

Residence Life **Handbook:** A Guide to Campus Living

OLLU Residence Life Handbook

The "Residence Life Handbook" is published by the Office of Residence Life.

The handbook is distributed electronically to all resident students at Our Lady of the Lake University and is also available on the university website. Subsequent editions supersede the policies and procedures contained in this edition.

For questions or comments regarding this handbook, or the procedures herein, please contact the following:

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 Director of Residence Life

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Statement of Mission

The mission of Residence Life is to provide affordable housing for students in a responsible environment that promotes personal growth,

and peer counseling. The RA directs students through the proper channels to address their questions, requests, and concerns. The RA assists the Residence Life Coordinators and the Office of Residence Life to develop an effective method of enforcement of residence hall and university regulations.

Residential Communities

Ayres Hall

This co-ed, upper-class, residence hall accommodates 41 residents in single-occupancy rooms with connecting baths. This hall has central air conditioning and heat. A connecting hallway leads to the companion residence facility, Pacelli Hall (currently offline). A computer lab and study lounge are provided for the residents of this space. Additionally, there is direct access to an outdoor patio and swimming pool. Ayres Hall is named in honor of Mother Angelique Ayres, CDP, co-founder of Our Lady of the Lake College and Superior General of the Congregation of Divine Providence from 1943 to 1955.

Cats and dogs with certain breed restrictions are allowed in Ayres Hall if residents have gone through the Office of Residence Life approval process and have paid the annual \$150 non-refundable pet registration fee. A request for a pet application can be made by emailing residencelife@ollusa.edu.

Centennial Hall

This co-ed, primarily freshman, residence hall accommodates 62 residents in single-, double- and triple-occupancy rooms, all with private baths. This hall has central air conditioning and heat. Facilities include a study lounge, a small fitness center with television and an outdoor patio. Centennial Hall is named in honor of the centennial of the university's founding in 1895.

Flores Hall

This co-ed, primarily freshman, residence hall accommodates residents in double-occupancy rooms with connecting baths. This hall has central air conditioning and heat. Facilities include lounge areas, laundry rooms on each floor and an outdoor patio. Flores Hall is named in honor of Archbishop Patrick F. Flores, first Mexican American archbishop of the Roman Catholic Church.

Pacelli Hall

This residence hall is currently offline. When in use, this coed residence hall accommodates 125 residents in double-occupancy rooms with connecting baths. This hall has central air conditioning and heat. A connecting hallway leads to the companion residence facility, Ayres Hall. Facilities shared by both halls include a television lounge, an outdoor patio, and an outdoor swimming pool. Pacelli Hall is named in honor of Pope Pius XII (Eugenio Pacelli), the pontiff who beatified Fr. John Martin Moye, founder of the Congregation of Divine Providence.

Slater Apartments

This co-ed, upper-class, apartment-style residential building accommodates 234 residents in double-occupancy and quad-occupancy units. Each bedroom has single occupancy, and one bathroom is shared in the double occupancy unit, and two bathrooms are shared in the quad unit. A full kitchen and common living area are in each unit. Facilities include lounge areas, laundry rooms on each floor, and study rooms. The Slater Amenities Room provides residents with a gathering space, community kitchen, and fitness center.

IMPORTANT PHONE NUMBERS

Residence life

Procedures for Housing Application, Selection and Cancellation

Consolidation

Consolidation refers to the process of requiring resident students who are single occupants in double- or triple-occupancy rooms to move together in one double- or triple-occupancy room. Consolidation also allows empty rooms to be used as guest rooms, storage rooms, or showrooms. Students may remain as single occupants in double- and triple-occupancy rooms without being charged single-occupancy room rates only if there is no option for consolidation. If the opportunity to consolidate becomes possible, students may be required to move together. Residents are required to move if they are contacted by Residence Life to consolidate. If there is an option for the resident to buy out the room as a single room, they will be informed by Residence Life. Otherwise, they must move when they are told. A student may not sublet or rent a room assignment or empty space nor permit another person to share a private room assignment. (i.e., Airbnb, HomeAway, Craigslist, private rental, etc.).

Housing Availability

Residence halls and apartments are available for occupancy during the fall, spring, and summer semesters. Residence halls close between the fall and spring semesters and after the spring semester prior to the summer term. Interim housing is available on a limited basis after the spring and summer terms. There is a charge for interim housing, and it may be available only in one residence hall. Residence halls do not close during Thanksgiving, Spring Break or Easter holidays. The university apartments do not close between the fall and spring semesters. Apartment residents are not required to move out during the break. Students who are taking summer classes and/or are associated with a university-sponsored program or event during the summer break are eligible for housing. The Summer Housing application will be available in the spring semester.

Housing Contract

Housing contracts are issued on an annual basis. Refer to the OLLU Housing Contract for details regarding the terms of the contractual agreement, including contract dates and associated cancellation fees.

Housing Contract Cancellation Policy

The university reserves all rights in connection with cancellation of the housing contract. Refer to the OLLU Housing Contract for any fees related to cancellation.

- x If the student intends to leave the university at the end of the fall semester and not return for the spring semester, the student must notify the Office of Residence Life in writing prior to the end of the fall semester. Cancellation fees will be assessed as outlined in the [OLLU Housing Contract](#).

Housing Application Fee

All students applying for housing are required to submit a \$200 housing application fee that serves as a requirement

- Ø Residents are advised to read the handbook and housing contract and are responsible for the information in it.

To eliminate disruptive noise from electrical sound equipment which may violate an individual's right to sleep, study, read, or otherwise occupy the room.

To determine, with reasonable cause, if a violation of Residence Life or other university rules and regulations is occurring in the room.

To conduct health and safety checks.

[Guidelines for Entry and Search by University Police](#)

Facilities and Services for Resident Students

plans are prorated from the start of the semester to the day of the termination of housing. Only unused board can be refunded. The student is still responsible for payment of all used board.

ServiceWorks, as well. They can be contacted on 1-800-762-3452. Work orders can be submitted online. Currently, washers and dryers are complimentary for resident students.

Washers and dryers are located in the following locations:

Emergency maintenance situations requiring immediate attention, such as power outages, broken water pipes, or clogged/overflowing toilets should be reported to the Office of Residence Life immediately at 210-431-3941. If the Office of Residence Life is closed, report the problem to the RA on Duty at 210-749-7571 or 210-749-9625 or Campus Police at 210-431-4022 immediately.

Pest Control

Exterminators make rounds on a routine basis. Resident students should report insect problems to their Resident Assistant or to the Office of Residence Life. An exterminator will be accompanied by an OLLU staff person when individual room extermination is requested.

Swimming Pool

Resident students may use the pool between Pacelli and Ayres Residence Halls from 10 a.m. to 10 p.m., seven days a week unless booked for a private event. Alcoholic beverages are prohibited in and around the pool area and patio. Swimming alone and horseplay are prohibited. Pool access is limited to resident students and one adult guest per resident student only. Guests who are minors are prohibited. The pool is not staffed with a lifeguard.

Swimming Pool Events – Individuals wanting to host a pool gathering must contact the Office of Residence Life for permission to reserve the swimming pool.

Suggested Items for Residence Hall Living

The following is a list of items resident students often find necessary and convenient for residence hall living include linens (sheets) for a Twin XL bed, pillowcases, pillows, blankets, bedspreads or comforters, towels, toiletries, an alarm clock, cleaning supplies and other academic materials such as school supplies. Resident students may bring Bluetooth speakers, ethernet cords, tablets, gaming equipment, laptops, televisions, DVD players and floor fans. Small electrical items, such as hot air popcorn poppers and coffee makers are permitted in the residence halls. The Office of Residence Life encourages resident students to contact roommate(s) to plan for necessary and convenient items to avoid duplication.

Prohibited Items for Residence Hall Living

Prohibited items include electric blankets, waterbeds, candles, lava lamps/oil lamps, fireworks, wireless routers, weapons, personal bed linen kits and items listed in the "Restricted Appliances" section of this handbook. Since a combination microwave and refrigerator (microfridge) is already provided in each residence hall room, and a full-size refrigerator and microwave is provided in each Slater apartment, additional refrigerators and microwaves are prohibited.

Trash and Recycling

All resident students are expected to keep their environments free of trash and litter. All trash must be disposed of in the dumpsters located next to the softball field or in front of Flores Hall. At no time should trash be left in hallways, common areas,

common areas of the apartment unit, all that are present in the common area or in the apartment unit must be 21 or older. If you are an Ayres Hall resident, and you have a visitor, you are not allowed to consume alcohol in the room if your guest/s is under the age of 21 years old.

- Ø Alcoholic beverages and alcohol paraphernalia are prohibited in Centennial and Flores Halls. Residents of these halls, even if aged 21 or older, are prohibited from possessing and/or consuming alcohol in their rooms.
- Ø Regardless of age and residence hall location, consumption of alcohol is prohibited in public areas (e.g., lounges, hallways, patios) inside and outside the residence halls except at those events approved by the Vice President for Student Affairs.
- Ø Kegs and party balls are prohibited across all residential communities. This includes empty kegs or party balls brought on campus for storage purposes or to be used as furniture or decoration. Alcohol brewing is also prohibited across all residential communities. Empty alcohol/liquor bottles and beer cans are prohibited in the residence halls.
- Ø Refer to the "Alcohol Distribution Policy" located in the OLLU Student Handbook for additional information.

Balconies, Fire Escapes, Ledges, Roofs, and Windows

Resident students and their guests are prohibited from engaging in the following activities:

- Removing screens from windows.
- Climbing onto ledges and roofs.
- Climbing from one room to another via ledges and roofs.
- Hanging out of windows.
- Covering windows with aluminum foil or other dense material.
- Pushing others towards or out of open windows.
- Throwing items out of windows.
- Hanging signs, posters, or other materials from roofs, ledges, balconies, and fire escapes.
- Blocking stairwells and fire escapes.

Candles, Fireworks, and Open Flames

Candles, fireworks, incense, open flames, all types of diffusers (including but not limited to automated and heat-generating fragrance and aromatherapy diffusers), and appliances with open heating elements are prohibited. Electric wax warmers are also prohibited.

Christmas Trees

Residents are prohibited from installing live Christmas trees in their residence hall room or apartment.

Confiscation/Removal

Residence Life personnel will ask students to remove dangerous and/or prohibited items from their rooms or common area. Should the resident fail to respond to this request, Residence Life staff will confiscate, store and/or dispose of the item with approval from the Director of Residence Life or designee. During fire drills/alarms and safety inspections, university officials may confiscate prohibited appliances or other prohibited/illegal items (see [Procedures for Room Entry and Search](#)). Residents will be sent an email if any item is confiscated or removed. Following a disciplinary hearing.

avoiding propping feet on or climbing on furniture. Residence Life staff members reserve the right to require any student-owned furniture be removed from the residence halls. While students are permitted to provide their own mattress padding/topper, they are not permitted to bring in their own mattress. Requests for the use of a personal mattress can be requested through the Office of Residence Life and decisions will be made on a case-by-case basis.

Grills

Grills of any type and/or size may not be stored or used within any area of the buildings. If a rented/borrowed grill is used on campus for an event, they may not be used within 50 feet of the building. Propane tanks, grills, lighter fluid, instant charcoal briquets, and any other combustible materials or chemicals may not be stored inside any room.

Halogen Light Bulbs and Lamps

Halogen light bulbs and lamps are not permitted in any on-campus residence.

Health and Safety Inspections

RAs conduct periodic health and safety inspections of residence hall rooms and apartments to accomplish the following:

- To connect with residents, they do not see on a regular basis.

- To report maintenance issues.

- To confiscate unapproved items (e.g., hot plates, alcohol).

- To verify that all furniture and/or furnishings in the room at check-in are still in the room.

- To verify that no furniture and/or furnishings from common areas are in the room.

- To ensure there are no health and safety violations within each room/apartment.

RAs will post notices 48 hours in advance of the health and safety inspection. If residents are not present at their respective scheduled times, RAs will contact other Residence Life staff members to enter the room and complete the safety check. All OLLU property will be checked including but not limited to refrigerator, microwave, dressers, and closets. RAs will leave notices on of room entry if residents are not present.

Holiday and Semester Break Occupancy

No meal service will be provided during any University holiday, which includes Winter Break, Easter Break, and other student holidays (e.g. Thanksgiving and Spring Break) the University may designate, unless stated otherwise. The university does not provide interim housing during semester break periods (e.g., Christmas Break and break between spring and summer sessions), except for those residents that have a valid OLLU Housing Contract to reside in Slater Apartments. For alternative housing options, contact the Office of Residence Life.

ID Cards (Electronic Access and Meal Plan)

All university students must obtain and carry with them a current university ID card as proof of their right to use university facilities and attend university events. ID cards must be produced upon request by any university official, including RA staff. ID cards are non-transferable. Students allowing others to use their ID cards are subject to disciplinary sanction. ID cards for resident students serve as their meal cards in addition to serving as electronic access cards to the residence halls. Most front doors to the residence halls are locked at 10 p.m., and interior doors are locked 24 hours. ID cards are issued at the ITS Help Desk located in the Walter Center (2nd Floor). Building and apartment access is granted by the Office of Residence Life. If your ID no longer grants you access to your building or apartment, please report the issue to the Office of Residence Life. Lost or stolen cards should be replaced as soon as possible; there is a \$10 fee assessed to replace the ID.

Indoor Athletic Activities

The playing of athletic games is prohibited in the residence halls because of the potential for personal injury and property damage that often occurs because of such activity. Prohibited activities include, but are not limited to, baseball, basketball, football, frisbee, hockey, soccer, volleyball, shaving cream fights, water fights and indecent exposure or behavior.

Keys

Resident students receive one key to their residence hall rooms. Room keys will not be issued to any friend, relative or other individual. Residents should always carry their room key with them to avoid being locked out. Resident students may not duplicate room keys or alter locks. Room keys must be returned to the Office of Residence Life upon vacating the assigned residential space.

Lockouts – If resident students lock themselves out of their room or residence hall, Residence Life staff or the RA on duty will unlock the door and/or building. The resident student will receive 1 free lock out per semester and be charged \$25 per lockout thereafter. Additionally, on the fourth time, resident student must schedule an appointment with the Director of Residence Life or designee. RAs will unlock only the room or residence hall for that resident who is locked out.

Lost Keys – If resident students lose their room keys, the Office of Residence Life will have Physical Plant staff change the door locks, at the resident's expense, and issue new keys for the room. This precaution is for the resident's safety and the security of the resident's possessions. The fee for a lost key is \$60.

Liability and Personal Property Protection

Our Lady of the Lake University will not be liable to residents or residents' guests for personal injury or for damage to or loss of their personal property from fire, flood, water leaks, rain, etc., unless such injury, loss or damage is caused by the negligence of Our Lady of the Lake University. The university recommends that residents secure their own insurance to protect against such occurrences. The Office of Residence Life recommends that students invest in renter's insurance to help resident students protect their belongings.

In the event the room or apartment assigned to a student is destroyed or rendered wholly uninhabitable and the university does not elect to furnish other accommodations, the contract shall be terminated. In the event of such termination, any prepaid room and board fees or rent shall be refunded to the student.

Resident students are responsible for protecting personal items from theft and vandalism and for ensuring the residence halls and apartments are as secure as possible. The Office of Residence Life recommends the following:

Resident students should identify personal property by engraving with an identification number or affixing name tags.

Resident students should maintain an inventory of personal property information and keep the list in a secure place. The list should contain model numbers, serial numbers, and brief physical descriptions of all personal property.

All doors, including bathroom doors and windows should always be locked.

Residence hall entry doors must not be propped open for any reason.

Resident students may not permanently install additional locks, chains, latches or other security devices to their doors and windows as this could prohibit entry into a room/apartment due

ESA contract and get approval from Residence Life before the animal is allowed on campus. Students are required to complete the ESA registration process through Accessibility Services Office and Residence Life at the start of each new academic year; anytime a new animal is brought to campus or at the request of Accessibility Services Office and Residence Life staff. Resident students who fail to complete the required ESA request process and choose to still bring their animal to campus are in violation of the pet policy and will result in a \$150 fine and will be given 24 hours to

Solicitation

To protect residents from unwanted disturbances, the university prohibits door-to-door solicitation in the residence halls and the operation of a personal business/practice. Students and organizations wanting special consideration should contact the Center for Student Involvement.

Student Handbook

It is the responsibility of all residents to be aware of and to abide by all approved policies, procedures, guidelines, and statements set forth by the University Administration in the [OLLU Student Handbook](#).

University and Personal Property


Damaging, defacing, or destroying any property of the university or of another individual is prohibited. Removing any property from its assigned place including furniture, recreational equipment, TVs, computers, etc., without proper authorization is prohibited. Tampering with or borrowing the personal belongings of others without permission is against policy. Tampering with mailboxes, telephones, laundry equipment, vending machines, etc., is also prohibited.

Visitation

Resident students are permitted to invite non-resident guests to their residence halls and rooms, in compliance with the

Weapons

A "weapon" is defined as any object that by use, design or definition may be utilized to inflict harm or injury upon another individual or animal. Examples of weapons include, but are not limited to, handguns, pistols, rifles, axes, knives with blades more than five inches, mace, throwing stars, and nightsticks or batons. Possession, storage, use, sale or transfer of weapons, whether licensed or not, are prohibited on university premises and violators thereof will be subject to disciplinary action. Storage of the above items in vehicles parked on campus is also prohibited. Such weapons, if confiscated, immediately become the property of the university.



HIGHER EDUCATION. HIGHER PURPOSE
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