are specifically reserved for housekeeping and facility staff.

Video Surveillance: Your community may be equipped with a number of closed-circuit TV cameras. These cameras have been installed for the purpose of recording events for later viewing. Do not rely upon these cameras for the safety of your person or property.

FACILITY SERVICES

Maintenance and custodial services will enter your room/apartment to complete light cleanings on a regular basis for maintaining the residential spaces. Note: Residents cannot refuse housekeeping services. Note: Residents cannot refuse housekeeping services. A cleaning schedule will be posted for your information but can be subject to change. You are expected to keep clothing off the floor and remove all of your belongings from the sink, counter, and shower stall prior to the arrival of staff. Apartment residents are responsible for cleaning the oven/stove. If your room is left in a condition where it cannot be cleaned, your AC will be notified and you may be held in violation of your housing agreement. For residential cleaning responsibilities, please refer to section 16 and page 14

Internet: To connect to the internet, residents will need to know their NID and NID password. Rooms are equipped with Wi-Fi and/or Ethernet ports. UCF does not provide Ethernet cords. For information about connecting to the internet, please contact the Computer Help Desk at 407-823-5117, or visit resnet.ucf.edu.

Community Spaces: Some common spaces are equipped with digital TV and may be available for residents to use. UCF Housing staff will post signage on doors if the space is unavailable for student

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use. Community spaces may not be used for outside meetings (including student organizations) or personal functions unless approved by the Coordinator for Residence Life and Education or their designee.

Bulletin Boards: UCF Housing and Residence Life utilizes bulletin boards as a method of communication. Only staff may add or remove posted items on boards.

Exterminator Services Residential facilities are serviced for pests on a regular basis. For pest concerns between treatments, contact the community office, and do not attempt to exterminate the pests. To minimize pests, residents must maintain a clean living space.

Game Day UCF Housing staff reserve the right to enforce all Community Living Guide and UCF Tailgating policies on UCF Football Game Days. For more information, visit the Game Day website at www.ucfgameday.com.

Grills Some UCF communities provide stationary grills for resident use. Students wishing to use a grill must first speak with a staff member in the community office. Residents must supply all grilling materials. Grills, propane, and lighter fluid cannot be stored in residential facilities. After you are finished using the grill, it must be cleaned thoroughly.

Kitchens: Community kitchens are available in select areas for use by current residents. Community kitchens are to be used for the preparation of food only. Additionally, residents who use community kitchens are required to clean up after themselves before leaving. To avoid any pest issues, please remove trash/recycling on a frequent basis and clean hard surfaces to remove any food debris.

Laundry Facilities: Each community is equipped with coin or KnightCash operated laundry facilities. For KnightCash information and refunds, visit the UCF card services at ucfcard.ucf.edu. For coin refunds or to report a problem with laundry services, visit your community office.

Lock Outs: If you are locked out of your room, go to your community office on the 6th floor for assistance. Residents will need to present a photo ID to get into your room. After three lockouts in one semester, students will be charged \$10 for every subsequent lockout.

Mail: Mailboxes are located near each community. Mail is delivered Monday through Friday. Residents will be issued a P.O. box where mail and packages can be received. Residents who receive a package will receive an email to their university email account. You must present a photo ID when picking up packages. Stamps may be available for purchase in community mail centers

Maintenance Requests: To report any maintenance concerns, contact Facilities Operations at www.fo.ucf.edu or visit your community office.

COVID-19 GUIDANCE

Adhering to COVID-19 guidance and recommendations, (from The Center for Disease Control, The World Health Organization and the American College Health Association Guidelines for Higher Education) the Department of Housing and Residence Life (DHRL) aims to deliver its mission of providing safe living and learning opportunities while protecting the health and wellbeing of residents and minimizing the potential spread of COVID-19 within the residence halls. As a resident living on campus at UCF, COVID-19 will impact your residential experience as DHRL and UCF continue to make public health-informed decisions. The below policies and guidelines are incorporated into the Community Living Guide and are applicable to all residential students. Throughout your time on campus, we commit to providing residential students with timely information about specific and important health and wellbeing guidance related to COVID-19.

The nature of living in a community environment

We expect that all members living and working on campus at UCF—residents, staff, and visitors—act in a manner that demonstrates respect and consideration for those around them, including respect and consideration for the health and wellbeing of all community members.

All residents are prohibited from creating a health or wellbeing hazard within housing, and the University may request or require a resident to leave housing if their continued presence in the housing community poses a health or wellbeing risk for community members.

Residents are required to comply with health and wellbeing laws, orders, ordinances, regulations, and health and wellbeing guidance adopted by the University or DHRL as it relates to public health crises, including COVID-19. This guidance will evolve as the pandemic evolves and may include, but is not limited to, physical distancing, limitations on mass gatherings, wearing a face covering, COVID-19 diagnostic and surveillance testing (including before or upon arrival to campus), contact tracing, disinfection protocols, limitations on guests into residence halls, and quarantine/isolation requirements (including before or upon arrival to campus). Adherence to health and wellbeing requirements applies to all residents, staff, and visitors and extends to all aspects of living on campus, including bedrooms, bathrooms, community kitchens, lounges, computer rooms, courtyards, gyms, pools and other common and/or shared spaces.

Expectations on physical distancing and face covering

Residents are required to comply with any University or DHRL policy that UCF adopts or implements. UCF will issue one reusable, washable face covering to all students, faculty, and staff members. These or a face covering of some kind will be required to be worn inside all shared indoor spaces and outdoors in areas where physical distancing is not possible. Residents are required to wear a face covering inside the residence halls, including but not limited to, while entering/exiting the community, walking in hallways, inside elevators, visiting the community office or front desk, utilizing community kitchens or lounges. Residents should always maintain at least six feet of distance from individuals. If residents are sharing a bedroom, residents should configure the furniture to remain 6 feet apart as much as possible. Residents are not required to wear a face covering inside their rooms unless a UCF employee is entering the room for reasons including but not limited to general cleaning, maintenance, health and safety inspections, or emergency response. DHRL has the right to refuse service to any individual who is not wearing a face covering.

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Expectations of keeping living space sanitary

DHRL will continue to implement and modify its cleaning protocols to address COVID-19 or other public health emergencies in the interest of minimizing community spread of the virus. DHRL will educate and inform residential students on appropriate cleaning protocols within their assigned spaces to reduce the spread of COVID-19 within residence halls. Residents should take an active role in the sanitation of living spaces and create a plan among roommates to maintain a clean and sanitary living space. Residents are required to provide their own cleaning supplies.

Residents are strongly encouraged to wash their hands frequently with soap and water for a minimum of 20 seconds. If soap and water are not available, use hand sanitizer with at least 60% alcohol.

Stay home if you are sick, except to seek medical care.

Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for a minimum of 20 seconds.

Ensure that trash receptacles and tissues are conveniently located.

Practice physical distancing by avoiding large gatherings and maintaining distance (approximately 6 feet) from others.

Avoid using another persons' phone, desk, workspaces, kitchen utensils, or other work tools and equipment. If necessary, clean and disinfect them before and after use.

Disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Follow the manufacturer's instructions for the use of all cleaning and disinfection products. (e.g., concentration, application method, and contact time, PPE.)

Avoid touching your face, eyes, nose, and mouth with unwashed hands.

Our main campus custodial team has increased the frequency of cleaning/disinfecting high touch areas such as door handles, elevator buttons, handrails, water fountains. A similar cleaning schedule is performed for our managed residential communities.

All disinfectants applied, whether mist, wipes, or sprays, are registered through the EPA for addressing the coronavirus, along with going through an approval process with our Environmental Health and Safety department.

Cleaning refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and, therefore, any risk of spreading infection.

Disinfecting works by using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

In the event that coronavirus exposure has been confirmed on campus:

- Student Health Services and University officials will guide and provide direction.
- Facilities will be notified of the Academic and Housing spaces that require disinfection.
- A professional mitigation vendor will be contracted to perform total disinfection of identified spaces.
- Environmental Health & Safety will determine if disinfection is complete and develop a sign-off procedure for the vendor.
- Facilities Housekeeping will clean spaces within the same building that are not being cleaned by the vendor per standard operating procedures.

Standard Protocols already in place:

- Custodial staff are trained on SOPs for cleaning
- Custodial staff are trained on BBP procedures
- Custodial staff are provided with and responsible for wearing PPE
- Custodial staff are provided with chemicals that are approved by Environmental Health and Services.
- Custodial staff employs disinfectants that are approved by the EPA

Acknowledgement that not all amenities/space will be available (community space, kitchen, etc.)

Due to health and wellbeing guidance adopted by UCF and the DHRL, hours of operation, and access to community spaces within our residential communities will be modified or unavailable until further notice. Please adhere to information and signage posted at these locations. Locations include, but are not limited to, lounges, bathrooms, elevators, elevator landings, laundry rooms, and kitchens.

Requirement of relocation for isolation (positive case and exposure)

At any time, the University may request or require a resident to leave UCF DHRL when that resident's continued presence in the housing community poses a health and wellbeing risk for community members. Residential students are required to comply with requests from UCF Housing and Residence Life to leave their assigned space due to COVID or other public health emergency, and failure to do so is a violation of the Community Living Guide and may subject a student to termination of their housing contract and removal from their assigned space. Not all UCF Housing residential rooms or halls are appropriate for self-quarantine or self-isolation, for example, and in those situations where a student is recommended to self-quarantine or self-isolate, students may not be permitted to continue residing in their residential space and will be provided alternative housing arrangements as needed. Removal from UCF DHRL to isolate or quarantine does not constitute a termination of a residential student's housing agreement.

Food Delivery Plan

In the event a residential student requires meal support during isolation or quarantine, a Housing and Residence Life professional will contact them to review options.

Limitations/prohibitions of guests in room/building

In the interest of the health and wellbeing of residents, DHRL has amended the guest policy for residents living on campus. Residents may have one guest, who must already reside in the same building. A guest is defined as any person who is not assigned to live in a residential space and any

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individual who is visiting that space. Additionally, there are limitations to the number of residents that may congregate in public spaces. Please refer to signs posted outside of public spaces, including but not limited to laundry rooms, lounges, computer labs, and study spaces for more specific information.

Depopulation, Residence Hall Closure, and Emergency Essential Services

Upon reasonable notice, UCF DHRL reserves the right to terminate housing agreements due to public health emergency needs, including COVID-19. In the event UCF DHRL terminates housing agreements due to public health concerns, UCF DHRL will offer fair and reasonable reimbursements for impacted students as appropriate and based on information available at that time.

Residents are required to comply with any de-population efforts needed on campus due to COVID-19 or other public health emergencies, including, but not limited to, the relocation of all or some residential students to alternative housing. Relocation does not constitute a termination of a residential student's housing agreement. In the event UCF DHRL must relocate students as part of a de-population strategy due to public health concerns for an extended period of time and alternative housing is not available, UCF DHRL will offer impacted students fair and reasonable reimbursement as appropriate and based on information available at that time.

In the event of a partial or full closure of residential facilities that requires depopulation, DHRL reserves the right to provide a small window of time for residents to vacate premises. We ask that residents take time to identify items now of value and importance. DHRL reserves the right to partner with a 3rd party vendor, to pack and ship/store resident belongings to an approved address on file. This will be a mandatory essential service. The cost for this service will be deducted from any housing reimbursements.

Community Living Guide and Rules of Conduct Violations

DHRL Staff will be adjudicating Community Living Guide and Rule of Conduct violations remotely. All residents are expected to adhere to the amended COVID-19 guidelines and policies, and will be remanded to the Community Living Guide and Rule of Conduct process. These additional guidelines and policies may have a direct effect on students' housing agreements. If a student does not adhere to these policies, they may have their housing agreement administratively canceled.

IMPORTANT NUMBERS

Housing Administration Building	407-823-4663
Apollo Community Office	407-882-5016
Hercules Community Office	407-882-7010
Lake Claire Community Office	407-882-5000
Libra Community Office	407-882-5015
Neptune Community Office	407-882-7220
Nike Community Office	407-882-7000
NorthView Community Office	407-901-5981
Rosen Community Office	407-284-6000
Towers at Knights Plaza I Community Office	407-882-9400
Towers at Knights Plaza II Community Office	407-882-9406
Towers at Knights Plaza III Community Office	407-882-9408
Towers at Knights Plaza IV Community Office	407-882-9418
UCF Facilities Operations	407-823-5223

OTHER

Emergency – Police, ambulance or in case of fire	911
UCF Police Department (non-emergency)	407-823-5555
Alcohol & other drugs/wellness	407-823-2924
Ask a librarian	407-823-2562
Campus operator	407-823-2000
Career services	407-823-2361
Computer help desk	407-823-5117
Counseling center	407-823-2811
Dining services	407-823-2651
First year advising and exploration	407-823-3789
Knights academic resource center	407-823-4186
Recreation and wellness center	407-823-2408
Safe escort patrol services	407-823-2424
Student accessibility services	407-823-2371
Student financial assistance	407-823-2827
Student health services	407-823-2701
Student union	407-823-0001
UCF bookstore	407-823-2665
UCF cares	407-823-5607
Victim services	407-823-2425

CONTACT US

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P.O. Box 163222
Orlando, FL 32816-3222

Voice: 407-823-4663
Fax: 407-823-3831

housing.ucf.edu
Division of Student Development and Enrollment Services