



## Housing Handbook 2023–2024

Welcome to Portland State University and to your home for the 23-24 academic year! If you are new to PSU, we extend a special welcome and are so glad you have become a member of our supportive campus community. If you are a returning student, we thank you for living with us again – you are the heart of the energy, traditions, and on-campus culture which are just some of many benefits of living on campus. Our mission is your success. We provide many avenues to become acquainted with people from different backgrounds, provide programs and activities to get involved, and support your academic pursuits through our residential student support programs. By taking advantage of these opportunities, you will have the chance to grow as a person. Students who report the highest satisfaction on campus are those who engage with their community. Through your active involvement, you can have an impact on the success of your community. I strongly encourage you to become involved in programs and activities and utilize the resources offered!

The professional staff and student leaders in our department are here to provide you with exceptional customer service and support throughout your experience at Portland State. We have positions that live in our communities and provide 24/7 support.

In this Housing Handbook, we offer an overview of the services and processes that will help you navigate your living experience in our residence halls and apartments. Our processes are put into place to create a safe, secure, educational and purposeful living environment. Please get to know our services and seek out a staff member or student leader to help you with any questions.

Wishing you a successful year!

Ashley Wendler  
Executive Director  
University Housing and Residence Life  
Portland State University

## The Mission of University Housing and Residence Life (UHRL)

As champions of the student experience, our mission is to provide a unique living experience in Portland's urban environment through actively engaged residential communities that promote student success.



Portland State University's mission is to enhance the intellectual, social, cultural, and economic qualities of urban life by providing access throughout the lifespan to a quality liberal education for undergraduates and an appropriate array of professional and graduate programs especially relevant to metropolitan areas. The university conducts research and community service that support a high-quality educational environment and reflect issues important to the region. It actively promotes the development of a network of educational institutions to serve the community.

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## Our Buildings

### [Campus Map](#)

#### **Blackstone**

Easily recognizable for its 1931 architecture, Blackstone occupies a prominent place on the Park Blocks, a city park that runs through the heart of campus. It is located between the Millar Library and our Montgomery Court residence hall.

#### **Blumel**

Blumel offers one-bedroom apartments with kitchens and bathrooms. This nine-story building contains a parking garage and a large lounge. The building is LEED O+M certified.

#### **Broadway**

Broadway is Silver LEED Certified, which recognizes that it was built and is maintained with environmentally friendly practices. The first floor consists of retail space. The second floor has classrooms and the Housing and Residence Life office. Broadway houses the First Year Experience as well as upper division students.

#### **Montgomery**

Montgomery was built in 1910, making it the oldest building on campus. The first floor is home to the Montgomery Service Desk and the basement features [University Success West](#).

#### **Ondine**

Ondine was known as Viking Hall when it opened in 1967. It became a residence hall for women in the 1970s and the name was changed to Ondine. Ondine houses the First Year Experience program on lower floors and upper division students on higher floors. Each unit has a private bathroom on floors 3–6, and units on floors 7-9 share a bathroom with the unit next door. On floors 10-15, every two units share a bathroom and a kitchen. Victor's Dining Hall and a convenience store are located on the first floor. University Success East (the UHRL after-hours academic resource center for first year students) and academic classrooms can be found on the second floor of Ondine.

[University Success programs and services](#).

#### **St. Helens**

This five-story building on Montgomery Street was built in 1928. It reopened in 2019 after a complete remodel as home to the Second Year Experience program.

#### **Stephen Epler**

Named for the founder of Portland State University – Dr. Stephen Epler. Epler is home to studio units, including the Urban Honors community. There are three classrooms and academic offices on the first floor. Epler is Silver LEED Certified and opened in 2003.

## Staff

### **Administrative Services**

The University Housing and Residence Life Main Office is located in Broadway 210. The Housing Office offers assistance and information about all aspects of Housing including housing contract information, rates, room changes, check-in/check-out, ADA accommodations (in collaboration with the Disability Resource Center), billing appeals, staff and programs, maintenance, and other housing concerns. In addition to our Main Office and Maintenance staff, Housing and Residence Life employs in-hall staff (listed below).

### **Residence Directors**

Residence Directors (RDs) are full-time professional staff members who assist in supervising the student leaders within Residence Life, provide leadership for one of the UHRL residential programs, or manage the Montgomery Service Desk. Residence Directors are responsible for assisting in the implementation of the UHRL mission for a specific area of campus, residential education, community development, crisis management, student conduct, and community operations.

## Student Leaders

Student Leaders are here to help. UHRL has multiple student leader positions whose primary objectives are to build inclusive communities, provide academic assistance, serve as resources for referral to university programs and support systems, as well as provide peer-to-peer help in students' transition to living on-campus. Student leaders are mandated reporters and thus cannot hold information shared with them in confidentiality. They are trained to keep information private and to report up to the professional staff members of the Housing department.

### **Resident Assistants**

Resident Assistants (RAs) are full-time students who live in residence to provide resources and assistance that will make each residence hall community a place that supports and enhances your success. RAs receive intensive training on campus resources, academic procedures, listening, roommate conflict, facilities issues, and many other topics. Residents may contact their RA at any time for help or to answer questions. RAs also provide a variety of programming initiatives to make connections between residents on their floor, in their building and across residential areas.

### **Learning Community Assistants**

Learning Community Assistants (LCAs) live on floors of the First Year Experience (FYE) program to provide additional academic and social support to first-year students. LCAs are responsible for the development and implementation of First Year Experience programs with specific goals supporting diversity, critical thinking, and service learning. LCAs are responsible for providing programs, resources, and assistance that will support and enhance a global perspective, civic responsibility, and academic success. The LCAs are well-trained in Residence Life procedures, listening, and available campus resources. Residents should feel free to discuss any issues concerning their housing or academic experience with the LCA.

### **Resident Academic Mentor**

Resident Academic Mentors (RAMs) are responsible for fostering a supportive learning environment for academic and personal success in the residence halls, and for providing leadership, information, and resources to residents. Resident Academic Mentors provide valuable experiences for residents that retain and support students through graduation and promote achievement, character development, academic engagement and independence. The RAMs partner with the Resident Assistants living on the floor by providing more extensive

academic resources and in-depth individual and group academic attention. A RAM is a full-time student at Portland State University who lives within the residence halls and acts as a role model and representative of the residence hall community, University Housing & Residence Life, and other administrative departments within the University.

## Getting Involved

Student leadership opportunities include Resident Assistants, Learning Community Assistants, Resident Academic Mentors (see prior page), as well as the positions on this page. Find more information on our [Employment](#) page.

### **Office/Front Desk/Montgomery Service Desk Staff**

A variety of student office/front desk staff positions exist within Housing and Residence Life. Their primary role is to provide excellent customer service and support the functions of the department.

### **Residence Hall Association**

The voice of on-campus residents, the Residence Hall Association (RHA) is the student government for residents of Portland State University. Opportunities for involvement include being an Executive Board member or a hall/area council member. Eight dollars of your housing charges each term are deposited into an RHA programming fund to sponsor activities within the residence halls, improve the residential experience, support leadership development, and attend student leadership conferences.

### **University Success**

University Success Desk Assistants work directly with our in-hall academic support centers, providing superior customer service and support to students using the space. Some of the duties include checking in students to the center, answering the phone and email, as well as being a resource to students related to academics, the PSU campus, and the Portland community.

### **Housing Ambassadors & Marketing Support**

The Housing Ambassadors are residents who assist during on- and off- campus marketing efforts, by drawing upon their actual resident experiences in order to tell their story of living on-campus at PSU. Housing Ambassadors inform and enlighten current and prospective students and/or their families by providing individualized customer service, personal housing tours, and information. Also within our marketing team, we have a student Social Media Manager and a Graphic Designer who help to create content and materials to promote on-campus housing.

### **Summer Housing and Conferences**

Portland State University's Summer Housing and Conferences program offers affordable and convenient housing options in Downtown Portland! We serve summer conference groups, summer camps, interns, and visiting students. We hire student staff for customer service and program operations positions that support the Summer Housing and Conferences program.



## Services

### **Montgomery Service Desk**

The Montgomery Service Desk is in Montgomery Hall at 1802 SW 10<sup>th</sup> Avenue. The desk provides these services:

- Temporary key check-out, access badges, carts, and other equipment
- Package receipt and notification
- A place to report maintenance concerns
- University Housing and Residence Life information and referral
- Customer service, responding to questions, and directing students as needed

University Housing and Residence Life students are employed at the Resident Services Desk. Feel free to contact the Desk with any questions you may have. The Montgomery Service Desk is open Saturday - Thursday 9am to midnight and Fridays from 10am to midnight. Holiday and break hours will vary. [Please see our website for up to date hours](#). The Montgomery Service Desk phone number is (503) 725-4385.

### **Mail**

Upon check-in, you will receive a key for your mailbox, located in or near the front lobby of your building. Mail is delivered through the US Postal Service to this mailbox. The Montgomery Service Desk does not have access to your mailbox. **If your name is not written in your mailbox, the United States Postal Service (USPS) will not deliver mail to the box. Please take a moment when you move in to write your name on a slip of paper and tape it to the inside of your mailbox.** Please direct all issues related to your mail delivery, except for lost mailbox keys, to the United States Post Office – Forest Park Station located at 1706 NW 24th Ave.

The United States Postal Service recognizes these addresses as the proper mailing address for each hall. Please use the following format when having mail addressed to you.

<i>First Name Last Name</i>		
<i>Street number and Street</i>	Blackstone Hall	1831 SW Park Avenue
<i>Room/Apt Number</i>	Blumel Hall	1705 SW 11th Avenue
<i>Portland, OR 97201</i>	Broadway Hall	625 SW Jackson Street
Example for student in Broadway 316:	Montgomery Hall	1802 SW 10th Avenue
<i>Suzie Student</i>	Ondine Hall	1912 SW 6th Avenue
<i>625 SW Jackson St</i>	St. Helens Hall	1131 SW Montgomery Street
<i>#316</i>	Epler Hall	1136 SW Montgomery Street
<i>Portland, OR 97201</i>		

### **Packages**

Package deliveries from major carriers (FedEx, USPS, UPS, Amazon, DHS) are accepted on the resident's behalf at the Montgomery Service Desk. **Packages addressed to residents not listed on a current housing contract may be returned to the sender.** Packages addressed to a nickname or alias will be returned if the name preference has not been submitted to the UHRL Office. The desk will send a notification of the package with your package number via your pdx.edu email account. Package pick-up is available during desk hours. Please bring your photo ID, as it is required for any package pick-up. Packages not claimed within twelve days may be returned to the sender.

Certain items cannot be received at the Montgomery desk, such as alcohol, tobacco, and animals. Hello Fresh, Imperfect Produce, and other meal services must be picked up within 48 hours or they will be discarded. Perishable

items will not be accepted.. We will accept flowers. Students seeking delivery of items we cannot accept should contact the delivery source to plan for how to ship and receive such items. Items delivered that cannot be accepted may be denied and returned to the sender.

### **Laundry**

Laundry machines and service are provided in each building for the exclusive use of residents in your building. The laundry machines operate via the CleanPay mobile app, which can be downloaded from [coinmeter.com/cleanpayapp/](http://coinmeter.com/cleanpayapp/). Residents can reload this app directly through their mobile phones. There is also the option to obtain a laundry card from the machine located on the 1st floor of Ondine. Money can be added to the card through an online account or at the machine in Ondine.

In order to help us properly maintain the washers and dryers, please follow these simple guidelines:

- Carefully follow the directions listed on the front of the machine.
- Check that the lint screens on the dryers are clean and in place before and after use.
- Every machine has a load limit. Exceeding this limit reduces the quality of your wash and adds to your drying time.
- Promptly remove laundry when the wash or dry cycle is complete.
- Immediately notify the 24-hour service line listed on the laundry equipment in case of any malfunction or email [housing@pdx.edu](mailto:housing@pdx.edu). Please be specific: provide the unit number of the machine that is not functioning properly, the building and floor number, and the nature of the problem.
- Coin Meter can be reached at 503-452-4111 or [service@coinmeter.com](mailto:service@coinmeter.com)

### **Common Areas**

Use of common areas is contingent on adherence to applicable noise policy and building/area regulations (prohibition of alcohol, etc.). Common area space may not be used for any commercial purpose. Misuse of a common area or removal of furniture from a common area will warrant warnings, fines, and/or loss of future rights to common areas. All residents must follow the posted occupancy limits of each common area in all residence hall facilities.

### **Parking**

Parking is limited on campus. Housing residents may purchase permits through Transportation and Parking Services (TAPS). Residents are not guaranteed a parking permit; they are sold on a first-come, first-served basis. For more information about parking, contact TAPS, at 503-725-3442 or visit them at the 1<sup>st</sup> floor of the ARSC. Housing is not responsible for the maintenance, surveillance or upkeep of parking lots or garages. Any vandalism or other illegal activity that has occurred in any parking lots or parking garages should be reported to CPSO and TAPS.

### **Waste Disposal**

It is required that you sort your waste properly into commingled recycling (paper, metal, larger tub-shaped plastic), glass recycling, compostable waste (food scraps), and landfill material. Some residences have in-building recycling collection while some recycling bins are located outside your hall.

### **Recycling**

All recyclable items that once contained food or drinks should be rinsed and cleaned out before placing into recycling bins.

ACCEPTED RECYCLING	NOT ACCEPTED RECYCLING
<p><b>All together in one bin: Paper, Plastic, Metal</b>  Cardboard &amp; paperboard (e.g. cereal boxes)  Manila folders  Newspaper  Copy paper (any color, staples ok)  Paper grocery bags  Paper towel tubes  Envelopes  Magazines &amp; catalogs  Milk cartons &amp; drink boxes  Shredded paper (bagged only)  Empty plastic bottles (over 6 ounces)  Tubs (yogurt-styled, cleaned) (over 6 ounces)  Buckets (up to 5 gal., cleaned)  Cans  Clean aluminum foil  Empty aerosol cans  Scrap metal (If small pieces, place in a metal can and crimp shut)</p> <p><b>Separate Bin: Glass</b>  Bottles  Jars</p>	<p>Food-spoiled boxes/paper  Pizza boxes  Coffee cups  Frozen food boxes  Napkins  Paper towels  Tissues  Takeout containers  Plastic bags  Wrappers  Chip bags  Plastic utensils  Plastic takeout containers  Lids  Drinking glasses ceramic dishware  Broken glass mirrors  Lab glasses  Pyrex  Window glass  Lightbulbs</p>

### **Compost**

Composting food waste is a simple, direct, and effective way to reduce our impact on the environment as individuals, and as a university. While composting food waste is one small piece of a large food puzzle, it remains one of the best ways to reduce the amount of material going to our landfills.

Students are encouraged to collect their own food scraps and compostable material and dispose of them in the green roll carts located next to each trash/recycling dumpster around campus. If you don't have a compost bin, an old yogurt tub or similar recycled container can work great.

<b>ACCEPTED COMPOST</b>	<b>NOT ACCEPTED COMPOST</b>
<p data-bbox="188 537 748 562"><b>Food Scraps, Plant Debris, and Compostable Fibers</b></p> <p data-bbox="188 600 781 852">Any food product, such as: vegetable peels, fruit cores, egg shells, bones, avocado pits, etc. Even after it's cooked, if you can eat it, or if it comes from something you can eat, it goes in! Because PSU's food scraps get sent to an industrial composting facility, certain items (like meat scraps and bones) are accepted, even though they are usually advised against for small-scale home composting.</p> <p data-bbox="188 890 781 1079">Plant Debris: Forget to water your house plant over the break? Pulling dead leaves off the hanging fern? These are great additions to the compost bin. If it is small enough, put it in your countertop pail, or bring it directly to a green roll cart located outside of most buildings.</p> <p data-bbox="188 1117 756 1369">Other Materials: While food scraps are what is most valuable to compost, a few other select items are allowed: Coffee grounds (paper coffee filters OK, but no single-use pods), tea bags, loose leaf tea, and <a href="#">BPI-certified compostable bags</a>. All other "compostable" fibers or to-go containers are not allowed, and when in doubt, always leave it out to reduce contamination.</p>	<p data-bbox="810 537 1179 562"><b>Everything Else is Contamination!</b></p> <p data-bbox="810 600 964 625">Oil and grease</p> <p data-bbox="810 663 1333 726">Metal, glass, and clean paper should be recycled appropriately</p> <p data-bbox="810 764 1390 827">Waxed cardboard - produce boxes, freezer boxes - are both non-compostable and non-recyclable</p> <p data-bbox="810 865 1284 928">Compostable utensils, containers, and other serveware</p> <p data-bbox="810 966 1373 1113">Plastics should be recycled appropriately. Beware of plant-based plastics with "green packaging"; just because it's "made from plants" does not mean it's compostable in our program. Find more <a href="#">info on bio-plastics</a>.</p> <p data-bbox="810 1150 1390 1247">Keeping the compost free of contamination is everyone's responsibility. It doesn't take much time to remove foil or plastic from uneaten food.</p>

### **Garbage**

After you have recycled and composted what you can, please throw your garbage away in the proper receptacle. No organic items of any sort should be washed down drains, this includes materials such as coffee grounds and egg shells. The subsequent clogged drain may cause damage for which you may be held financially responsible. You should empty your garbage regularly to keep everyone's living environment clean and pest-free. Garbage chutes are located on each floor in Blumel and Broadway Halls. Garbage dumpsters are located outdoors near all other buildings. Please note that all garbage chutes are inaccessible during the move-in and move-out periods. Students may discard items via dumpsters.

### **Reuse Services**

The PSU Reuse Room (Cramer Hall 180) is Portland State's on-campus resource for donating and acquiring used office, school, and home supplies. The Room relies on part-time volunteers, and the door is always open. To sustain our reuse programs, PSU staff, faculty, and students are encouraged to give, take, and share usable donations.

Feel free to use the yellow bin in the Reuse Room to donate reusable supplies. If you need assistance getting your donation to the Reuse Room, please email [sustainability@pdx.edu](mailto:sustainability@pdx.edu) and a member of our team will schedule a time to pick up your items. The Reuse Room does not redistribute food or clothing.

### **Pest Control**

You may request pest control service by completing a work order if you notice pests in your unit. In most cases, this service is provided free of charge. You will be asked to prepare your unit/room for the pest control contractor. If you request treatment of your unit and do not prepare it properly, you may be charged up to \$200. **When necessary, entire buildings or floors are treated for pests. These "clean outs" require that all units be treated at the same time to ensure effectiveness.** All units will be serviced at least once a year for pests. If a problem or potential problem is noted, you may be required to have your unit treated by our pest control contractor and/or clean up any pest-attracting problems. Failure to comply with cleaning or treatment requirements may result in a charge up to \$200 or termination of your housing contract. Certain pest situations may not be treatable through a service.

### **Campus wired and wireless network access, Internet, and Web Communities**

Residents are prohibited from operating any device that provides its own wireless network that is not connected to PSU's Wi-Fi. Wi-Fi is a shared medium; any device operating on the same frequency as other Wi-Fi devices will result in degraded performance for both of them. Some non-Wi-Fi devices can also cause severe interference with Wi-Fi devices operating on the same frequencies. Wi-Fi operates on the 2.4 and 5 GHz frequency bands. Devices on other wireless bands do not cause direct interference with Wi-Fi and are not prohibited.

If a device has been configured to connect to PSU's Wi-Fi as a client, then it is permitted. Configuring devices to have a direct Wi-Fi connection to another Wi-Fi device is prohibited. If the device is capable of providing a Wi-Fi network but it has been disabled, then the device is permitted. Disabled means turned off completely (not reduced power or just turning off SSID beacons).

Potentially problematic devices include: wireless speakers (Google Home, Amazon Echo, etc.), wireless headphones, and wireless cameras. These devices are not explicitly prohibited, except as identified above (Direct connections, private Wi-Fi networks, etc.). If the devices are found to cause disruptions to the Wi-Fi service, they must be removed or turned off.

Prohibited devices include: Wi-Fi printers (operating in non-client mode), Wi-Fi remote controls (Roku, Amazon Fire, etc.), Wi-Fi enabled routers, devices with wireless Internet connection sharing enabled, ad-hoc wireless networks, point-to-point wireless networks, Wi-Fi hotspot, cell phone with Wi-Fi hotspot or wireless Internet connection sharing enabled, malfunctioning Wi-Fi devices and any other device providing a Wi-Fi network or that may interfere with Wi-Fi networks.

Wired network switches and hubs are not permitted on PSU's network. The network infrastructure will automatically identify switches and will turn off the network jack.

Wired network routers are allowed on PSU's network, so long as it has no wireless capability or the wireless capability has been completely turned off.

Wired internet jacks are available in Blumel, Broadway, Epler and Ondine residence halls. Blackstone, Montgomery and St. Helens are Wi-Fi only. Residents can use routers if they need more active ethernet ports, but not switches, hubs, or splitters. Please see this article for more information: [Residence Hall Networking Jacks](#).

Residents are prohibited from operating any web or file servers on PSU's network.

Devices found to be in violation of these policies are automatically identified by the Office of Information Technology. Severe or repeated violations may result in student conduct charges. PSU reserves the right to confiscate these devices as well.

Use of internet and computers on campus are contingent upon adherence to applicable user policies for Housing, Student Conduct Code, and the PSU [Computer and Network Acceptable Use Policy](#). High-speed internet is provided in all housing facilities. Wireless internet service is offered in every residence hall. Computer work stations are available at our University Success locations and around campus.

Social media and web communities provide opportunities to interact with friends and an expansive cyber community of new people. Please remember that your information is accessible to everyone, including University personnel. While UHRL does not monitor information on any website, we act upon information that may violate housing policy and/or the Student Conduct Code. PSU expects students to be positive members of the college community, and that community extends to your online presence.

### **Lost and Found**

The University does not assume responsibility for personal items that are lost, misplaced, or stolen from within housing communities. For your safety and to prevent the loss of property, do not prop building doors open; keep your room doors locked even when you are at home. When you are not home, all windows and doors should be closed and locked. Please contact the Campus Public Safety Office if you lose or find an item. CPSO provides a lost and found service and should be contacted immediately to report any lost or stolen items.

### **Personal Information**

It is important for you to know what information of yours is considered public directory information and may be disclosed upon request. PSU's [Office of the Registrar](#) can assist you with managing the confidentiality of your personal information. More information is available on the [Student Records Privacy & Policy](#) page.

### **Posting Regulations**

Announcements and publicity items for the Montgomery desk, lobby, and/or floor bulletin boards must be submitted to the Housing and Residence Life Main Office for approval. Materials must be submitted to the University Housing and Residence Life Main Office in Broadway 210 at least 1 week, preferably 2 weeks, prior to the event to ensure timely posting. Materials must list the affiliated PSU student group, PSU department, or PSU Faculty/Staff. PSU Departmental sponsored publicity items should have an educational purpose and/or connection to the university mission in order to be approved. Materials may be denied. Non-PSU related publicity will not be approved.

All posters and publicity items must be dropped off at the Housing and Residence Life Main Office for approval and if approved will be posted by UHRL staff within a week in designated areas. Materials will be removed after the event has taken place.

Information that may not be posted any time or any place:

1. Materials mentioning alcohol, tobacco, or marijuana or implying their use.
2. Materials concerning establishments whose primary purpose is the sale of alcohol, tobacco, or marijuana.
3. Materials that are obscene, profane, or vulgar.
4. Materials that offer compensation.

Posting that does not follow all the above regulations will be taken down and forwarded to UHRL staff for possible disciplinary action.

**Music Practice Rooms**

We do not allow musical instruments to be played in the common areas of the residence halls due to the noise impact on the community. Music practice rooms are provided in Lincoln Hall for students enrolled in a music program. Arrangements may be made through the Music department to use these rooms.

**Utilities**

Electricity, water, heat, sewer, trash, and internet service are included in the rates billed for UHRL charges.

**Storage**

UHRL does not provide any additional storage space.

## Environmental Stewardship

PSU is committed to stewardship of our environment and cultivating a culture of sustainability within the campus community and we want to encourage you to do your part. By preventing waste and using energy and water efficiently, you can help preserve precious natural resources and have a positive impact on the ecological well-being of your residential community. Energy efficiency and resource conservation are to reduce our impact on the environment **and** save money. You can help lower the cost of utilities by promoting efficient practices. This may also reduce our overhead costs, which in turn could affect housing rates.

### **Your Actions Matter, Help Do Your Part**

The following are some simple, practical tips to help you make a difference while living on campus:

- Turn off or unplug lights, stereos, computers, TVs, and appliances when you are not using them. Instead of lighting an entire room, focus light where you need it most. Study with a desk lamp instead of overhead lights. Take advantage of natural light by adjusting your blinds throughout the day.
- Activate power management settings (sleep) on computers, monitors, and printers.
- Recycle your paper, bottles, and cans. UHRL provides several convenient recycling locations in or near our buildings. Please remember to rinse containers thoroughly!
- Turn off running water as often as possible, such as while brushing your teeth, washing dishes, or shaving.
- Try shortening your shower. Turn off water while shampooing/conditioning your hair.
- Purchase high post-consumer recycled content paper products, refillable pens, remanufactured toner cartridges, and rechargeable batteries.
- Use durables and reusables in your kitchen and for when you're on the go.
- During the winter months, open your window coverings (blinds or drapes) to let in the sun during the day and close them at night to keep the heat in.
- Wash clothes in cold water. Run the washing machine only when it is full. Look for non-toxic or least toxic laundry detergents and bathroom/kitchen cleaning products.
- Use your compost bin!

### **Our Part**

PSU is doing our part to prevent waste and conserve resources. We have installed low-flow showerheads wherever possible. Our newly built buildings are LEED™ certified and designed and constructed to minimize the use of energy, water, and other natural resources. If you have suggestions about ways to better conserve resources or support environmental stewardship, please share it with a member of our staff.



## Health and Safety

The health and safety of all residents is the utmost priority of University Housing & Residence Life.

### **Emergency Situations**

In an emergency, the Campus Public Safety Office (CPSO) can be reached at (503) 725-4404. The CPSO non-emergency phone number is (503) 725-4407.

### **Contacting the Resident Assistant (RA) On-Call**

An RA is available on call for situations that need staff response, but may not need Emergency Response. The RA On-Call is available 5:00pm to 9:00am on weekdays and 24-hours a day on weekends, holidays, and during extended closure periods. The RA On-Call carries a cell phone and is immediately accessible at the following numbers:

<b>Broadway FYE (floors 3-6)</b>	<b>971-246-1599</b>
<b>Broadway Uppers (floors 8-10)</b>	<b>971-246-1386</b>
<b>Ondine FYE (floors 3-8)</b>	<b>971-246-1598</b>
<b>Ondine Uppers (floors 9-15)</b>	<b>971-246-6028</b>
<b>Blumel Hall</b>	<b>971-246-1387</b>
<b>St. Helens and Stephen Epler</b>	<b>971-246-1585</b>
<b>Blackstone and Montgomery</b>	<b>971-246-1388</b>

*These numbers are subject to change. Any changes in duty phone information will be communicated as quickly and efficiently as possible to residents, which would likely include emails to pdx.edu email addresses.*

Between 9:00am and 5:00pm Monday through Friday, staff assistance is available through the Montgomery Desk and the Housing and Residence Life Student Services Office (Broadway 210).

### **Security Cameras**

To enhance safety and security efforts within the halls, a security camera may be placed in a hall, lobby, or other public area. To ensure personal privacy, the cameras are located and record data only in areas that are considered public within UHRL and PSU spaces. While many of these areas are off limits to non-residents and their guests, they are areas that people would not expect to be private (cameras are NOT placed in restrooms, student rooms, etc.).

These cameras are not continuously monitored but are intended to be used to investigate actions, behaviors, or incidents. If issues arise and images are needed to address property damage or personal security concerns, the Campus Public Safety Office is the coordinating agency assigned to control access to that information.

### **Personal Safety**

Taking responsibility for your personal safety is imperative in a community living environment. Although the RAs do rounds at night and Campus Public Safety officers are available, you need to take action to safeguard yourself. Please abide by the following list of safety measures:

- First of all, remember this is your home.
- Do not allow non-residents to enter the building or use elevators to access the private living areas. Ask if they are a resident if you do not know. If that is hard for you to do, contact Public Safety to let them know you think a non-resident has accessed the building.
- Carry your keys at all times.
- Lock your door even if you are merely going down the hall.
- Do not lend your keys to anyone.
- Do not prop/hold open elevator doors for an extended period of time.
- Avoid walking alone at night. Walk with a friend or call Campus Public Safety at (503) 725-4407 to be escorted.
- Avoid parking or walking in unlit areas.
- Do not prop open interior or exterior doors.
- Do not use the accessible button to open front doors unless necessary.
- Report any non-locking doors and windows to the Montgomery Desk or RA On-Call immediately.
- Report any unsafe or suspicious items or persons to the Montgomery Desk, RA On-Call, or Campus Public Safety.
- Do not attach bikes or other items to stairwell railings.
- Do not store items in hallways or obstruct doorways.

### **Emergency Blue Phones**

Emergency Blue Phones are available throughout campus for a direct emergency line to the Campus Public Safety Office. These phones, once activated, automatically let the dispatcher know the location from which you are calling. Elevators in residential buildings are also equipped with direct-line calling buttons to Campus Public Safety.

### **Fire Alarm Evacuation**

**When you hear the fire alarm, you must leave the building immediately.** Do not use the elevators. Fire drills are held at least once per term, during which every resident **MUST** exit the building and convene at the designated evacuation location.

If you see or detect a fire or any reason to evacuate, pull the handle on the nearest red fire alarm station in the hallway (smoke from a fire activates the overhead detection system in all buildings). Do not attempt to fight the fire yourself. Use the nearest safe, smoke-free stairwell marked "EXIT." If you cannot find a safe exit, stay in your unit and make yourself obvious at the window for firefighters below. If you feel you must open a window, first place damp sheets or towels in the door crevices that open to the fire or smoky area to avoid fueling the fire.

### **Notification of Medical Issues**

In order to better service and provide assistance in potential emergency situations, University Housing and Residence Life asks that residents disclose any relevant medical information. Please speak with your Residence Director about your medical issue or send an email to [housing@pdx.edu](mailto:housing@pdx.edu) to have this information recorded for your profile. Medical information that may be relevant includes but is not limited to: allergies that can lead to anaphylactic response, conditions that may require additional support or assistance during emergency evacuations (fire, earthquake), conditions that require refrigerated medication or hypodermic needles. Residents should be aware that this information is a backup for emergency purposes only; University Housing and Residence Life does not provide medical care and providing this information is not a substitute for appropriate self-management of

medical conditions. For safety reasons, students who must use hypodermic needles or other skin piercing tools must dispose of them in a properly labeled, puncture-resistant, leak-proof container.

Students who need assistance evacuating a building during an emergency should register for the Mobility Assistance List in [myPSU](#).

All residents should be aware of the potential dangers of communicable diseases being spread in any area of high population density such as a residence hall. Residents should inform a staff member of any suspected or actual cases of contagious diseases such as hepatitis, meningitis, or chicken pox. Residents are encouraged, though not required, to be vaccinated against meningitis, hepatitis, and other diseases. Your medical professional or the Student Health and Counseling Center on campus can advise you on these decisions.

### **Disability Accommodation Requests**

Students with disability accommodation and service requests should contact the [Disability Resource Center \(DRC\)](#) at 503-725-4150 or by email at [drc@pdx.edu](mailto:drc@pdx.edu).

### **Earthquake Preparedness**

The city of Portland lies in an area with a potential for earthquakes. The best protection from an earthquake is good preparation. In the event of a major earthquake, you should be aware that professional emergency services may be limited. You should be prepared to survive at least 72 hours on your own. [The City of Portland Emergency management website](#) provides some helpful information about local emergency resources.

The following tips for earthquake preparedness should be helpful in the event that an earthquake does occur:

#### *Preparation for an Earthquake*

- Identify hazards in places where you spend most of your time: heavy objects on high shelves, tall bookcases that could fall over, etc. Know danger areas such as windows, skylights, brick walls, and furniture. Remove such hazards and do not place objects above your bed.
- Identify areas in each room that are safer during an earthquake: under tables or desks, or against inside walls and supported doorways.
- Know the location of stairways. Do not use elevators in an earthquake.
- Gather adequate emergency supplies to last at least 72 hours. A battery-powered radio, flashlights, extra batteries, canned food, bottled water (one gallon a day per person), first aid kit, and extra supplies of any medications you take.
- Locate fire extinguishers and learn how to use them.
- Develop a personal communication plan and choose a location to unite with family members or friends should you be separated.

#### *During an Earthquake*

- STAY CALM.
- If you are inside, stay inside. Take refuge in a hallway or door frame, or get under well-secured furniture to reduce the chance of being hit by breaking glass or falling objects. DUCK, COVER, AND HOLD ON.
- If you are outdoors, get in an open area away from buildings, power lines, and trees.
- Be prepared for the lighting system to fail within seconds of an earthquake.

#### *After an Earthquake*

- Check everyone for injuries. Apply first aid as necessary.
- Be prepared for aftershocks. Although they are usually milder than the initial shock they can still cause additional damage.

- Wear shoes at all times. There could be broken glass, etc.
- Do not smoke or light a match unless you are certain there is no natural gas leakage.
- Do not use elevators until qualified personnel have inspected them for safety.
- Do not use your phones unless there is a life-threatening emergency.
- Turn on your radio for basic instructions and other information.

### **Building Emergencies**

Occasionally, there may be a problem with a building system (building system emergency) after regular business hours that will cause a significant amount of damage if left unattended. Your first contact in an after-hours building system emergency is an RA. You should call the RA On-Call cell phone at the number posted in your building and near your RA's door. The RA will contact the appropriate personnel to fix the problem. If the building system emergency happens during business hours, contact the Housing Office at 503-725-4375 or CPSO at 503-725-4407.

Examples of building system emergencies include:

- Security problems (doors will not lock, ground level windows broken)
- Broken common area glass or collapsed wall
- Roof leaks (major leaks posing potential damage to the building or residents' property).
- Fire system or equipment does not work
- Elevator not working
- Activated building sprinkler
- Exposed wiring
- No heat in the room (after checking to see if radiator/baseboard/fan is turned on.); no heat in building; no hot water
- Water flow causing damage to the building or to resident's property; resident cannot use their toilet for an extended time (greater than 12 hours when alternative facilities are not available)
- Water or waste line is broken; no water

*Contacts, earrings, and wedding bands down the drain do **NOT** constitute an emergency (though residents should not use the drain until Maintenance personnel can respond).*

### **Sprinklers, Smoke, and Heat Detectors**

**Do not attach or hang anything to/from a sprinkler.**

Each student should be aware of the sensitivity of the sprinklers, smoke detectors, and heat detectors that are present in their room or hallways. These can be activated by heat, smoke, water, force, pressure, or sudden shock. When hallway smoke or heat detectors are triggered, they activate the building alarm system alerting residents, Campus Public Safety, and the Fire Department.

### **Personal Property and Renter's Insurance**

The University is not responsible for loss or damage to personal property in University housing facilities due to fire, theft, water, interruption of water or heat, other utility problems, damages caused by other residents, or other causes. **Residents are strongly encouraged to carry personal property or renter's insurance.** Residents are also encouraged to remove all valuable items from the unit during any extended absence.

## Check-In

Whether you are moving in for the first time or transferring rooms, Check-In starts at the Montgomery Service Desk. For Fall move-in, please visit our [move-in guide](#) for more specific check-in information and locations. Please bring your PSU ID, or if you do not have that, a government issued photo ID. In general, we are not able to provide early check-ins. Please prepare to move in at your scheduled check-in date and time. If you need an earlier or later check-in date, contact University Housing and Residence Life immediately. At check-in you will receive:

- Keys: Including room key, mailbox key, and in some buildings, lounge or bathroom keys.
- Room Condition Report: This records the condition of your room upon Check-In. See below for more information about Room Condition Reports.
- Move-in Folder: Please read as it has useful information, such as your mailbox number, where to take your trash and recycling, how to contact your Resident Assistant, and more.

### Access Badges

All residential students should acquire and activate a PSU ID card regardless of their residence hall. Please visit ID Services, prior to move-in if possible, to obtain an access badge. Your access badge allows you access into your residence hall and various academic buildings, activates the elevator if your residence hall has one, and is used to access Victor's Dining Hall if you have a meal plan.

### Keys, Room Condition Reports, and Checking In

After you are issued the keys for your new room, you will be asked to sign a Room Condition Report, which is a record of the condition of your room at the time of move-in. If you would like to make any additions or changes to it, you must do so within 48 hours (two days) of checking in by emailing [housing@pdx.edu](mailto:housing@pdx.edu). Your signature on the Room Condition Report indicates that you have received your keys and take responsibility for the condition of the room. After your check-out, you may be charged for any damages found beyond normal wear and tear that are not recorded on this form. If no one claims responsibility for the damages, all roommates/residents will be billed equally.

### Late Arrivals and No-Shows

If you do not check into your assigned room on your scheduled check-in day or by the first day of the term, UHRL may cancel your reservation and offer your assignment to another student. If you are transferring rooms, it is important that you check in to your new room on time so you can complete your transfer by your scheduled date. **If you need a late/early check-in, contact the UHRL Office as soon as possible.**

## Check-Out

### **Contract Cancellation**

Your Housing Contract is a legally binding agreement between you, and PSU/University Housing and Residence Life. If you need to move out of your room or apartment prior to the end of your contract, you must cancel your contract with UHRL before moving out. Moving out without canceling your Housing Contract may result in an Improper Check-Out fee of up to \$100.

Cancellation charges will apply for most contract cancellations. You may petition these charges, but contract cancellation petitions are approved only under rare extenuating circumstances. See your [Terms and Conditions](#) for specific information about contract petitions.

### **Checking Out**

It is your responsibility to make sure that you complete the Check-Out process and return your keys on your scheduled Check-Out day. Failure to do so may result in an improper Check-Out fee of \$100, lock change fees and housing charges until Check-Out is complete. UHRL may also dispose of items left in the unit.

**Step 1:** Choose your check-out method: Walk-Through or Express Check-Out.

**Walk-Through:** Walk-Throughs are a good option for residents who believe there may be cleaning or damage charges in their room, and/or know when they plan to have their room cleaned and belongings moved out. During a Walk-Through, staff will check the room for damages and cleaning needs, while the resident is present. Residents must have their belongings out of the room before a Walk-Through can be completed. Once your walk-through is completed, you must return your keys to the Montgomery Desk.

**Express Check-Out:** Express Check-Outs are a good option for residents who are unsure about the date or time they plan to move out and need extra flexibility. If you choose to complete an Express Check-Out, you will return your keys in an Express Check-Out envelope to the Montgomery Desk, or the Montgomery Courtyard Dropbox, which is available 24/7, or the UHRL Office in 210 Broadway. Staff will complete a Walk-Through of your room after you have moved out, and you will be unable to appeal any charges for damages or extra cleaning in your room.

**Step 2:** Thoroughly clean your room and remove all garbage and personal belongings. You may not leave items behind to pick up later or for the next occupant to use. Anything remaining in the room will incur charges for removal. Furniture removal will cost \$250 per item.

**Step 3:** Return keys.

If you are doing a Walk-Through, you will meet with staff at the designated location. You must return your keys to the Montgomery Desk immediately following your Walk-Through. You will complete all check-out paperwork at this time.

If completing an Express Check-out, return your keys to the 24-hour Express Check-out box, located outside in the Montgomery Courtyard, or via the Broadway 210 dropbox. There will be Express Check-Out envelopes for you to fill out on top of the box. Staff will complete a walk-through of your room after you

have moved out. Residents will be charged \$200 for not checking out and returning keys. Do not skip this step before you leave campus. Do not leave your keys with a friend or in your room. You must drop them off yourself to avoid a \$100 improper check-out charge. Mailed-in keys will not be accepted.

**Keys**

Failure to return all UHRL issued keys to either the Resident Services Desk in Montgomery or via Express Check-Out in the Broadway 210 Office on your Check-Out date may result in a daily charge for each day you are in possession of your keys past your Check-Out date and/or an \$100 fee for a lock change and a \$100 improper check-out fine.

**Room Condition at Check-Out**

You are expected to remove all of your belongings from your room and return the room to its original cleanliness prior to Check-Out. Please remember to remove all wall-hangings, command strips, and turn off all electrical items before you leave. Every unit/room undergoes standard cleaning upon move out to make the room/unit ready for the next resident. Residents will be charged for excessive cleaning in rooms and/or units that require additional work. The additional charges include but are not limited to: each piece of furniture, box, and/or bag removed from the room after check-out. An hourly rate for staff to remove these items may also apply.

UHRL staff will complete a Room Condition Report and compare the room's condition to the condition reported on the Room Condition Report from Check-In. The cost of repairing any damage not recorded on this form at Check-In and for cleaning or repair costs for damage exceeding normal wear and tear will be charged to your Portland State University student account.

**Abandoned Goods**

It is your responsibility to remove all of your personal belongings when you check out. You will be charged for the removal of any personal belongings, valuables, or unwanted property left in the room. Any personal belongings, valuables, or unwanted property left in the unit or in the building after the expiration of your contract is deemed to be abandoned property and may be retained by the University as its property or may be disposed of by sale, donation, or in such other manner as the University in its sole discretion may determine. Any proceeds derived from the sale of such property will be the property of the University. Additionally, the University is not responsible for items that have been damaged or stolen during the process of moving in or moving out of a room. If you have a roommate, both residents may be charged for abandoned items/damaged property, or fees may be charged solely to the last resident living in the unit.

## Changing Rooms

Residents may submit a Room Transfer Request starting the second week of Fall term, but room change options may not become available right away, if at all.

### **Room Freeze**

During the first and last two weeks of Fall and Winter Terms, and all of Spring Term, a Room Freeze will be in effect while UHRL prepares for term Move-In and Move-Out. During a Room Freeze, no room transfer assignments will be made, except in the case of health or safety concerns. Residents may submit Room Transfer and/or Room Swap Requests during this period (after Week 1 of Fall term), however, they will not be processed until after the Room Freeze period is lifted. Room Transfer and Room Swap Requests are not accepted during Spring Term or Summer Term, except in cases of emergency or health or safety concerns.

### **Room Transfers & Room Swaps**

Room Transfer and Room Swap Requests will be accepted by Housing & Residence Life after each Room Freeze period ends. No room change requests will be accommodated until after the waitlist has been cleared, except in the case of emergencies.

### **ROOM SWAPS**

*\*available to all residents, quickest way to get a room change*

1. Identify a resident who is willing to "swap" or trade rooms with you. Be sure to discuss the room swap with your roommate (if applicable), as well as all residents in the unit to which you wish to transfer.
2. Request a Room Swap Request form by emailing [housing@pdx.edu](mailto:housing@pdx.edu); each resident who is requesting to move will need to complete the form.
3. After your Room Swap Request has been processed, all parties will receive an email confirming the swap details. You and the resident with whom you are swapping will need to respond to the Room Swap offer during the response window indicated in the email. If response is not received by both parties, your Room Swap offer will be canceled.
4. Your assignment will include a room swap timeline to move from your current room to your new room. You and the resident with whom you are swapping will need to complete the move process at the Montgomery Service Desk together. Failure to complete the room swap on time may result in improper check-out fees and charges for lock changes.

### **ROOM TRANSFERS**

*\*available to all residents, based on availability*

1. Request a Room Transfer Request form by emailing [housing@pdx.edu](mailto:housing@pdx.edu).
2. If further follow-up is recommended, your Residence Director will contact you to discuss your situation and room transfer options.
3. When a room is available, you will receive an email offering a Room Transfer; you will have a limited time to respond and accept the room before we offer the unit to the next person on our wait list.
4. If you choose to decline the unit offered to you, you may receive another offer when a room is available. If you decline two room transfer offers, your request will be canceled.
5. Your assignment will include a room transfer timeline to move from your current room to your new room. It is important that you check in to your new room on time and check out of your current room by the date on your transfer notice. Failure to complete the room transfer on time may result in improper check-out fees and charges for lock changes.



All room transfers and swaps must be approved by UHRL via the process described above. Transferring without UHRL approval may result in a conduct violation, a lock change, an improper check out fee of up to \$100, and extra housing charges.

## Roommates and Room Capacity

### **Room Capacity and Unregistered Residents**

For building structural and safety reasons, each room type has a designated number of residents it can accommodate. Residents in units exceeding capacity may face contract cancellation and a fee of up to \$250 per unregistered resident, and any unregistered residents may be required to vacate immediately or make other arrangements with UHRL if available/eligible. UHRL may exceed these limits to accommodate high demand for housing.

### **University Housing and Residence Life Occupancy Guidelines**

Unit	Maximum Occupants	Maximum Adults	Maximum Children
Sleeper (Single)	1	1	0
Studio Suite Furnished	2	2	0
Studio Furnished	2	2	0
Studio Unfurnished	1	1	0
SYE Studio or 1 Bedroom	2	2	0
1 Bedroom Furnished	2	2	0
1 Bedroom Unfurnished	3	2	2
2 Bedroom Quad	4	4	0

### **Adding Roommates**

If you would like to add a roommate who is not currently living on campus, you and your proposed roommate should email the UHRL Office to request each other. Your roommate must complete a Housing Contract and be eligible to live on-campus (see *Eligibility in Terms & Conditions*). UHRL reserves the right to deny a roommate request if it does not meet room capacity requirements or appears to be a Room Takeover (see below). If you already have a roommate, you may be required to move to a new room with your roommate, as availability allows.

### **Consolidation**

As necessary throughout each term, University Housing and Residence Life may enact a Consolidation Process in order to consolidate vacancies and maximize space availability. During the Consolidation Process, residents in double rooms with vacancies will receive a list of up to three other residents with vacancies in double rooms. The residents are then given approximately one week to choose their own roommate and desired room from the provided list and complete the consolidation move by a specified date. If residents do not select a new room/roommate, they will be reassigned by the UHRL Office and will be required to move by the end of the Consolidation period. Failure to comply with a Consolidation move may result in higher housing charges and/or a Policy Violation fee of up to \$100, and/or possible contract cancellation.

### **Refusing an Assigned Roommate**

Failure to accept and/or creating an unwelcoming or hostile environment for an assigned roommate may result in paying the single rate for the room as of the day the vacancy was created. Additional student conduct measures may be enacted as a result of this behavior.

**Room Takeovers**

Due to maintenance and consistency reasons, it is against UHRL policy to allow Room Takeovers. A Room Takeover is any situation in which a student moves into a UHRL room with the intention of remaining in that room after the original resident has left. This includes, but is not limited to, the original resident adding a roommate and then moving out soon thereafter. For this reason, UHRL reserves the right to deny any roommate addition that is suspected to be for the purpose of a Room Takeover. A \$100 housing policy violation fee will be assessed per resident as well as potential reassignment of the remaining resident under the Terms & Conditions of the University Housing and Residence Life Contract.

## Day-to-Day Living

### **Standards of Residence**

This is the name given to the formal set of UHRL Policies which are provided later in this document. As a contract holder, you are expected to understand and adhere to these policies. After reading, discuss any questions with a student leader or staff member.

### **Subletting**

UHRL does not allow residents to sublet their room/unit to any person for any length of time.

### **Courtesy Hours**

Courtesy toward others is expected 24 hours a day to provide an environment conducive to academic pursuits. Students are, therefore, expected to anticipate and respect the needs of other students at all times. Without being asked, residents should curtail, at all times, social or recreational activities that infringe on the rights of their neighbors. It is each resident's responsibility to be willing to confront neighbors and discuss noise issues. The RAs are always willing to assist but may also determine that some noise during courtesy hours is acceptable.

Residents should realize that many UHRL facilities are very old buildings. In some of these buildings, especially those with hardwood floors, sound travels very easily. It may be unreasonable for residents to expect their living environment to be completely free of noise. Residence Life encourages students within the community to engage in dialogue regarding noise on a regular basis. RAs are available to help confront noise issues, but it is our hope that relationship building among neighbors will enable minor complaints to be resolved without RA involvement.

### **Quiet Hours**

Minimum residence hall "quiet hours" occur between 10:00pm to 8:00am every day. Portland State University houses a diverse student population and these quiet hours are intentionally set to cater to the needs of sleeping and studying. All other hours are courtesy hours, during which time students are expected to demonstrate consideration for their neighbors.

During quiet hours, any device that produces sound (laptop, bluetooth speaker, TV) should be turned down so they are not heard outside of your room. Communities are encouraged to discuss and determine if an extension of quiet hours is desired.

During study week (or the week before finals) and finals, 22-hour quiet hours are in effect. UHRL operates under 22 quiet hours for an optimal study environment. The relief "hours" are from 5:00pm to 7:00pm each day. Please remember to be courteous at these times as people may still be studying for finals.

### **Violations of Federal, State, or Local Laws, or PSU Code of Student Conduct and Responsibility**

It is prohibited to violate federal, state, or local laws. Students violating laws or [PSU Code of Student Conduct and Responsibility](#) policies not delineated specifically in other housing policies may be found in violation of this policy.

### **Living Together Successfully**

Living with a roommate requires flexibility and the willingness to communicate in an honest, tactful manner. It may be challenging to share living space at times; schedules, personalities, habits, stresses, and lifestyles vary from person to person.

One way to help avoid potential conflicts and misunderstandings is to sit down during the first week of living together and discuss your expectations of each other as roommates. By establishing these ground rules early, and by keeping the lines of communication open throughout the year, roommates increase their chances of having a positive experience. Take some time to discuss issues and get everything out in the open; do not let issues build up and get out of control. Sharing your feelings and expectations will help you and your roommate understand and empathize with each other during your University experience.

When conflicts arise, reflecting on these topics and communicating openly can help resolve disputes before they escalate. If you find yourselves faced with a particularly difficult situation, talk with your Resident Assistant. RAs possess knowledge and experience that enable them to work effectively through possible roommate conflicts. If your RA is not able to assist you, they may make a referral so that your concerns are addressed. Listed below are suggested topics to discuss with your roommate(s):

<b>Suggested Roommate Topics for Discussion</b>	<b>Additional Discussion Items</b>
<ul style="list-style-type: none"> <li>● Study habits (times/areas)</li> <li>● Sleeping habits</li> <li>● Noise levels (music/TV)</li> <li>● Security (locking doors/windows)</li> <li>● Guests and gatherings</li> <li>● Hygiene/cleaning (how often, by whom)</li> <li>● Borrowing items</li> <li>● Mail pick-up</li> <li>● Pet peeves</li> <li>● Food (sharing/cooking), including any food allergies</li> <li>● Room temperature</li> <li>● Phone/Video Game use</li> <li>● Alcohol and other drugs or substances (consumption/values/practices)</li> <li>● Medical or Environmental Allergies (ie: scents, chemicals, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>● The way I react to most people when I first meet them is...</li> <li>● What I would like to tell you about my family and community where I grew up is...</li> <li>● What I miss most being away from home is...</li> <li>● My hobbies and interests are...</li> <li>● The way I would like to decorate our room/unit is...</li> <li>● Some things I like to spend money on are...</li> <li>● My greatest pet peeve is...</li> <li>● When I'd rather be left alone, I will...</li> <li>● I usually let people know I'm angry by...</li> <li>● When I'm feeling sad or upset, I usually...</li> <li>● How do we want to talk about issues that arise in the room?</li> <li>● Something that always makes me happy is...</li> </ul>

## Housing Billing and Payments

Find the most current information about [Housing Rates](#).

### **Paying in your PSU Account**

Housing charges for the full academic term are billed to your PSU account prior to the start of each academic term at the same time as tuition and fees. The University will apply any financial aid, scholarships, grants, fee remissions, and other loans to your PSU account to assist in paying those charges.

An email will be sent to your ODIN email account when your statement is ready to view. You can then view your e-bill statement online by logging into myPSU at [my.pdx.edu](http://my.pdx.edu). Students will be able to view their e-bill statement, print their e-bill statement, and go directly to the current web-based payment system to make a payment.

University Housing & Residence life payments should be made directly to the PSU Cashier's Office.

### **Unfurnished Units**

UHRL does not assign roommates to Unfurnished 1-bedrooms, only Domestic Partners or Spouses.

### **Furnished Units**

UHRL assigns roommates to furnished units; Residents are responsible for the published rate based on the occupancy of the Unit. UHRL may designate rooms as single or double occupancy based on UHRL maintenance, capacity, or programmatic needs. The single rate is billed if one person lives in the unit and the double rate is billed to each person when two people live in the unit, even if one person vacates during the course of the contract term.

### **Family Billing**

If you are approved to live with a spouse or domestic partner, you will be charged the **double rate for each adult living in the unit**. Contracted Residents are responsible for the full cost of Unfurnished Units. If both residents are PSU students, each resident must have a completed Housing Contract and will be charged the double rate. If your domestic partner or spouse ends up moving out, your rate will default to the single rate; you will no longer receive the double rate.

Children and dependent minors may live in the unit at no additional charge. All Housing charges will be applied to the PSU student account for the PSU student on file. Family member paperwork must be filed with the UHRL Student Services Office before an assignment can be made.

## Maintenance and Facilities

### **Lock-outs**

Your keys are your responsibility and you should keep track of them at all times. If you lock yourself out of your room/unit, you can go to the Montgomery Service Desk. After regular business hours, you should call the RA On-Call to gain access to your room/unit. During hours the Montgomery Service Desk is open, you may temporarily check out a set of keys to let yourself into your Unit. Temporary keys are distributed for 30 minutes; returning keys after the deadline is subject to additional fees and/or a lock change charge. Please note that temporary keys will not be checked out 30 minutes prior to the desk closing. The first lock-out by the desk will be free of charge; every additional lock-out carries a \$10 fee. If you lock yourself out when the Montgomery Desk is closed, there is always a \$10 fee due to the response of staff during the hours of sleep and study. After three lock-outs within a 30-day time period, the behavior may be documented and subject to disciplinary action.

### **Lost Key Charges**

If your keys are lost or stolen, immediately contact the Montgomery Desk during desk hours or call the RA on-call after hours. Housing Maintenance will change your locks in order to ensure your personal safety, as well as that of your roommate(s). If you require a lock change, you will be charged for replacement, regardless of the reason for the lock change.

When you move out, you must return all keys that have been checked out to you during your residency. If you are missing keys upon moving out, you will be charged for a lock change (see *Housing Charges and Fees*, p. 36). You may be charged for any lock or key damages. In the event of a resident's request for lock service during non-business hours, the resident may be charged for overtime labor and travel time.

### **Lost Student ID Cards/Visitor Cards**

All residence halls require PSU ID access badges for building entry. PSU ID access badges are first obtained through the ID Card Services Office. All residential students should acquire a PSU ID access badge regardless of building. If PSU ID access badge is not working, call the UHRL office at 503-725-4375 for assistance. If a card is lost, a student must have a new card made at ID Card Services. Replacement cards are \$21.

Students checking in on weekends or when the ID Services Office is closed may temporarily check out an access fob from the Montgomery Service Desk when available. Fobs checked out from the Montgomery Service Desk must be returned within 48 hours. There is a maximum \$30 fee for returning the fob late (\$5 for every half hour) and a \$30 replacement fee if lost/stolen/damaged.

### **Maintenance Problems**

All maintenance problems should be reported as soon as they are discovered. If you have a maintenance problem in your room/unit, please complete a Maintenance Request online through your [Housing Portal](#) Login. There is no charge for 99% of work orders. We do not charge for normal wear and tear to a building or unit. In most cases, you do not need to be present when Maintenance staff visits your room to make repairs, but you must ensure the affected area is cleared as much as possible of your belongings to provide room for staff to work.

If you have a maintenance emergency, please contact a Housing or Residence Life staff member immediately at 503-725-4375 (Monday-Friday 9am-5pm), or contact the Montgomery Desk at 503-725-4385 during operation hours, or your Resident Assistant On-Call number during the evening or weekends.

Maintenance staff typically work from 8:00am to 4:30pm on weekdays and are on-call for emergency requests after hours for more serious problems, such as heat problems or overflowing toilets. The Maintenance department

strives to respond to resident work requests within 24-48 hours. The earlier in the day that a problem is reported, the more likely our staff will be able to provide same-day service. If you need assistance entering a work order request, contact the University Housing and Residence Life Main Office, a Residence Life team member, or visit the Montgomery Desk.

On occasion, Maintenance staff may need to enter your room/unit to perform maintenance that is not the result of a maintenance request. If you are not present while the work is being done, a notice will be left by Maintenance staff explaining why they entered your room/unit and the services they performed.

From time to time, Maintenance staff may request a resident to prepare their room/unit for a facilities upgrade. If a resident fails to prepare the room/unit adequately, Maintenance staff may prepare the room/unit in order for the work to be completed. Maintenance staff will not be responsible for loss and/or damage to resident's personal property during the preparation.

*Please Note:* Maintenance and other staff always knock and announce themselves before entering a room/unit. Maintenance staff members are easy to recognize by their staff shirts. As an employee of the Housing Department, Maintenance staff may report policy violations for adjudication through our student conduct process.

### **Damage Billing and Charges**

Residents will be billed for parts and labor associated with negligent or intentional damages. You will be charged for any evident damages or alterations in your unit at the time of your Move Out that were not indicated on the Room Condition Report at Check-In.

All repairs to the facilities must be performed by Housing personnel. If your room/unit is damaged, DO NOT attempt to make repairs yourself. Your work may not meet standards, could be a safety risk, and you will be charged for the cost of correcting repairs done by unauthorized persons. Appliances that are not functioning will not result in a rent reduction. If you lose, damage, or steal residential property (i.e., furniture, window coverings, carpets, etc.), even accidentally, you will be billed for it.

### **Community Damage Billing**

Vandalism, destruction, and/or theft of property is prohibited and may result in a referral to the Dean of Student Life office to be reviewed under the Code of Student Conduct. Additionally, any hall/building vandalism that cannot be traced back to a specific individual will be equally distributed to the residents of that floor/building/area. Each resident is financially responsible for the restitution of community damage caused by unidentified persons. Please encourage your neighbors to refrain from vandalism, which affects everyone in the community. If you see something suspicious, say something.

### **Charge and Fee Petitions**

Any petition requesting the removal of Housing charges must be submitted to the UHRL Office within 90 days of the charge. Petitions regarding charges totaling \$200 or less will be reviewed by the Accounts Coordinator, while petitions regarding charges totaling more than \$200 will be reviewed by the Executive Director of Housing and Residence Life. Petitioners can expect a response within ten business days. You will receive petition decisions via email. See Terms & Conditions for Petition information.



## Avoiding Damage Charges

*The following information is provided to assist you in avoiding charges.*

### **Decorating/Altering Your Space**

Extras such as plants, lamps, rugs, bedspreads, and/or posters help personalize your space. When planning to decorate, it is important to keep in mind that no permanent changes (showers, fixtures, door locks, cabinet locks, painting, etc.) may be made to the spaces. Any damage done decorating the room or removing decorations at move-out will result in a charge to your student account. Nothing is allowed on the exterior of the buildings. This includes fire escapes and exterior window ledges. Nothing is allowed to be posted in windows, facing out or facing in.

### **Pictures and Wall Hangings**

Nails, pins, tacks, etc. are not allowed. Please take care when hanging pictures and other items on your walls. If you hang items on the walls, please use easily removable adhesives. Any damage may result in charges to the resident's student account.

### **Painting Your Room/Unit**

Residents may not paint their rooms. Repair of unauthorized painting will result in charges to your PSU Student Account. Rooms/Units are painted by UHRL painting staff. If the walls in your room or room/unit need repair, submit an online Maintenance Request. Contact your Resident Assistant or your Area Desk for details.

### **Sink & Shower Attachments**

Winter filters that attach to your sink via a screw are permitted. The installation or use of **any** shower attachment is not allowed in any buildings. Particularly, in Blackstone, the walls are constructed with plaster, making water and steam damage particularly ruinous. Showers also place additional stress on the old water pipes in the buildings. If water damage is found in your room/unit or another room/unit and is found to have been caused by a shower attachment in your bathroom, you will be held financially responsible and will also be subject to student conduct action.

### **Cleanliness**

Residents are expected to maintain a clean living environment. Housekeeping staff cleans all common areas, but **not** individual rooms/units. In choosing to live on campus, you agree to maintain your room/unit in a clean and sanitary condition at all times. This also applies to common spaces such as lounges, kitchens and community bathrooms. Although housekeeping staff goes through these spaces regularly, it is your responsibility to clean up after yourself and not leave a mess for those who need to use the space after you.

## Other Useful Information

### **Air Conditioners**

Our residence halls do not have air conditioning. Air Conditioners are not permitted in the Residence Halls.

Evaporative Coolers that meet the guidelines below are permitted:

- It should be designed for the size of the unit, and must not exceed 150% of the size of the unit.
- You may need to use less power in your dorm/unit when it is on; be especially mindful of items that pull a lot of electricity such as microwaves or hair dryers. Evaporative coolers that regularly blow fuses are not permitted.
- Units must have an automatic shut-off if the water levels are low.
- The unit should not connect to a window, vent out a window, or require any adaptations to the window.

### **Materials Disposal**

Only dispose of human waste and toilet paper down the toilet. Disposal of cat litter, plaster, or other inappropriate objects by flushing it down the toilet or any other plumbing fixture is prohibited. Even litter and wipes marketed as “flushable” has caused significant problems in our buildings. Please dispose of these items in designated trash dumpsters around your building.

### **Circuit Breakers and Fuses**

To avoid power losses, be careful not to operate too many appliances at any one time.

The electricity of apartments in Blackstone runs on fuses. If you would like to submit a work order, repairs will be made between 10:00am-4:30pm, Monday-Friday. Fuse-replacement work orders, except the first, may result in a maintenance charge to the student account

All other buildings use circuit breakers. Contact the Housing Office, Montgomery Desk, or RA on-call for assistance with breakers.

### **Door Locks and Deadbolts**

UHRL will not install or give authorization for you to install additional or replacement locks on your room/unit door or anywhere within your unit.

### **Furniture/Raised Beds**

Many of our units are furnished with multiple sets of furniture to accommodate housing demand. We are unable to remove or store furniture; it must remain in the room, even if there are fewer residents occupying the unit than sets of furniture.

Residents are encouraged to arrange their furniture in a way that makes them most comfortable in their living space, so long as no damage is done to the unit or to the furniture. Homemade lofts are not allowed. Not all beds can be lofted or bunked.

To ensure the safety of residents of the room/unit itself, the following guidelines must be followed:

- Personally designed and constructed lofts are prohibited.
- Beds may only be raised using a single, commercially manufactured bed riser in good condition under each leg of a single non-lofted/raised bed.
- Students are required to use guardrails for all raised beds.

- In buildings equipped with automatic sprinklers, raised beds must be located so as to minimize automatic sprinkler interference. No furniture may be within three feet of the ceiling or any fire sprinkler, smoke detector or other fire detection or suppressing equipment
  - Sidewall sprinklers: Locate bed on opposite wall from sprinkler(s).
  - Overhead sprinklers: There must be a minimum ceiling clearance of 36 inches.
- Raised beds and their frames must not be enclosed with fabric, plywood, or any other material.
- Raised beds shall connect only on the short ends, except when placed in an “L” shaped configuration.
- The top of the mattress may be no higher than seven feet from the floor, regardless of ceiling height.
- Furniture may not block the entrance or exit of any room.
- Furniture may not be removed from a unit.

### **Heaters/Radiators**

The heating elements in each room/unit reach very high temperatures and are a potential source of fire danger. Please do not place objects near (within two feet) of these elements.

Buildings with radiators operate from a central thermostat. When that thermostat detects the need for heat, the boiler (located on the ground floor of each building) sends steam through the pipes and into the radiators. Individual radiators are adjustable only by the valve being open or closed. A closed valve does not allow steam into the radiator, providing almost no heat to the room. A partially open valve allows the radiator to operate at a “Medium” setting, fully open “Full Heating”. **Please be very careful when adjusting the valve as it may be very hot to the touch.** Use a towel to protect your hand.

If you feel that the heat in your room/unit is not operating properly, enter a work order or contact the RA on-call in case of emergency.

In Broadway, Blumel, and Epler, each unit has its own adjustable thermostat. However, if the thermostat is turned too high or an object is placed too close to the heating element, the heat will shut off. This is a safety feature of the heater and also saves energy. If this occurs, please enter a work order to get the heat reset. In order to avoid this occurrence, maintain the thermostat at a moderate temperature and do not push furniture or other items against the heater.

### **Light Bulbs**

Members of the Housekeeping and Maintenance staff make daily rounds of the buildings and are responsible for the replacement of all common area bulbs. Maintenance staff will gladly replace all permanent light fixtures throughout campus. Residents are responsible for replacing their own bulbs for any personal lamps.

### **Smoke Detectors**

Tampering with or disabling smoke detectors is prohibited by PSU and is a violation of the State of Oregon fire codes. Such behavior puts the community at risk. If a resident is found to have tampered with a smoke detector, the resident may be monetarily responsible for the costs of emergency response and will be subject to student conduct action.

If the battery needs to be replaced in the smoke detector, do not disconnect the smoke detector. Please submit a work order and/or call the RA on call to get a new battery. If you should experience any additional problems with your smoke detector, submit a Maintenance Request and/or contact a UHRL staff member.

## Housing Charges and Fees

Rates are subject to change. Estimated amounts for the 2023-2024 academic year are indicated below.

### Contract Fees

Contract Fee (non-refundable)	\$50
Spring Prepayment	\$140
Reactivation/Reassignment Fee	\$50 per occurrence
Buyout	Dependent upon cancellation date and reason. See Terms & Conditions.

### Contractual Violation Fees

Improper or Late Check-out	Up to \$100 per incident
Room Transfers	First transfer each academic year is free, and after, it's \$100 per transfer
Consolidation Fine	\$100 for failure to prepare unit for roommate
Life-safety Violation (tampering with fire/safety equipment, throwing things out the window)	Up to \$500 per incident and cost of repair

### Maintenance/Damage Charges

Trash Removal	\$25 per bag
Cleaning Charge	\$25 per labor hour and all associated materials
Maintenance Charge (not requiring a license journeyman)	\$40 per labor hour and all associated materials
Trades Maintenance Charge (electrical, plumbing, etc.)	\$65 per labor hour and all associated materials
Damage or Missing Item Charge	Variable
Community Vandalism	Variable, split amongst residents
Abandoned Goods/Furniture Removal	\$250 per item
Failure to prepare unit for pest control	\$25 fine plus labor, materials, and contractor charges
Failure to prepare unit for maintenance repair	\$25 fine plus possible associate charges

### Other Charges:

Lock Outs	\$10 per incident, first incident from Desk is free of charge
Lost Key	\$30 per key
Lock Change (required for lost key)	\$100 or up to \$135 for after hours
Unreturned or Late Equipment Return (Carts, Fobs)	\$5 for every 30 minutes late, up to \$30 or replacement cost
Animal Cleaning	Up to \$200
Conduct Fees	\$10 for the first violation, \$25 for the second, \$50 for the third and subsequent

## Standards of Residence

### **Introduction**

The University Housing and Residence Life (UHRL) Standards of Residence serves as an extension of the UHRL Housing Contract and Terms and Conditions to which each resident agrees before moving into UHRL housing. In signing a UHRL contract, the resident agrees to the policies outlined in these Standards of Residence. The [Residential Standards Quick Guide](#) is a brief summary of some of the most frequently occurring policy issues. The Quick Guide may be used for quick reference, but the full details and policy language is contained in these Standards of Residence. Residents are accountable to and contractually obligated to abide by the entire Standards of Residence. In addition, violations of the Standards of Residence may also constitute a violation of the [Student Code of Conduct](#), for which all students are responsible. The Student Code of Conduct is administered by the Dean of Student Life office, which grants authority to UHRL for adjudication and administration of the Student Code of Conduct and these Standards of Residence within residential buildings for residential students and their guests.

### **Expectations and Responsibilities for Community Living**

UHRL policies and structures are created to protect and promote student success. As an individual choosing to live on campus, you share with your neighbors a reciprocal responsibility to align your actions with the values conducive to student success and community engagement. With this principle in mind, you are free to:

- sleep and relax in your room
- read and study in your room
- live in a clean, safe environment
- access your room and shared spaces/amenities
- respectfully confront another's behavior which infringes upon your rights or personal health
- feel security for yourself and your personal possessions
- seek the aid of staff in resolving possible conflicts within your living space or community

Staff is available to help you ensure these rights through thoughtful discussion and open communication with your roommates, suitemates, and other floor/hall residents. It is our sincere desire that students will choose behaviors that support and respect all community members. UHRL staff, in collaboration with and as delegated by the Office of the Dean of Student Life, will administer the student conduct process to promote accountability to PSU and UHRL policies. In support of community interests, staff members may investigate and, if warranted, confer with and sanction students for violating these policies.

### **Compelling Community Interests**

UHRL policies have been created to support four "Compelling Community Interests" (See *Judicious Leadership for Residence Hall Living*, Forrest Gathercoal, 1991, Caddo Gap Press). These Compelling Community Interests are:

#### **Health and Safety**

Policies and procedures have been developed to help protect students against incidents or behaviors that may jeopardize the physical, mental, or emotional health and/or safety of either the group or the individual. As such, there is a community interest in aligning personal behavior with policies that improve the health and/or safety of the living environment.

**Property Protection and Stewardship**

Care and protection of both community and personal property are a shared responsibility of all members. Individuals must work together to reduce property loss or damage.

**Maintenance of the Best Possible Educational Environment**

In order for a large number of people to live together successfully each member of the community must respect the expectations of the other members. You must abide by the community standards as a means to preserve the power of community to promote your success and engagement.

**Legitimate Educational Purpose**

With the basic premise that students attend college to attain a degree, certificate, or for personal advancement, anything not contributing to the accomplishment of this goal contravenes the educational purpose of the University and the Residential Campus Community. Therefore, University Housing and Residence Life has established policies and functions that promote this interest.

## University Housing and Residence Life Conduct Policies

PSU's Code of Student Conduct (Code) prohibits the violation of any University Policy, which includes the UHRL Standards of Residence, outlined below. Students are encouraged to become familiar with the Code and Standards of Residence to understand the expectations as students and residents and to understand the process under which policy violations will be reviewed.

### **Notice of Changes in Standards of Residence**

Students will be notified of all changes in, additions to, and deletions from existing Standards of Residence through methods that could include updating the Housing Handbook as posted on the University Housing and Residence Life website, email, campus mail, postings in UHRL buildings, or information provided to the residents by their Resident Assistant (RA). All changes are applicable to all students upon publication which includes when it is posted on the PSU web page.

### **Standards of Residence and Prohibited Conduct**

The following constitutes prohibited conduct for which a party is subject to disciplinary action. Such behaviors that constitute a potential violation of the Standards of Residence and/or the PSU Code of Student Conduct may be reviewed and adjudicated by the Office of the Dean of Student Life or designated UHRL Conduct Officers.

#### **Alcohol:**

Illegal possession, use, intoxication, and distribution of alcohol, alcohol-related behaviors that detract from PSU's educational purpose, interfere with a disruption-free environment, or are against the law. This alcohol policy applies to all residents, regardless of age. The University seeks to maintain an environment conducive to intellectual and personal wellness and growth. Alcohol possession and use by students of legal age is only permitted in line with the contents of this policy. Failure to adhere to the policy may result in a staff response which may result in the removal of remaining alcohol (in the form of pouring down a sink), conduct action, and/or restriction of the privilege to use/possess alcohol on campus. Violations of the alcohol policy may include, but are not limited to:

- Consuming, possessing, or being under the influence of alcohol while under the age of 21
- Possessing or being in the presence of alcohol paraphernalia while under the age of 21, except in the case of roommates of differing ages being in their room together. Paraphernalia could include: empty containers of alcohol (including decorative uses), cups with residue of alcoholic beverages, beer bongs, etc.
- Being in the presence of alcohol consumption while under the age of 21, except in the case of roommates of differing ages being in their room together
- Detectable and/or disruptive alcohol intoxication regardless of age. Intoxication may be considered detectable and/or disruptive if it interferes with community interests or causes normal operations of the residence halls to be disrupted.
- Possession of alcohol in a living space assigned to resident(s) under the age of 21, except in the case of roommates of differing ages being in their room together
- Consumption of alcohol in areas other than an enclosed residential room, such as hallways, doorways, lounges, public areas or restrooms, etc.
- Using alcohol in the presence of someone under the age of 21, except in the case of roommates of differing ages being in their room together

- Being in the presence of illegal possession or use of alcohol
- Providing alcohol to someone under the age of 21
- The possession or use of excessive quantities, unmarked, or common sources of alcohol
- The production, sale, or manufacturing of alcohol

Residents are encouraged to talk to friends and roommates about these restrictions related to alcohol to make sure that your behaviors are in line with behavioral expectations. For roommate or suitemate pairs that differ by legal drinking status (age), talk with each other and hall staff members for help planning how to manage adherence to this policy.

**Bias Related Behavior:**

Incivility, abuse, or any behaviors/actions directed towards an individual or group based upon actual or perceived identity characteristics or background (e.g., skin color, religion, sex, sexual orientation, race, ethnicity, national origin, gender identity and expression, age, or physical, mental, or emotional disability).

Examples:

<b>Bias Incidents:</b>	<b>Not Bias Incidents:</b>
A penis or vagina drawn on the door of a resident who is transgender	A penis or vagina drawn on a bulletin board
"F--k women" spray painted in the stairwell	"F--k" spray painted in the stairwell
A sign that says, "Homo" posted on a resident's door	A sign that says, "Jessica is the worst" posted on a resident's door (this is bullying, not bias)
A white student yelling, "I hate your kind" at a Black or African American student	A white student yelling "I hate you" at a Black or African American student
A cross carved on a Muslim student's door or a swastika drawn anywhere	Initials carved on a table

**Building Access:**

Providing access to unauthorized individuals, sharing or duplication of keys or access badges, or accessing spaces for which you are unauthorized. Access control is a very important health and safety issue for an urban campus. Our private residential spaces are not open to the public. Each resident must do their part to protect access. You must not allow non-residents into the building or provide access via the elevator or stairs to residential floors. The Campus Public Safety Office and University Housing and Residence Life should be contacted if someone sneaks in behind you or pressures you to grant them access.

Residents have access to their rooms and shared spaces. Some spaces within the hall are locked and/or restricted for health and safety reasons (i.e. ledges, roofs, non-occupied residential rooms, non-public spaces, etc). Accessing or entering such a space is prohibited.



Examples of prohibited behavior under this policy include, but are not limited to:

- Negligently or intentionally providing access to non-residents or anyone who does not have privileges to access a given residential or common space. Some individuals are trespassed or prohibited from entry to residence halls, by conduct action, university directive, or Public Safety, police, or court order. You are not permitted to host or allow entry for such individuals.
- Unauthorized possession, duplication, or use of University keys
- Misuse of an electronic access card or security feature
- Propping open or preventing the closing/locking of security doors
- Unauthorized entry into any secured or restricted space.
- Allowing others who are not authorized to be there, to enter the building, or a part of a building, or to use the elevator or to gain access to any part of a residential building

**Civility:**

Abusive or adverse treatment of residents, guests, or staff members, such as harassment, bullying, or any behavior that results in a hostile work, living, or academic environment.

**Collusion:**

Inciting, assisting, facilitating, being in the presence of, or acquiescing in the engagement of any violation of the Standards of Residence, PSU Code of Student Conduct, or law. Please refer to the Personal Conduct and Passive Involvement statement (p. 40) to understand your choices in a given situation. Conduct action may follow if your actions or presence connects you to a violation of policy.

**Domestic Partners, Spouses, Dependents, and Care-Givers:**

Failure to register, be approved for, and be assigned an acceptable space in order to have a domestic partner, spouse, care-giver, or dependents cohabiting in residential spaces.

**Drugs:**

The Drugs Policy prohibits behavior relating to drugs and harmful substances. Campus Public Safety Office (CPSO) may be notified and often involved in any action concerning drugs in the Residence Halls. Behavior prohibited under this policy includes but is not limited to the following:

- The possession, use, sale, or distribution of any drug, drug paraphernalia, or controlled substance prohibited by state or federal law. This prohibition includes the possession, use, sale, or distribution of marijuana in any form.
- Being under the influence of a drug or other substance prohibited by state or federal law. This prohibition includes being under the influence of marijuana.
- Being in the presence of unlawful drug use or possession of drug paraphernalia as defined by state or federal law. This prohibition includes marijuana in any form.
- Medicinal marijuana use or possession on campus. PSU residence halls cannot accommodate the possession or use of marijuana, regardless of the possession of appropriate medical marijuana authorization.
- The unlawful use or abuse of prescription drugs or the dangerous use of over-the-counter products.
- Possession, manufacturing, or use of K2, Salvia, Spice, or psychoactive herbal products

Please be aware that in response to potential fire safety and property damage, risks associated with smoking or production of drugs, Housing and Residence Life staff may need to key-in to spaces to investigate and resolve any potential safety issues.

**Endangering Behavior:**

Behavior that endangers any person's safety, the health and safety of the community, or threats to the health and safety of an individual, community, or group. University Housing and Residence Life may proceed with conduct action in response to dangerous or potentially dangerous behaviors. Such behaviors, regardless of intent, could warrant contract termination or interim conduct action while a situation is being investigated and adjudicated. Such behavior may include but is not limited to:

- Negligently, recklessly, or intentionally causing physical harm
- Direct or indirect threats or intimidation
- Behavior that creates undue mental stress or emotional harm to any person
- Hazing – requiring actions or situations that produce mental or physical discomfort, embarrassment, harassment, or ridicule as a part of initiation into a group
- Inappropriately handling or disposing of biohazards, including, but not limited to, medical syringes, blood, and other bodily fluids
- Violating reasonable privacy expectations that could cause distress or threaten one's ability to feel reasonably safe and comfortable in the living space. Examples of this behavior include use of audio, video, or electronic means, telephonic or email harassment, etc.
- Dropping, throwing, or permitting objects, either liquid or solid, to be ejected, affixed to, or placed out a window. This may include objects placed on window sills or in positions where they could plausibly exit through the window.

**Failure to Comply:**

Failure to comply with a reasonable directive or request for information made by a University official while acting on behalf of the University or in their role as an employee or representative. Residents are required to comply with official requests or directives of University staff and officials. Student leaders are considered to be University staff and officials while performing duties of their leadership role. Residents must not interfere with or obstruct staff performing their duties. Residents must not provide false information to University officials.

Compliance is a critical aspect of safety and security. Staff members must be able to ascertain identification and cooperation from individuals and groups in order to resolve a situation. Failure to comply is prohibited and could include, but is not limited to the following behaviors:

- Refusal to present ID
- Falsely identifying yourself by name, age, residence, etc.
- Providing false information to University staff and officials
- Refusing or ignoring a directive from a staff member who is performing their duties
- Failing to open one's room/unit door at a staff member's request
- Purposely violating a policy, directive, or restriction communicated by University staff or officials

Failure to Comply sometimes occurs during engagement of other policy violations. Students who do not comply may face elevated consequences due to the non-compliance, often which are more significant than the original violation alone and may result in removal from University Housing.

**Fire and Life Safety Hazards:**

Behavior that violates the processes, codes, and standards related to fire and life safety or any behavior that may contribute to a fire and/or safety hazard. Violations of this policy include, but are not limited to:

- Tampering with, removal of, or destruction of security screens and/or window limiters
- Sitting, standing, or being on any window ledge
- Failing to immediately evacuate during a general alarm
- Causing the building or floor to go into general alarm without just cause. Most buildings will go into general alarm when a public area (hallway) or multiple smoke detectors perceive smoke. You have the responsibility to control smoke from cooking by venting through a window, rather than a hallway door. If a general alarm is caused by inattentive cooking, leaving cooking items unattended, leaving equipment on, or overloading laundry machines, such behavior may be a violation of this policy. Students must not use fire “pull stations” in non-emergency situations. Such false alarms could result in criminal action in addition to conduct action. Conduct action could include restitution for costs associated with false alarms.
- Tampering with or damaging fire equipment, including sprinklers. If you perceive a malfunction of fire equipment, you must submit a work order promptly. Students should not remove, cover, alter or tamper with fire equipment for any reason.
- Accessing and/or utilizing fire equipment inappropriately or in a non-emergency situation.
- Hanging items on sprinklers, blocking or covering sprinklers or smoke detectors
- Accessing fire escapes in non-emergency situations
- Being on the roof of any building or the exterior of any building, including on fire escapes, except when authorized (such as in an emergency)
- Obstruction of clear egress or accessible movement from room, hallway, or building. Hallways, foyers, fire exits, and doorways are thoroughfares. Gathering or the compilation of physical objects, such as furniture, decorations, boxes, etcetera in thoroughfares is prohibited as they impede effective evacuation in case of an emergency.
- Large or overloaded gatherings in student rooms. If you need larger spaces for group events or studying, you should consider the Montgomery Lounge, common spaces within your building, or study rooms at the Library.
- Covering more than 50% of a door or wall with combustible materials (for example wood, paper, rubber, plastics, etc.)
- Placing furniture within three feet of the ceiling or any fire sprinkler, smoke detector, or other fire detection or suppressing equipment.
- Building or using a resident-built loft or elevated bed. See UHRL Furniture/Elevated Bed Policy for more information.

**Flammable Materials and Fire Safety:**

Residents must not present the residential community with unnecessary and/or prohibited risks of fire or smoke.

Violations of this policy include, but are not limited to:

- Possession of a live tree adorned with lights
- Setting or fueling a fire of any size, and/or purposefully creating smoke
- Possession and/or the burning of candles, incense, herbs, and/or oils.
- Storing flammable or combustible liquids or gasses. These limitations are not intended to preclude the possession of hair spray, cosmetics, or medicines. This policy will be applied judiciously considering reasonable use/storage of such materials.
- Possession of incendiary or explosive materials, including fireworks, live ammunition, etc.
- Leaving any cooking device unattended while in use and/or failing to provide adequate ventilation while cooking.
- Exposing heat sources to combustible or flammable material. Examples of such fire safety concerns include, placing fabric over lamps, exposing kitchen appliances to flammable materials, or putting decorations, curtains, or other items above heaters, lamps, or other heat sources.
- Possession or use of appliances or electrical equipment that present a fire risk due to open heating elements or overtaxing electrical systems. Examples of appliances and items that are prohibited due to this risk include:
  - All non-UL approved appliances
  - Power strips without surge protection. Extension cords must have surge protection.
  - “Daisy-chaining,” or plugging one power strip or extension cord into another increases electrical safety risk and is prohibited.
  - Major appliances (such as dishwashers, deep freezers, etc).
  - Items with exposed heat sources
  - Air conditioners or coolers
  - Halogen lamps
  - Lava lamps
  - Toaster ovens (toasters are okay)
  - Space heaters, other than those provided by UHRL staff and operated in a safe manner. Please contact the Housing and Residence Life Office if you feel that heat in your room is inadequate.
  - Items without thermostat control or auto-shut-off, such as certain hot plates, hot pots, grills, etc.
  - Microwaves larger than 900 watts
  - Refrigerators larger than four cubic feet or which use more than 1.5 amps. Refrigerators brought to campus must be in good working condition.

University Housing and Residence Life reserves the right to restrict appliances and other items at any time that in our sole estimation pose a danger or hazard to the community and/or facilities.

**Unauthorized Guests:**

Allowing unauthorized individuals access to residential spaces and/or permitting individuals to remain in residential spaces beyond the authorized time period. Only residents, their guests, and approved University staff and officials are permitted into residential spaces within the residence halls. Residents are welcome to have guests visit, as long as guest visits are in line with the expectations included in this policy.

Violations of the Guests Policy may include, but are not limited to, the following behaviors:

- Failing to adhere to reasonable, voiced preferences of a roommate or suitemate regarding guests. Guests must be approved by all students who share the room/suite. If your room or suite cannot come to an agreement about guests, please contact UHRL staff (Resident Assistant, for instance) for assistance before violating roommate or suitemate preferences.
- Failing to escort guest(s) at all times
- Possession or use of access badges, keys, or other unauthorized methods of entry by guest(s)
- Failure to monitor or influence guest behavior to assure adherence to the Standards of Residence
- Guest(s) remaining in the host's room without host resident present
- Hosting a guest or combination of guests for more than two consecutive days or five days within a given term. Approved exceptions may be granted by contacting the Assistant Director for Residential Education. Requests must be made prior to a guest visit.
- Hosting a guest who is a minor without receiving the proper permissions from that guest's parent/guardian and your Residence Director/Assistant Director for Residential Education.

A guest is defined as any person you allow into and/or host within the residence halls. You are expected to accompany your guest at all times in the building, including when they enter and exit the building. Guests do not have all the privileges and access as a resident. You may not loan your card access or room keys to your guest.

Residents must encourage and take action to assure responsible behavior by guests. This policy acknowledges that you may not be able to completely control another person's actions, but you can influence who you host, how they behave, and what they do in the community. Failure to monitor or influence guest behavior to assure adherence to the Standards of Residence is prohibited. Residents may be held responsible for violations committed by their guests. For example, if your guest uses illegal drugs in your room, you may be held responsible for a violation of the drug policy, regardless of whether you personally used it. You may also be held responsible for violating the guest policy.

If you need help managing guest behavior or a guest is behaving outside of your voiced expectations, you should contact Campus Public Safety (CPSO) or a UHRL Hall staff member immediately. Doing so may reduce your accountability for their actions.

Resident students who host minors as guests take on a special and extra responsibility due to the young age of the minor guest. Minors, defined as non-students under the age of 18, require greater supervision and guidance than most adult guests. All guest policies and rules apply where a minor is allowed to visit in the residence halls. The following rules also apply to minors and their hosts:

1. Guests who are 16 or 17 years old may remain in or visit residential areas with a resident student host subject to the prior approval of the Resident Director, which approval will not be granted unless the guest and/or the resident host provides UHRL with written permission from the guest's parent/guardian authorizing their child/dependent to visit PSU's residential campus with that particular resident as host. This permission should include emergency contact information for the parent/guardian.
2. Guests under the age of 16 may visit only in rare circumstances. The guest and/or their resident host must provide UHRL with permission from the guest's parent/guardian authorizing their child/dependent to visit PSU's residential campus with that particular resident as host and all such requests must be approved in

advance by the Assistant Director for Residential Education. This permission should include emergency contact information for the parent/guardian.

3. Dependent minors of residents are not allowed to have minors as guests in residential areas at any time, however the adult student resident may host minors as guests during the daytime if the minor guest is in the physical presence of the student resident during those hours and may host minor children during quiet hours and overnight in accordance with the rules above.

#### **Disruption of Operations and Services:**

Any action by a resident or guest that disrupts, interferes with, or prohibits staff from providing regular operations of UHRL operations and services, including misuse, obstruction, or abuse of UHRL services, space, or personnel, and/or misappropriating the time and attention of Housing and Residence Life staff. Such behaviors may include, but are not limited to:

- Accessing the dining center, office spaces, and shared residential areas without shirt and/or shoes
- Acting in a disorderly manner in dining areas, office spaces, and shared residential areas
- Utilizing another student's meal card or allowing another person access to a student's meal card
- Misuse of services, such as office or duty phones
- Failure to prepare room. Residents must adhere to requests from UHRL to prepare their room/unit for work to be completed and for future roommates to be able to move into an open space.
- Use of any wired or wireless device that interferes with or degrades PSU's network. See the detailed policy in "Campus wired and wireless network access, Internet, and Web Communities" on page 12.
- Exceeding three lock-outs within a 30-day time period
- Abandoning property
- Leaving trash, debris, or personal property in hallways or other general use space for any period of time
- Removing window screens from designed placement
- Misuse, alteration, detention, or occupation of shared spaces. Many different behaviors could fall under this policy. One example would be that sleeping, meditating, or lengthy presence in hallways or lounges prevents others from freely using space, and therefore would be prohibited. Rooms are intended for such personal uses. If you would like to utilize a public space for an event or activity, it should benefit the community overall. Contact the Assistant Director for Residential Education for approval and/or reservation.
- Delivery of items we cannot accept as packages at the area desk. Items will not be accepted and conduct action may follow. Please review the mail section in the Housing Handbook for more information about packages.
- Installing locks or other fixtures to university furniture or rooms.
- Removing university furnishings from rooms.
- Using a provided mattress without sheets

#### **Noise and Disruptive Behavior:**

Behavior that disrupts other residents or interferes with the living environment, excessive noise or noise that occurs during quiet hours. These behaviors include, but are not limited to:

- Engaging in noisy, disorderly, or disruptive behavior

- Interfering with another resident's reasonable ability to sleep, study, or be present in one's own room or residence hall without disruption
- Violating the University's Quiet-Hours policy or excessive noise expectations.
  - Quiet Hours are 10:00pm to 8:00am every night except during "Study Week" (the week before finals) and Finals Week when Quiet Hours are 7:00pm to 5:00pm (22 hours)
  - Courtesy hours are 24 hours a day
- Failure to reasonably comply with requests from any community member to reduce the impact of your noise or disruption.
- Behaviors or negligence that cause(s) unreasonable disruption to another person or the educational living environment
- Creating or contributing to an avoidable urgent situation to which University officials or emergency personnel are required to respond

If you experience someone else being disruptive or noisy, you may respectfully address that situation with them and request resolution. Often students respond very well to direct communication. Residence Life staff may be contacted to help seek resolution for disruptions. Please be mindful that when Residence Life staff witnesses or receives reports of disruptions, they are compelled to report and respond to this occurrence, which often may result in conduct action.

The University has established quiet-hours between 10:00pm and 8:00am. Quiet-hours are expanded during the last week of classes and during Finals weeks of Fall, Winter, and Spring quarters to 22 hours a day, 7:00pm to 5:00pm the following day. In addition, if a student or staff member reasonably requests for you to reduce noise levels, you must comply with that request, regardless of time. Noise that is considered excessive or unreasonable is prohibited 24 hours a day. Examples of excessive noise include but are not limited to drums, amplifying music out a window, music instruments (amplified or naturally loud), and yelling. For students who wish to practice instruments, there are music rooms available in Lincoln Hall.

Sometimes disruption is caused by noise, but some behaviors, odors, or environmental factors may be considered disruptive. Disruptive odors could include smoke, dirt, trash, or spoiled, abandoned, or rotten food items. Residents must be mindful of how cleanliness and other personal habits can disrupt others and take action to prevent this disruption.

Disruptive behaviors could include riding a skateboard, bike, or other wheeled device indoors, playing sports or activities in your room or hallway, using laser pointers outside of an academic or intended use (such as pointing it at people or personal spaces), bodily substances released outside of a restroom, or concerning comments, threats, or abuse. If personal behavior has the potential impact to affect others and community, that is when it becomes a policy issue.

**Unauthorized Pets:**

The presence of unauthorized animals or pets in the residence halls, with the exception of fish. Fish tanks cannot be over ten gallons and only one tank is allowed per room/unit. Service animals and approved support animals are not pets.

**Posting, Sales, and Solicitation:**

Unauthorized posting of signage, sales, and solicitation in the residence halls. Posting materials for publicity must be approved through the Housing and Residence Life office. Students may not act as sales agents or establish a business in UHRL spaces. Students or groups with an interest in engaging in recruiting members, raising funds, distributing materials, or other similar behavior must seek approval from University Housing and Residence Life. Such behaviors are prohibited without written permission from University Housing and Residence Life. See Posting Regulations to reference guidelines.

**Property Damage:**

Causing, or attempting to cause, damage, destruction, alteration, or defacement to property of the University, a group, or an individual. Vandalism of property, decorations, or signage constitutes a violation. Work on facilities or rooms must be performed by University maintenance or facilities staff, or university designated contractors.

Prohibited actions include, but are not limited to:

- Installing fixtures or attachments to facilities, including shower attachments to spaces with only tubs
- Mounting televisions, shelves, speakers, or other items to walls or ceilings
- Damage caused by affixing items to any acoustical textured walls or ceilings
- Use of nails, hooks, screws, or bolts into walls, ceilings, floors, or university furniture
- Painting rooms
- Affixing or damaging furniture when moving items within room
- The use of waterbeds and other water furnishings
- Transferring university furniture from one room to another. University furniture assigned to a residential space may not be stored elsewhere in or out of the building.
- Cinder blocks, PVC, or Metal pipes may not be used in construction or support of furniture or items in the room.
- Damaging or tampering with coin-operated machinery
- Damaging or tampering with elevators

**Smoking:**

Smoking of any substance, use of smoking and/or vaping devices, or the use or possession of tobacco in the residence halls is prohibited, as it overlaps with standards relating to fire safety, property damage, environmental health, and disruption of the living environment as well as with the Smoke and Tobacco Free Campus Policy.

The following actions are prohibited inside any residence hall or anywhere on the PSU campus:

- Smoking or the use or possession of tobacco
- Smoking any substance in any way and/or with any smoking device
- The use of electronic cigarettes or vaporizers
- The use or possession of hookahs
- The use or possession of any smoking apparatus or tool
- Creating smoke of any kind by any means

Please be aware that, due to the fire safety and property damage risks, Housing and Residence Life staff may need to key-in to spaces to investigate and resolve potential issues of smoking and smoke in the hall. Additionally, conduct charges and cleaning charges will apply for any room that requires cleaning or odor control due to the



detection of smoke odor. Cleaning and deodorizing the room is the responsibility of the resident. If upon later inspection by UHRL staff, the room does not smell clean and deodorized of the smoke smell, the student will be charged for extra cleaning. Fines include a minimum \$250 for burning candles or for smoking tobacco or marijuana.

**Theft:**

Attempted or actual theft of property or services, possession, occupation, or use of stolen property, removal or repossession of university, public, or personal property, decorations, or signage.

**Weapons:**

Use or possession of weapons while in UHRL, failure to report a known weapon, or the possession of a weapon by a guest, including firearms and reasonable facsimiles, unauthorized blades, or the use of any item in a manner that causes physical harm, threat to physical safety, or undue mental distress. University Housing and Residence Life will work with the Campus Public Safety Office and the Dean of Student Life office to follow up on reports of weapons. Concealed weapons permits do not apply to the PSU campus. The following are prohibited under the weapons policy:

- Using any object in a manner that could cause physical harm or undue mental stress. Any item used to harm, threaten, or intimidate may be considered a weapon.
- Possession of a weapon, firearm, or dangerous item. Prohibited items include, but are not limited to airsoft guns, switchblades, metal knuckles, nunchakus, spears, martial arts weapons, electric or electroshock weapons, etc.
- Possession of an object with a blade longer than four inches or ten centimeters, which could include swords, machetes, knives. Kitchen knives used and stored appropriately may be excluded from consideration as a weapon.
- Possession of a reasonable facsimile of a weapon, which could include airsoft guns, bb-guns, replica weapons, etc.
- Failure to report the known presence of a weapon, firearm, or dangerous item.

**Remember**, in addition to the policies:

- You are responsible for your guests – By allowing someone into the building and/or hosting them, you are sharing responsibility for their actions in the residence hall. If your guest violates any policies, you may also be held responsible for their violation.
- If something is illegal off-campus, it's illegal on-campus. ***University property does not insulate you from being accountable for all your actions. However, not all policies that are legal off campus are allowed on campus – possession or use of marijuana, for instance.***
- As a student on PSU's campus, you must adhere to all policies in the [PSU Student Code of Conduct](#).

**Wireless and wired networks:**

Use of any device that provides a Wi-Fi network or that may interfere with PSU's Wi-Fi networks. Personal wireless networks cause degradation to PSU's residential Wi-Fi. See the detailed policy in "Campus wired and wireless network access, Internet, and Web Communities" on p. 12 for details on acceptable and unacceptable wireless devices

Use of wired network switches, hubs, or ethernet splitters on PSU's network is not permitted.

Wired network routers are allowed on PSU's network, so long as it has no wireless capability or the wireless capability has been completely turned off. Residents are prohibited from operating any web or file servers on PSU's network.

Devices found to be in violation of these policies are automatically identified by the Office of Information Technology. Severe or repeated violations may result in student conduct charges. PSU reserves the right to confiscate these devices as well.

**Academic Standing:**

The Academic Connect policy and program is a UHRL initiative that helps students on academic warning or probation at Portland State University achieve academic success.

If you are on academic warning or probation and live with University Housing & Residence Life, you will be required to participate in this Academic Connect program. You will be provided intentional support, resources to Housing & Residence Life, and to the PSU community by participating in this program.

**Academic Connect Goals:**

- Help students on academic warning or probation achieve academic success
- Provide intentional support, resources, and connections to Housing & Residence Life and the PSU community for students living on campus
- Provide individualized assistance towards academic skill development for on campus students who are on academic warning and probation

**Academic Connect Participant Expectations:**

- Meet with the Housing & Residence Life staff member that reaches out to you at the start of the term
- Schedule and attend weekly meetings with the staff members
- Complete a mid-term progress report worksheet for each class by week six of the term and bring those to your meeting with a Housing & Residence Life staff member
- Complete activities and tasks as decided in collaboration with the Housing & Residence Life staff member
- Fill out the exit survey by the end of finals week

**Service Animals:**

Service animals are not pets and are permitted in UHRL spaces. A "service animal" means any dog that is individually trained to do work or perform tasks for the benefit of a person with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the person's disability. The provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purpose of this definition. Species other than dogs, or in some cases, miniature horses, are not considered service animals for the purpose of this definition of a service animal. Service animals are permitted to accompany people with disabilities in housing. PSU will not require any surcharges or fees for service animals. However, a person with a disability may be charged for damage caused by a service animal to the same extent that PSU would normally charge an individual for the damage they cause. PSU will not require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.

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#### Service Animal Rules:

1. PSU is not responsible for the care or supervision of service or emotional support animals. People with disabilities are responsible for the cost, care, and supervision of service and emotional support animals, including:
  - a) compliance with any laws pertaining to animal licensing, vaccination, and owner identification;
  - b) keeping the animal under control and taking effective action when it is out of control; and
  - c) feeding and walking the animal, and disposing of its waste.
2. A service animal must be housebroken (i.e., trained so that it controls its waste elimination, absent illness). Service animal feces/waste must be picked up immediately (in a baggie) and disposed of properly in outside garbage dumpsters. If the service animal has an accident indoors, it is the owner's responsibility to appropriately clean the spot. The Disability Resource Center or University Housing and Residence Life can provide additional guidance on where to appropriately dispose of animal waste if necessary.
3. Service animals must be kept under control by a harness, leash, or other tether, unless the person is unable, because of a disability, to use a harness, leash, or other tether, or such use would interfere with the service animal's safe, effective performance of work or tasks. In such instances, the service animal must be kept under control by voice, signals, or other effective means.
4. People with disabilities who use a service animal must comply with the same University Housing and Residence Life rules regarding noise, safety, disruption, and cleanliness as people without disabilities.

PSU may pose some restrictions on, and may even exclude, a service animal in certain instances. Restrictions or exclusions will be considered on a case-by-case basis in accordance with applicable laws, but an animal may be excluded if:

- a) it is out of control and effective action is not taken to control it;
- b) it is not housebroken;
- c) it poses a direct threat to the health or safety of others that cannot be reduced or eliminated by reasonable modifications; or
- d) its presence fundamentally alters the nature of a program, service or activity.

In considering whether an animal poses a direct threat to the health or safety of others, PSU will make an individualized assessment, based on reasonable judgment, current medical knowledge, or the best available objective evidence, to determine: (1) the nature, duration, and severity of the risk; (2) the probability that the potential injury will actually occur; and (3) whether reasonable modifications of policies, practices, or procedures will mitigate the risk. The University President shall designate a designee who shall provide a written statement of explanation to any person with a disability if a determination is made that a service animal or emotional support animal's presence would fundamentally alter the nature of a program, service, or activity.

In the event that restriction or removal of a service animal or emotional support animal is determined to be necessary, the person with a disability will still be given the opportunity to reside in University Housing and Residence Life facilities without having the service animal present.

**Support Animals:**

Approved support animals are allowed in UHRL residential rooms. A support animal is an animal that provides emotional support that alleviates one or more identified symptoms or effects of a person's disability. Unlike service animals, support animals are not trained to perform work or tasks, and they include species other than dogs. Support animals are not considered pets.

Before a support animal can move into UHRL spaces with a person with a disability, a request must be made to PSU's Disability Resource Center and approval must be granted (usually at least 30 days prior to move in) by submitting the University Housing and Residence Life Disability Services Request Form, which can be found on the PSU website. If you are requesting the use of a support animal in University Housing, please visit the DRC's [Assistance Animal in PSU Housing](#) page for more information.

In accordance with the DRC [Documentation Guidelines](#), the DRC needs the following [Forms & Agreements](#) for support animal requests:

- Verification of disability and functional limitations for the condition for which you are requesting a support animal. Your provider may use the **DRC Support Animal Documentation Form** or write a letter.
- Supplemental information related to the role the support animal will play in your overall treatment plan. The **DRC Supplemental Support Animal Documentation Form** can be used in lieu of a letter.
- PSU does not require people with disabilities who are accompanied by support animals in UHRL residential rooms to pay a surcharge for their support animal, such as a pet deposit.

**Support Animal Rules:**

- PSU is not responsible for the care or supervision of service or support animals. People with disabilities are responsible for the cost, care, and supervision of support animals, including:
  - compliance with any laws pertaining to animal licensing, vaccination, and owner identification;
  - keeping the animal under control and taking effective action when it is out of control; and
  - feeding and walking the animal, and disposing of its waste appropriately.
- A support animal must be housebroken (i.e., trained so that it controls its waste elimination, absent illness). Support animal feces/waste must be disposed of properly in outside garbage dumpsters. Disposal of cat litter by flushing it down the toilet or any other plumbing fixture is prohibited. Even litter marketed as "flushable" has caused significant problems in UHRL buildings. If the support animal has an accident indoors, it is the owner's responsibility to appropriately clean the area. The Disability Resource Center (DRC) or University Housing and Residence Life can provide additional guidance on where to appropriately dispose of animal waste if necessary.
- Support animals must be kept under control by the resident owner and must remain inside residential units, unless the DRC has granted permission for the support animal to accompany the resident to other areas. Such requests will be considered on a case-by-case basis consistent with applicable laws. In such instances, the support animal must be kept under control by a harness, leash, tether, voice control, signals, or other effective means.
- In order to properly care for an emotional support animal, residents may not leave animals alone and unattended for extended periods of time. If a resident expects to be unable to return to their room to check in on their animal, the resident can designate an individual as a "caregiver" by submitting the [Caregiver Registration Form](#) to housing@pdx.edu prior to the resident's departure. A new caregiver registration form must be submitted for each period requested. Approval will not be granted for more

than two consecutive days or for more than five total days in any academic quarter. Once this form is submitted, keys and a temporary ID will be checked out from the Montgomery Service Desk to the designated caregiver for one hour during approved periods. Under no circumstance may a resident give their keys or ID to someone to access their residence hall and room. If a resident needs to be off-campus or out-of-town for a significant period of time or longer than two consecutive days, they are required to take their animal with them, find another place for the animal to stay off-campus, or board the animal at the resident's cost.

PSU may pose some restrictions on, and may even exclude, a support animal in certain instances. Restrictions or exclusions will be considered on a case-by-case basis in accordance with applicable laws, but an animal may be excluded if:

- it is out of control and effective action is not taken to control it;
- it is not housebroken;
- it poses a direct threat to the health or safety of others that cannot be reduced or eliminated by reasonable modifications; or
- its presence fundamentally alters the nature of a program, service, or activity.

In considering whether an animal poses a direct threat to the health or safety of others, PSU will make an individualized assessment, based on reasonable judgment, current medical knowledge, or the best available objective evidence, to determine: (1) the nature, duration, and severity of the risk; (2) the probability that the potential injury will actually occur; and (3) whether reasonable modifications of policies, practices, or procedures will mitigate the risk. In the event that restriction or removal of a support animal is determined to be necessary, the individual with a disability will still be given the opportunity to reside in UHRL spaces without having the animal present.

If a person has a disabling condition that may be affected by the presence of a support animal in UHRL spaces, that person may contact the Disability Resource Center for assistance. PSU is committed to ensuring that the needs of all people with disabilities are met and will determine how to resolve any conflicts or problems as expeditiously as possible.

### **Damages and Liability:**

#### **Damages**

- Residents are individually responsible for damages they cause to residence hall property. Charges for damages will be based on repair or replacement costs to restore the room or building to approximate original condition.
- In public, shared, or semi-public areas of the halls, damages are charged to groups or individuals when the responsibility is established.
- Residents are responsible for any damages caused by their guests.
- Additionally, any charges from hall/building vandalism that cannot be traced back to a specific individual will be equally distributed to the residents of that floor/building/area. Each resident is financially responsible for the restitution of community damage caused by unidentified persons. Please encourage your neighbors to refrain from vandalism, which affects everyone in the community.

**Liability**

- The University and hall staff assume no responsibility for loss, theft, or damage to personal belongings in or on residence hall properties. This policy extends to student rooms, storage areas, auto and bicycle lots, and all other residence hall areas. Students are advised to carry renter's insurance.

**Notice of Changes in Standards of Residence**

Students will be notified of all changes in, additions to, and deletions from existing Standards of Residence through methods that could include updating the Housing Handbook as posted on the University Housing and Residence Life website, email, campus mail, postings in UHRL buildings, or information provided to the residents by their Resident Assistant (RA). All changes are applicable to all students upon publication which includes when it is posted on the PSU web page.

## The Residential Conduct Process

PSU's Code of Student Conduct (Code) prohibits the violation of any University Policy, which includes the UHRL Standards of Residence. Alleged violations of the Standards of Residence and/or other sections of the Code by residents will be reviewed under the Student Conduct process by a UHRL or Dean of Student Life Conduct Officer.

As a part of this review process, residents will:

1. be notified of the alleged violation of applicable policies;
2. have those charges reviewed by a Conduct Officer in a conduct review meeting;
3. have the opportunity to respond, in writing or in the conduct review meeting, to the allegations and provide information to be considered;
4. be provided notice of the outcome of the review and any applicable sanctions.

Students are expected to check their PSU email account for official communication from the University and UHRL. Notices of allegations will be issued by the Conduct Officer to students' PSU email accounts.

A student may opt to attend the conduct review meeting, provide a written statement instead of attending their conduct review meeting, or may choose to not participate in the conduct review process. In all instances, the hearing officer will review all available information to determine the outcome of the alleged policy violation; therefore, it is encouraged for the student to participate in the process. However, should a student opt not to participate, a determination of responsibility and, where applicable, sanctions will be made without the benefit of their participation.

### Conduct Review Meetings

A conduct review meeting is an administrative review of the information relevant to the charges. Students alleged to have violated a policy will be invited to participate in this meeting to respond to, verify, and/or deny the charges or the relevant information. If a student does not attend a conduct review meeting, the case may be heard in the student's absence with the information available at the time of the conduct review meeting.

These meetings seek to determine whether or not a student is responsible for the charged violations by collecting and reviewing the available information. The conduct officer will look at the available information and determine the outcome of the case by a preponderance of the evidence (whether the alleged behavior is more likely than not to have happened). If the conduct officer needs to verify information, interview additional witnesses, or corroborate accounts, the conduct officer may defer the decision to a later time.

### **Sanctions**

A sanction is an administrative response to individual violations of policy that is assigned by the conduct officer. If a student is found responsible for a violation, the conduct officer will assign a sanction or sanctions. These sanctions will be outlined in a decision notification letter sent to the student's pdx.edu email account. The conduct process seeks to identify educational opportunities for students who have violated policy. Sanctions include: warnings, written reprimand, probation, restitution and/or fines, loss of privileges, educational assignments, room reassignment, contract probation, contract termination, exclusion from some or all of campus property, suspension, and expulsion.

**Conduct Administrative Fee**

Fees pay the costs related to the investigation, adjudication, and follow up of conduct cases. Only students found responsible for a violation will be assessed a fee. The fee, if applicable, will be considered at the conclusion of the conduct process, and will not be a factor influencing the outcome of a hearing.

For each case in which a student is determined to have violated the Residence Hall Policies or the Code of Student Conduct and Responsibility, a conduct fee will be imposed in the following increments:

- First substantiated violation: \$10 conduct fee
- Second substantiated violation: \$25 conduct fee
- Third, and any subsequent, substantiated violation: \$50 conduct fee

Students with limited financial resources or who may be disproportionately impacted by fees may file a request for a fee waiver for each case in which a fee is imposed. Any fee waiver request is approved at the discretion of the Senior Conduct Officer.

All fees will be assessed to the University account of the responsible resident(s).

**Appeals**

A student may appeal the outcome of a hearing by filing a written notice of appeal. The UHRL Appeals Officer is the Executive Director of Housing and Residence Life or their designee. A written notice must be filed within ten business days of the notice of outcome and must specify in detail the grounds upon which the appeal is based. Dissatisfaction with a decision is not grounds for appeal. Appeals can be emailed to [conduct@pdx.edu](mailto:conduct@pdx.edu).

Grounds for Appeal:

1. Demonstrated errors in the conduct process. Provide a typed and detailed description of the error(s) in the Conduct process that took place. Reference the [Code of Student Conduct](#).
2. Relevant evidence/information not available at the time of the original hearing has been discovered. Information must be significant enough to have had an impact on the outcome. Provide a typed and detailed description.
3. The sanction(s) imposed were outside of the University's authority. Provide a typed and detailed description that demonstrates how the imposed sanction(s) are outside of the University's authority.

There is only one opportunity for appeal. Failure to file the above-mentioned notice within the prescribed ten business days will constitute a waiver of the right to appeal. The appeal process is an administrative review of the appeal request and available information. It is designed to be informal in nature with the objective of ensuring that fundamental fairness was applied to a conduct case; no formal rules of evidence or procedure will apply.

An appeal is not a re-hearing of the case. If an appeal is approved, the Appeal Officer, the Executive Director of Housing and Residence Life, or a designee, will determine the next steps for the case. Sanctions determined at the time of hearing remain in effect unless the Appeal Officer determines otherwise.

**Safety and Security Statement**

Students contracted to live on campus agree to take primary responsibility for their own personal safety and security, and to support the safety and security of fellow residents, the buildings, and shared spaces. The University



and UHRL will work cooperatively with students to promote a safe and secure environment, although safety cannot be guaranteed. Students agree to read and abide by security policies and precautions stated in this publication and in all other University publications.

All PSU students are expected to follow all University Policies and Rules, including the [PSU Code of Student Conduct and Responsibility](#). Students may [submit a complaint online](#) or by contacting a Residence Life Staff member.

PSU students are encouraged to register with the [PSU Alert Emergency Notification System](#).

### **Personal Conduct and Passive Involvement**

Being a member of a community means understanding and adhering to community standards and policies. It also means taking an active role in the development and well-being of that community. As a community member, you are responsible for your behavior and the choices that you make. We hope you will choose to abide by all university and housing policies as well as community standards. If you are ever in the presence of a policy violation, you have some choices:

- You may attempt to stop the violation, only if it is safe to do so or;
- You may contact residence hall or other staff and/or;
- You may remove yourself from the situation.

If you choose to remain at the scene of a policy violation, you may be included in the incident report and may be held accountable for a policy violation. In addition to these choices, some policies suggest or require that you make specific choices to help manage the situation correctly. Please make sure you understand the content of the policies contained in these Standards of Residence.

Students who fail to report knowledge of a dangerous or unlawful item may be held accountable under this policy or the collusion policy.

## Campus Resources

### **Links to Campus Resources**

- [PSU Mission and Values](#)
- [Office of the Dean of Student Life](#)
- [Office of Global Diversity and Inclusion](#)
- [Office of Equity and Compliance](#)
- [Consensual Relationships Policy](#)
- [Alcohol and Drug-Free University Policy](#)
- [Technology and Network Policies](#)

### **Advising and Career Services** (ACS) FMH 360, (503) 725-4005

Advising and Career Services supports the career development needs of all PSU students and provides academic advising for those who are exploring or changing majors. Students who have chosen a major may find information about Advising in their College/School/Department at [PSU's Advising website](#). ACS provides drop-in services, appointments, workshops and career fairs. Students can send general questions to askACS@pdx.edu.

### **Campus Recreation** PSU Academic and Student Recreation Center (ASRC), (503) 725-5127

Campus Rec consists of the Student Recreation Center, Fitness Classes, Intramural Sports, Club Sports, Outdoor Recreation and Wellness Education. The Academic and Student Recreation Center (ASRC) offers a wide variety of recreational opportunities to the university community. Students, Faculty/Staff, Alumni and their Guests are welcome to use the facility as a recreational resource through the following programs. The many recreation facilities include a weight room, circuit training room, aquatics center, six racquetball courts, a squash court, tennis courts, basketball courts, table tennis.

### **Center for Student Health and Counseling (SHAC)** UCB 200, (503) 725-2800

The SHAC consists of Student Health Services and Counseling and Psychological Services. Their view of health is holistic and involves the promotion of physical, psychological, and intellectual well-being. Student assistance may range from a single discussion with a health or mental-health professional to a carefully planned program of individual care. Students taking nine or more credit hours are eligible for services at the SHAC. Please call the Center directly for billing details.

### **Campus Public Safety Office (CPSO)** CPS Building, Emergency, (503) 725-4404; Non-emergency (503) 725-4407

The Campus Public Safety Office at Portland State University serves all students, staff, and faculty, as well as guests to our campus community. The office has a director, supervisors, and a full-time, 24-hour-per-day staff of Safety Officers, Police Officers and Dispatchers. Student staff members assist with escorts, dispatch activity and related responsibilities. You may also request from CPSO to view the Daily Crime Logs per the Jeanne Clery Act, and can email this request to clery@pdx.edu, or you may request in person.

**[Disability Resource Center \(DRC\)](#)** SMSU 116, (503) 725-4150

The mission of the DRC is to collaborate with and empower students who have disabilities in order to coordinate support services and programs that enable access to an education and university life. To accomplish this goal, the DRC provides pre-admission and disability counseling, educational training, advocacy, and a variety of accommodations for equal access to the educational process and campus life.

**[Diversity & Multicultural Student Services \(DMSS\)](#)** SMSU 425, (503) 725-4457

DMSS provides services to students who come from diverse backgrounds, especially those who have been traditionally underrepresented in post-secondary education. Their programs and services include diversity scholarship programs, ethnic student advising, Student Support Services/Educational Opportunity Program, Native American/Alaskan Native Student Support Services, and Upward Bound. DMSS also houses the Skills Enhancement and Tutoring Center, which is open to all students.

**[PSU Dining](#)** SMSU 260, (503) 725-4563

Chartwells is the food service provider on campus. A meal plan is required in the FYE program. The rest of the campus community has the opportunity to purchase an optional meal plan through PSU Dining. Meal plans can be used at Victor's Dining Center and dining can be used at multiple locations around campus including Branford Beans, Subway, and Smith Student Union Food Court and the Viking Pavilion.

**[Information Technology \(IT\)/Help Desk](#)** FMH Lobby, (503) 725-HELP

IT and HELP Desk staff members are able to answer questions about computer hardware and software, networking, accessing the network, obtaining computer accounts, and much more. The Help Desk is currently offering support online, by chat, over the phone, and by appointment.

**[International Student and Scholar Services \(ISSS\)](#)** KMC 660, (503) 725-4094

The ISSS Office in the Office of International Affairs provides orientation, advising, and support for international students and visiting scholars. In conjunction with the Intensive English Language Program (IELP) and student groups, ISSS offers programming and events, orientation resources for Portland and PSU, support for cultural adjustments, family resources, academic support, and scholarship and program information.

**[Cultural Resource Centers](#)** SMSU 228A, (503) 725-5342

The MCC welcomes all students, faculty, staff, and community members to share in dialogue and activities that further promote understanding among peoples of different cultures. It presents programs and events that promote appreciation for cultural diversity and serves as an informal gathering place for multicultural student groups. There is also open access to a small resource library featuring non-traditional books, tapes, and computer terminals.

**[Office of Equity and Compliance](#)** RMNC 830, (503) 725-4417

Discrimination or harassment on the basis of age, disability, national origin, race, color, marital status, veteran status, religion, sex, sexual orientation, genetic information or in the use of Worker's Compensation, Federal Family Medical Leave Act, or the Oregon Medical Leave Act is strictly prohibited by PSU policy. The Office of Equity & Compliance investigates complaints of prohibited discrimination and harassment and ensures compliance with federal and state equal opportunity laws and regulations.

[Queer Resource Center \(QRC\)](#) SMSU 458, (503) 725-9742

The Queer Resource Center provides students along the sexuality and gender spectrum with the support they need to persist to graduation. The Queer Resource Center's vision is to facilitate a campus environment such that Portland State University is the higher education destination of choice for students, staff, and faculty along the sexuality and gender spectrum.

[Services for Students with Children](#) SMSU 462, (503) 725-9878

This department consists of the Helen Gordon Child Development Center (503) 725-3093, a full-service toddler and preschool program and laboratory serving children aged eighteen months to five years, the Children's Center, which provides a nurturing and enriching partial-day program for children ages 12 months through nine years, and Student Parent Services, which helps student parents navigate their multiple and often conflicting roles and responsibilities as a student, parent, and employee.

[Student Activities and Leadership Program \(SALP\)](#) SMSU 119, (503) 725-4452

SALP is a clearinghouse for student organizations on campus. Groups and clubs include academic, advocacy, arts, fraternities/sororities, honorary, multicultural, political, recreational, service, and spiritual organizations. SALP provides leadership opportunities and training and can help you find a club that meets your interests. They can also help you start your own organization!

[Student Legal Services](#) SMSU M343, (503) 725-4556

Assistance from Student Legal Services (SLS) is free. To be eligible for their services, you must be a current PSU student who is registered and attending classes for the current term. SLS will not provide legal assistance in student vs. student, student vs. Portland State administration, or student vs. Portland State faculty or staff disputes, but may provide mediation support, which may include advising the student through an established grievance procedure.

[Transfer & Returning Student Resource Center](#) FMH 342, 503-725-2445

TRSRC offers support to current and prospective PSU transfer students. They provide resources, advising, peer connections, and hold events throughout the year to help transfer students succeed at PSU.

[Transportation and Parking Services \(TAPS\)](#) 1812 SW 6<sup>th</sup> Ave, (503) 725-3442

**Parking** - Parking is extremely limited on campus. Housing residents may purchase permits for Blumel, Ondine, Parking 3, University Place, and the Fourth Avenue garage. Blumel and Ondine Hall have parking attached to the building; this parking is available to all housing residents, regardless of their building. **Residents are not guaranteed a parking permit; they are sold on a first-come, first-served basis.** Permits may be purchased online before each term starts and from the PSU Transportation & Parking Services office. Email psupark@pdx.edu or call for more information. Residents should call Campus Public Safety at 503-725-4407 (general) or 503-725-4404 (emergency) for assistance with suspicious behavior.

**Public Transportation** - Most PSU students choose to avoid the hassle of bringing a vehicle to campus, largely because of the ease of getting around Portland without a car. An overwhelming majority of students use TriMet (Portland's public transportation system) to connect with the city: PSU is served by 15 bus lines, three light rail lines

and the Portland Streetcar. [PSU Transportation & Parking Services](#) can help with route planning and transit fare options, including a reduced-cost option for students below a specified income threshold. Email [psupark@pdx.edu](mailto:psupark@pdx.edu) or call 503.725.3442 for more information.

***Bicycling*** - Portland is world-renowned as the best bike city in the USA, and for good reason. We have hundreds of miles of bike-friendly streets & trails, bike parking at nearly every destination, and a year-round culture of events, businesses, and programs that encourage bicycling of every kind. As a PSU housing resident, a bicycle can offer a quick, healthy, and affordable alternative to getting around the city. PSU Transportation & Parking Services operates the [PSU Bike Hub](#), an on-campus bike shop where students can learn to maintain their bike, drop it off for service, rent bikes, and buy parts and accessories at a discount.

### **University Success East and West**

University Success (USuccess) East: Ondine 207, (503) 725-9890

University Success (USuccess) West: Montgomery 020, (503) 725-4337

University Success is UHRL's in-hall after hours academic support and success center for residential students. We offer a variety of services including writing support, academic and career advising, academic coaching, computer access, free printing, a safe and quiet study space, and more. University Success West also serves as the home to [Residence Hall Association](#), a student leadership organization that promotes engaged residential communities in on-campus housing.

### **Veterans Resource Center (VRC)** SMSU 401, (503)725-9807

The VRC is here for PSU Veterans to learn about the various services and benefits available on campus and in the Portland area. It is also home to the Viking Vets Student Organization. We have a lounge and study spaces complete with computers.

### **Women's Resource Center (WRC)** SMSU 439, (503) 725-5672

The Women's Resource Center seeks to empower women and to encourage their active and equal participation in all levels of the university community and the larger society. They encourage the participation of ALL people in the community as they strive to provide a safe and supportive environment for self-identified women. Their values include social justice, community, safety, leadership and mentoring, diversity, and research.

## Campus Resource Directory

### Emergency

#### CPSO Emergency

CPSO Non-Emergency	503-725-4407
University Housing and Residence Life Student Services	503-725-4375
Montgomery Service Desk	503-725-4385
Broadway FYE RA Duty Phone	971-246-1599
Broadway Uppers RA Duty Phone	971-246-1386
Blumel RA Duty Phone	971-246-1387
Blackstone &, Montgomery RA Duty Phone	971-246-1388
Stephen Epler & St. Helens RA Duty Phone	971-246-1385
Ondine FYE RA Duty Phone	971-246-1598
Ondine Uppers RA Duty Phone	971-246-6028

### 911 (9-911 for campus lines)

**503-725-4404**

<i>Student Support Services</i>		
<u>Service</u>	<u>Phone</u>	<u>Location</u>
Advising & Career Services	503-725-4005	FMH 360
ASPSU Student Government	503-725-3454	SMSU 117
Campus Information/Directory	503-725-3000	
Resource Center for Students with Children	503-725-9878	SMSU 462
Registrar	503-725-3220	FMH Lobby
PSU Bookstore	503-205-8114	Urban Plaza
OIT Help Desk	503-725-4357	SMSU 18
Bike Hub	503-725-9006	ASRC 1 <sup>st</sup> floor
Copy Machines		Millar Library
Credit Evaluation		
- Admissions	503-725-3511	ASRC 520
- Graduation Registration	503-725-3220	ASRC 520
Cultural Resource Centers/Multicultural Center	503-725-5342	SMSU 425
Disability Resource Center	503-725-4150	SMSU 116
PSU Staff Human Resources	503-725-4926	RMNC 518
Escort Service, After Hours CPSO	503-725-4407	CPS
Financial Aid Office	503-725-3461	FMH Lobby
PSU Dining		
- Food Plans	503-725-4563	SMSU 260
- Catering	503-725-4339	SMSU 260
Graduate Studies and Research	503-725-8410	PKM 184
Global Diversity and Inclusion	503-725-5919	RMNC 830
Student Health and Counseling (SHAC)	503-725-2800	UCB 200
Housing and Residence Life Student Services	503-725-4375	BDWY 210
ID Card Services	503-725-3440	FMH Lobby
Campus Rec	503-725-5127	ASRC 210
Intramurals Athletics	503-725-5647	ASRC 210
International Student and Scholar Services	503-725-4094	KMC 660
- Peer Group OIS	503-725-8569	KMC 660
Student Legal Services	503-725-4556	SMSU M343

Library - Millar Library	503-725-5874	Library Circulation Desk
Locker Rental	503-725-3307	SMSU Info Hub
Lost & Found	503-725-4407	CPSO
Native American Student & Community Center	503-725-9695	NASCC
New Student Orientation, Admissions	503-725-3511	ASRC 101
Outdoor Programs	503-725-5668	ASRC 180
Police Portland Police	911	
Post Office	800-ASK-USPS	
Queer Resource Center	503-725-9742	SMSU 458
Radio, Campus KPSU	503-725-5669	SMSU S18
Student Accounts/Cashier's Office	503-725-3440	FMH Lobby
Student Activities and Leadership Programs (SALP)	503-725-4452	SMSU M113
Study Abroad	503-725-4095	KMC 605
Ticket Sales Box Office	503-725-3307	SMSU 120
Transportation and Parking Services	503-725-3442	1 <sup>st</sup> Floor ASRC
Tutoring - The Learning Center	503-725-4448	Millar Library, 2nd floor
University Success - East		OND 207
University Success – West		MONT 020
Vanguard	503-725-3883	SMSU S-26
Veterans Resource Center	503-725-6150	SMSU 401
Women's Resource Center	503-725-5672	SMSU 439
The Writing Center	503-725-3570	CH 188