

WELCOME!

Welcome to Residence Life at Aurora University! Whether you are a first-year student, a transfer student, a graduating senior, or anyone in between, we hope you will find a home away from home in our residence halls!

Make the most of your out-of-the-classroom experience. Discover and immerse yourself in one or more of the many activities and student organizations available to you on campus. Your involvement will make for a more enriching experience as a member of our community.

As a member of the residence hall community, you will have the unique experience of interacting with people from diverse backgrounds, interests, and lifestyles. Take advantage of this wonderful opportunity not only to learn more about individuals who are different from you, but also to share your own experiences as well!

Please be sure to take the time to read through each section of this guidebook completely. You are responsible for knowing and abiding by all of our policies and procedures per the residence hall contract you signed. As a responsible member of our community, it is up to you to ensure that you are taking an active role in creating an inclusive community, where the residents and the environment (hall facilities, furnishings, etc) all are treated with respect.

Student satisfaction is very important to us. Thus, we base our projects and initiatives on your feedback. Should you have comments or suggestions, please talk with your Residence Hall Director, or stop by our office to share what is on your mind.

We wish you the best of luck in all of your 2018-2019 adventures at Aurora University!



Ann M. Almasi-Bush
Assistant Dean of Student Life

RESIDENCE LIFE: YOUR HOME AWAY FROM HOME

THE MISSION OF AURORA UNIVERSITY

Aurora University is an inclusive community dedicated to the transformative power of learning.

AURORA UNIVERSITY STATEMENT OF CORE VALUES

Aurora University draws upon the rich legacies of Aurora College and George Williams College to welcome learners to our campuses in Illinois and Wisconsin. Here all become members of ***an inclusive educational community*** dedicated to the development of mind, body and spirit. Today, as in the past, we prize the twin virtues of character and scholarship and affirm our commitment to the values of integrity, citizenship, continuous learning and excellence.

We will adhere to the highest standards of ***integrity*** in every aspect of institutional practice and operation. Through this proven dedication to honesty, respect, fairness, and ethical conduct, we will lead by example and inspire our students to do the same.

We will exercise the rights and responsibilities of ***citizenship*** in an educational community, founded upon the principles of mutual respect and open discourse. We will live within our means and manage our resources wisely, while creating an environment that fosters teamwork and promotes service to others.

We will work and live as an organization devoted to ***continuous learning***. We recognize that the university exists in a diverse and changing world and know that we will succeed in helping students achieve their full potential only if we realize our own. We seek a growth process that is never-ending.

We will pursue ***excellence*** by embracing quality as a way of community life. Accordingly, we will set high expectations for ourselves, our students and our university and will work together to attain them.

The university's core values are the foundation upon which our aspirations rest. They undergird our belief in the ***transformative power of learning***. As members of the Aurora University community, we enter into a voluntary compact with one another to live, learn and work in ways consistent with these ideals.

OFFICE OF RESIDENCE LIFE STAFF

Each residence hall is staffed by a Residence Hall Director (RHD) and several student Resident Assistants (RAs). Their responsibilities include developing community, maintaining order, planning social and educational activities to meet students' needs, and providing resource assistance. The Office of Residence Life is additionally staffed by the Assistant Dean of Student Life.

The primary goal of each Residence Life staff member is to aid residential students in every phase of their adjustment to University life.

Assistant Dean of Student Life

The Assistant Dean is responsible for the operation, management, and supervision of six residence halls, currently housing approximately 750 students. The Assistant Dean supervises the professional staff and works collaboratively with other members of the University community to uphold the Aurora University mission and the Office of Student Life fundamentals of excellence.

Residence Hall Directors (RHDs)

Residence Hall Directors work and reside within the residence halls. They are responsible for community development within the halls, including both social and educational aspects. The RHDs also are available to assist and act as resource persons for individual students and serve in a 24 hour on call rotation for crisis response. Students are encouraged to consult the RHD with questions, problems, or suggestions.

Resident Assistants (RAs)

Each floor has a Resident Assistant, a carefully selected and trained student staff member who works under the direct supervision of the Residence Hall Director. The RA helps residents build community and develops activities conducive to learning and personal growth.

CONTACTING RESIDENCE LIFE STAFF

The Office of Residence Life is located in 105 Eckhart Hall.

| | |
|--------------------------------|----------------|
| Main Office Line (Eckhart 105) | (630) 844-7881 |
| Assistant Dean of Student Life | (630) 844-4578 |
| Centennial Hall RHD | (630) 844-6192 |
| Jenks/Wilkinson RHD | (630) 844-4629 |
| Memorial/Davis RHD | (630) 844-4627 |
| Watkins RHD | (630) 844-4628 |

You also can e-mail the Office of Residence Life at reslife@aurora.edu or access us on the web at www.aurora.edu/student-life/residence/index.html.

The Office of Residence Life is open during normal University business hours.

Each evening, Resident Assistants are on duty per hall/area, supported by the Residence Hall Director on call. Should you need assistance, first contact the RA. If you are unable to locate an RA, please contact Campus Public Safety to get in contact with the RHD on call. The RHD on call can be reached via the Campus Public Safety staff. The names of the staff members on duty will be posted in the lobby of each residence hall and are available from the Campus Public Safety Office.

IMPORTANT HOUSING CONTRACT INFORMATION

ELIGIBILITY FOR ON-CAMPUS HOUSING

Aurora University offers on-campus housing in six residence halls. In the interest of providing a residential experience that meets the needs of undergraduate students, housing is not available for graduate students.

To be eligible to live within Aurora University on-campus housing, each applicant must, upon occupancy, be a full-time registered Aurora University student. The Assistant Dean of Student Life will hear and grant exceptions for students registered for less than full time on a case-by-case basis **following an official appeal written by the student and submitted to reslife@aurora.edu.**

Students under the age of 18 are required to provide parental or legal guardian permission to live in the residence halls.

Aurora University reserves the right to deny housing to an otherwise eligible applicant if the University determines that the applicant's presence in the residence halls would not be in his/her and/or the University's best interest.

CONTRACT PERIOD 2018-2019

Fall Semester

- ❖ Residence halls open for new student check-in on Thursday, August 23, 2018 between 8:30AM- 11:00AM;
- ❖ Residence halls open for transfer and returning student check-in on Sunday, August 26, 2018 between 10:00 AM-2:00 PM;
- ❖ Residence halls close for the fall semester on Friday, December 4, 2018 at 5:00 PM. Residents must follow checkout/break-check procedures, per established guidelines, before departure.

Spring Semester

- ❖ Residence halls open for spring semester check-in on Sunday, January 6, 2019 at 10:00 AM.
- ❖ Residence halls close for spring break on Friday, March 1, 2019 at 5:00 PM.
- ❖ Residence halls open after spring break on Sunday, March 10, 2019 at 10:00 AM.
- ❖ Residence halls close for the end of the year on Friday, May 3, 2019 at 5:00 PM. Proper check out procedures must be followed before departure.

EARLY MOVE-IN POLICY

Students wishing to move in to the residence halls prior to their scheduled arrival time must submit a request to reslife@aurora.edu stating the specific need for arriving early. Permission will be granted for an early arrival on a case-by-case basis. Students checking in early will be billed at a rate of \$50 per day, unless meeting the criteria below. Requests for early move-in's must be made at least 48 hours in advance in order to be considered. Students who arrive for early move-in without gaining prior approval will be considered on a case by case basis, and are not guaranteed approval to move in. When arriving without prior approval, the student will be assessed a \$100 improper move-in fee in addition to the \$50 per day fee if they are allowed to move-in early.

Participants in the following programs moving in on their program's scheduled move-in date will not be charged individually for an early check-in; however, the sponsoring department (e.g. athletics, academic unit, etc.) is responsible for providing the Office of Residence Life with the names of eligible students:

- ❖ In season athletic teams
- ❖ Athletic trainers in season
- ❖ Academic programs requiring an early start
- ❖ Peer Advisors
- ❖ Spartan Ambassadors
- ❖ On campus employment for at least 15 hours/week

Upon check-in, students will be provided with access to the Residence Life Guidebook and the University A-Book via the Aurora University web page; students are responsible for following all rules and regulations as stated in these publications. Violations of University policy will result in disciplinary action.

INITIAL HOUSING DEPOSIT AND REFUND POLICY

Students assigned to the residence halls must sign a residence hall contract with Aurora University. Each student must leave a \$100 security deposit on file with the University prior to receiving a room assignment. This deposit serves to reserve a room and acts as a contingency deposit in the event of damage to University property. The deposit is refundable once the student terminates occupancy and follows all checkout procedures, minus any damages that may be charged to him/her at that time, or in the event of an outstanding account balance.

For current residents, the security deposit is refundable upon completion of all formal check-out procedures with a Residence Life staff member to include: scheduling a check-out time with the student's Resident Assistant (RA) or another member of the Residence Life staff to complete a room inspection and room condition report (RCR); returning all keys to proper departments; and completing an exit survey (found on SpartanNet) within 30 days of the student's checkout date. **All steps must be completed or the security deposit is forfeited and an improper check-out fee will be applied to the student's account.**

RESIDENCE HALL AND ROOM ASSIGNMENT

The Office of Residence Life reserves the right to place students in any appropriate halls, on a space-available basis, in the best interest of the students and the institution.

ACCOMMODATION REQUESTS

Students with a medical condition or disability may request a specific room accommodation through the Disability Resource Office. The deadline to make a request is June 15th for the upcoming academic year for first-year students new to housing, and March 1st for returning students who are selecting their returning room through the Housing Selection Process.

CHECK-IN PROCEDURES

Upon checking in to a room in the residence halls, students will receive a room key and will be asked to complete an emergency contact card. Students must complete a room condition report. All room deficiencies should be noted at this time. Any changes must be made within five (5) days of the receipt of the room condition report.

ROOM CHANGES

Room changes will be made only with the permission of the Office of Residence Life. During the first two weeks of each semester, Residence Life implements a "room freeze." This waiting period is in place to allow residents the opportunity to adjust to their new living situation. Beginning the third week of the term, residents may submit a roommate or room change request. Residence Life will make every effort to accommodate these requests, but cannot guarantee that the change will happen.

Only RHDs may authorize a room change. Failure to comply with the rules regarding housing assignments may result in disciplinary action and will result in a minimum \$25 charge.

CONSOLIDATION

Prior to the start of the academic year, the Office of Residence Life reserves the right to consolidate rooms to ensure that enough vacant space is available to accommodate the growing number of housing contracts that are received.

After the third week of the semester, the Office of Residence Life reserves the right to begin a room consolidation process. The goal of this process is to, as much as possible, have residents adhere to the room type indicated on their student account. Students without roommates will be given an opportunity to choose a roommate. Should a student fail to indicate a roommate preference by the given deadline, a roommate will be assigned by the Office of Residence Life. The consolidation process may require students to move to another room or residence hall.

CHECK-OUT PROCEDURES

The following is a checklist to be followed upon checking out of the halls:

1. If you are permanently withdrawing from the halls, complete an exit survey form within 30 days of your check out date.
2. Schedule a time to check out with your Resident Assistant.
3. Move all belongings out of your residence hall room and ensure that your room is clean.
4. Complete the check out process with your Resident Assistant.
5. Turn in your room key, as directed.

Failure to follow any of the above procedures will result in the forfeiture of your \$100 security deposit, minus any charges for room damage and/or missing keys.

Please note: A final room inspection will be completed by the Physical Properties staff and a professional Residence Life staff member once the rooms/halls are vacated to finalize damage reports. ***Final billing authority rests with the RHD or the Assistant Dean of Student Life, not the Resident Assistant.***

DAMAGES

You are liable for any damage, modification, or excess cleaning required in your residence hall room or done to any part of University housing. A room condition report will be completed by you and a residence hall staff member during check-in and check-out. By signing the housing contract and the room condition report, you agree to pay the cost of repair, replacement, or cleaning of any item or part of University housing that you damage, modify, or destroy. Replacement costs include the full, not depreciated, value for new materials and labor. If a damaged item feasibly can be repaired, you will be charged the cost of repairing, not replacing, this item. All repairs/replacement work will be initiated and completed by the University or its designee.

Roommates are jointly responsible for damages, and the associated charges will be divided equally among all contract holders of the assigned space, unless one person takes responsibility or the Residence Hall Director determines responsibility. Each student's account will be charged for their portion of the associated costs. You also are responsible for any damage caused by your guests.

If you disagree with a damage charge assessed to you, you may submit an appeal, via email, to the RHD, by the posted deadline. The results of the appeal are final.

PHILOSOPHY OF COMMUNITY DAMAGE

Community damage is defined as any damage within the common areas of a residence hall (hallways, lounges, bathrooms, etc.) for which the responsible individuals cannot be identified, either through self-reporting or

through identification by other individuals. The purpose of the community damage concept is educational in nature. The policy introduces students to their greater responsibilities to the community in which they live. It is imperative that all students be concerned with the safety and treatment of all University property, including what is found in public areas of the floor and main areas of the residence hall.

When community damage is discovered, the RHD will post signs informing residents of the damage and asking for any information. If responsibility for the damage is not taken within 5 business days of the posting, the floor or residence hall is charged for the damage. The community damage charge is assessed by taking the total cost of repair/replacement (parts & labor), and distributing the total equally among all residents of the floor or residence hall, including Resident Assistants with a minimum community damage charge of \$5 per resident.

How the community damage process works:

- ❖ The RHD verifies and photographs the damage, if possible.
- ❖ An incident report is completed and filed.
- ❖ A work order or emergency work order is generated. The RHD will indicate that it is a common area damage.
- ❖ An email or signs describing the damage and asking for further information are posted throughout the community on the day the damage is documented.
- ❖ Residents are given 5 business days from the time of posting to take responsibility for the damage.
- ❖ If the individual who caused the damage is not found responsible, the community as a group is charged for the damages.
- ❖ As members of the community, RAs are included in the billing of damage charges.
- ❖ If the community is held responsible for the damage, memos are sent via e-mail, in addition to being posted throughout the community. This will notify the residents of the exact amount charged and the nature of the damage.
- ❖ Residents are billed each time a damage occurs, not just once per semester or year.
- ❖ Community damage charges cannot be appealed.

PERSONAL PROPERTY LEFT IN RESIDENCE HALLS

Any personal property left at the end of the contract period will be removed from the room by Residence Life staff. A certified letter will be sent to the address listed in the University system, notifying the student of the found property. If not claimed within 10 days, it will be considered abandoned and will be disposed of accordingly. During this 10-day period, Aurora University, its officers, employees, and agents will not be responsible for damage to or theft of the property.

ROOM REFUNDS

Students who terminate occupancy within the semester should refer to their contract terms for cancellation penalties.

BOARD (MEAL) PLANS

All students living in the residence halls are required to be on a board plan. The five board plan options are: Residential 19 (19 meals weekly with \$50 points per semester), Residential 15 (15 meals weekly with \$275 points per semester), Residential 10 (10 meals weekly with \$100 points per semester), Block 125 (125 meals per semester with \$400 points per semester), and Block 175 (175 meals per semester with \$150 points per semester). Students may use a "meal equivalency" at the Spartan Spot or LaCarte. 1 point is equivalent to 1 dollar. Information on the meal equivalency process will be available through Sodexo.

BOARD PLAN CHANGES

Students may change (increase/decrease) their board plan only within the first three weeks of the semester. Board plan change requests must be submitted in writing to the Office of Residence Life. Simply e-mail reslife@aurora.edu with your request.

BOARD PLAN REFUNDS

Students who cancel their meal plan and housing during the semester will have their meal plan prorated as of the Thursday following the last date of occupancy. If, however, a student uses a disproportionately high amount of meals and/or points, he/she also will be charged for this difference.

END OF SEMESTER CHECK-OUT POLICY

Residential students are expected to check-out of their room within 24 hours after their last scheduled final exam. Requests for exceptions must be submitted to reslife@aurora.edu. Exceptions only will be granted by the Assistant Dean of Student Life or designee, and will be made on a case-by-case basis. All students must vacate their assigned space and their residence hall by the posted hall closing date and time. Any late check-out requests must be submitted as a break housing contract request in order to be considered on a case by case basis and fees may apply. In addition, improper check out fees may apply to students who do not follow check out stated check out procedures.

BREAK CHECK-OUT POLICY

Residential students are expected to check out of their room for break periods, unless contracted for this time (see below for information on break and summer housing). Students may request to stay past closing or arrive early for a hall re-opening for an additional fee by emailing their RHD. Approvals are made on a case by case basis and must be made by the posted deadline to be considered and fees may apply.

WINTER BREAK, SPRING BREAK, AND MAY TERM HOUSING

Winter break, Spring Break, and May Term housing is available, dependent upon space availability. Contracts during these breaks are different than regular terms. The following conditions apply to break housing contracts, and must be documented:

Winter Break Residency

Only resident athletes who are actively participating and on the current roster, residents who are working for Aurora University a minimum of 15 hours per week, and/or residents with academic obligations will be allowed to remain in the residence halls during winter break. All residents remaining in the halls during Winter Break must be registered for classes and contracted for housing for the upcoming spring semester. A break contract must be submitted by the posted deadline.

Spring Break Residency

Only resident athletes who are actively participating and on the current roster, residents who are working for Aurora University a minimum of 15 hours per week, and/or residents with academic obligations will be allowed to remain in the residence halls during spring break. A break contract must be submitted by the posted deadline.

May Term Residency

Housing assignments for May Term are made on a space-available basis. Only students enrolled in May Term classes, resident athletes who are actively participating and on the current roster, and/or residents who are working for Aurora University a minimum of 15 hours per week will be eligible for May Term residency.

The Office of Residence Life reserves the right to make assignments as necessary; students will be asked for their preferences regarding room type and roommate. Completion of a May Term contract does not guarantee a preferred room assignment. May term students should expect to be placed in a double-occupancy room and should comply with moving to their designated May Term housing space and building within the time frame indicated.

Financial Obligations

Eligible students living in on-campus housing during Winter Break, Spring Break and May Term will be allowed to stay at no cost.

Students must have a zero balance on their account in order to be eligible for residency during a break period. The zero balance may not be from projected financial aid; all financial aid must be processed. A member of the Student Accounts staff must sign the contract before the Office of Residence Life will accept it. Students who do not pay according to these terms may have their class registration administratively cancelled and/or their room locks changed at their expense. All housing cancellations must be made in writing prior to the payment due date. Students found in the residence halls while not under contract will be billed for the entire term.

General Policy Information

Students are responsible for following all rules and regulations as stated in the University A-Book and the Residence Life Guidebook. Violations of University policy may result in termination of the break housing contract. During break periods, guest privileges are suspended; no guests are allowed in the residence halls.

Students must comply with ALL University requests to ensure timely and thorough completion of all scheduled maintenance repairs. All students are solely responsible for all belongings in their room. Aurora University or contracted workers will not be held responsible for any items that are missing, stolen, or broken.

Meal plans are ***not*** available during winter break, spring break, or May Term.

GENERAL HOUSING AND RESIDENCE LIFE POLICY INFORMATION

OFFICIAL UNIVERSITY COMMUNICATION

Your Aurora University e-mail account is your official electronic address while you are at AU. Not only is it the address that will be used by your instructors to contact you about your classes, but also AU administrative offices regularly send important information, including billing and grade information, exclusively to this address. The Office of Residence Life also will send important housing information to your student e-mail address. It is your responsibility to check your account regularly.

Additionally, your AU email account is used to schedule disciplinary meetings. Post-hearing follow up letters also will be sent via email. You are responsible for checking your email regularly; failure to do so will not absolve you of responsibility for student disciplinary issues.

ROOM ACCESS AND ENTRY RIGHTS

Under the provisions of the housing contract, the University reserves the right to enter students' rooms for routine maintenance or in case of emergency. When an occasion arises to enter the room for maintenance, the following procedures will be followed:

- ❖ The person entering the room will knock first and ask permission to enter.
- ❖ If the room is vacant, maintenance personnel will enter the room and take care of necessary repairs.
- ❖ All Physical Properties personnel can be identified by their identification badge.
- ❖ Physical Properties staff responding for repairs will place a door hanger on the door to inform the student of the repair status.

ROOM SEARCHES

The Office of Residence Life and/or the Office of Campus Public Safety reserves the right to enter rooms and vehicles for issues of safety, security, and suspected policy violations, given reasonable cause. The staff will seek permission to enter first; however, if entry is denied (by absence or failure to comply), the responding staff members will key into the room. Room searches will be cleared with the Assistant Dean of Student Life, unless unusual circumstances cause a delay.

Students must cooperate with any and all officials during a room/vehicle search. Policy violations encountered during a search are subject to disciplinary procedures.

HEALTH AND SAFETY INSPECTIONS

The Office of Residence Life reserves the right to conduct health and safety inspections in each resident room at least once per semester, or as deemed necessary. These inspections are intended to check the life safety equipment provided in each room (i.e. smoke detectors) and to ensure that the living environment is safe for residency. Health and safety inspections will be conducted by the RA and/or RHD; the Dean of Student Life, Assistant Dean of Student Life, Director of Campus Public Safety, and/or Director of Physical Properties or any of their designees may be included, if deemed appropriate. Students will be given prior notice (a minimum of 24 hours in advance) for scheduled health and safety inspections.

PERSONAL PROPERTY INSURANCE

It is suggested that resident students check to see if their property is covered by a homeowner's or renter's insurance policy, and if not, the possibility of getting such coverage should be investigated. ***The school is not liable for theft or damage of any personal belongings.*** Please keep your door locked at all times to avoid theft or security risks. We strongly recommend that students keep a record of serial numbers for valuable items, such as laptops, cell phones, iPods, etc.

STORAGE

The Office of Residence Life does not provide storage for personal items. Please contract with a local company if you need storage space.

Personal belongings (i.e. bicycles, storage containers, etc.) may not be stored in common areas of the residence halls, including but not limited to: laundry rooms, lounges, bathrooms, hallways, etc. The Office of Residence Life will not be responsible for items left in common areas.

FERPA (FAMILY EDUCATIONAL RIGHT TO PRIVACY ACT)

By law (FERPA), University staff are not able to release information about students to anyone, without the written consent of the student. This applies to student conduct situations, damage charges, academic standing, and financial information. Parents and students are encouraged to communicate openly with one another about life on campus. Should questions arise, the student will need to complete a release of information form with the Office of Residence Life before any information is provided.

SHARED RESPONSIBILITY/RIGHTS OF ROOMMATES

All students assigned to a residence hall room share equal responsibilities and rights for that room, including room condition, visitation/overnight guest access, and policies.

DEALING WITH CONFLICT

As with any community, the potential for conflict exists within a residence hall setting. Roommates, neighbors, and hall members will not always agree. When conflicts arise, students are strongly encouraged to work through these on an individual basis. If a student finds him/herself unable to resolve an issue, the Residence Life staff is trained on conflict mediation and is available to assist with resolving the situation. A floor's RA is the first staff member to contact if conflict arises.

RESIDENCE HALL FACILITIES, SERVICES, AND GENERAL INFORMATION

SAFETY AND SECURITY

For your safety, the residence halls are locked 24 hours a day. The student's ID serves as the exterior door key for their assigned residence hall. Students also are issued a room key and are responsible for this key. If a residence hall key is lost, the student will be charged for re-coring the door and a new key will be issued. ***For security reasons,***

students must notify the Office of Residence Life immediately when a student ID is lost or stolen; the student will be required to obtain a new ID. The Office of Residence Life will not issue temporary ID cards.

Every night an RHD is on duty, as well as RAs for each area. The duty RAs conduct security rounds in the halls and carry radios connecting them to the RHD and Campus Public Safety.

Campus Public Safety dispatch is staffed 24 hours a day. Campus Public Safety staff make hourly rounds of campus and respond to issues and concerns in and out of the residence halls.

EMERGENCY CONTACT INFORMATION

Residential students are required to complete an emergency contact information card upon checking into their assigned residence hall. It is vital that this information be accurate and thorough. The Office of Residence Life asks for an emergency contact phone number, as well as any existing medical conditions that the student may have. This information is kept confidential and is used only in cases of emergency. By completing this card, the student is providing the Office of Residence Life permission to contact the named individuals in case of an emergency.

MISSING STUDENT NOTIFICATION

If a member of the Aurora University community is concerned about the whereabouts of a resident student and believes that student may be missing, the Office of Residence Life and the Office of Campus Public Safety should be notified. All resident students will be provided with the option to register a confidential contact person to be notified in the case that the student is determined to be missing for 24 hours. Only authorized campus officials and law enforcement officers in furtherance of a missing person investigation may have access to this information. Regardless of whether or not a confidential contact person is provided, local law enforcement will be notified when an on-campus student has been determined to be missing for 24 hours. Parent(s) or guardian(s) of students less than 18 years of age and not emancipated also will be notified. This policy does not preclude implementing these procedures in less than 24 hours if circumstances warrant a faster implementation.

KEYS

Residents are responsible for the use and control of their room key, as well as their student ID, which serves as the exterior door key to their assigned residence hall. Lost keys and student IDs must be reported to the RHD immediately. The minimum charge for a lock change and replacement keys is \$120 (lock changes for suites will cost more).

If a student loses his/her key, a duplicate key can be checked out from the RHD offices. If the spare key is not returned within 72 hours or as directed by the RHD, the lock will be changed and the student will be billed for the full amount of the lock change. Keys or ID's cannot be given to anyone else for use for safety reasons.

STUDENT ID

Students are issued an Aurora University photo identification card after registration. This card is required for the use of University facilities/services, and for free or reduced price admission to paid events on campus.

For residential students, the ID card serves as the exterior door key to their assigned residence hall; it also is required to access dining services, using a meal plan. Damaged or lost ID cards must be replaced immediately; the fee to replace a lost, damaged, or stolen ID currently is \$35. Students should not give their IDs to anyone else to possess other than themselves.

LOCK-OUT PROCEDURES

Students who are locked out of their residence hall and/or room should contact Residence Life during business hours (8:00 AM-5:00 PM) or Campus Public Safety during non-business hours for access. The student's name and ID number will be checked against the residence hall roster. Students will be charged \$5 for their first lock-out; charges will increase in increments of \$5 for each additional lock-out.

Student IDs are considered keys; as such, students requesting a lock-out entry because they do not have their ID will be charged for a lock-out, at the rates listed above.

HOUSEKEEPING

Students are responsible for keeping their own rooms clean and orderly. The University housekeeping staff maintains the residence hall public facilities, such as hallways, community bathrooms, and lounges.

WORK ORDERS

Students should complete a work order request form through SpartanNet for repairs that need to be made to their room or other area within the residence hall community. Submission of a work order authorizes the Physical Properties staff to enter the room and make the necessary inspection and/or repair. Physical Properties will respond to all work orders as quickly as possible. If a student feels a work order has not been responded to in a timely fashion, they should contact their RHD.

TELEPHONE & VOICEMAIL SERVICE

Students must provide their own single-line telephones. Ordinary single line telephones, such as used at home, are what should be used. Students are discouraged from using cordless phones, as the reception for these types of phones is limited. Emergency phones are located outside each hall.

Each residence hall room offers on-campus & local phone service as a part of the room rate. For long-distance calling, students are encouraged to purchase calling cards, available at the bookstore, or use their cell phones.

Voicemail service will be offered at a cost of \$10 per semester. When two or more people share a telephone line, each person can have a private voicemail box; all messages are private. In order to receive voice mail services, a student must contact Information Technology Services.

TELEPHONE MONITORING

Aurora University is a private university with its own PBX (telephone switch) which allows us to collect information, much of which can be used to identify 911 users, fraudulent use, prank callers, harassment calls, etc. By signing the residence hall contract, you acknowledge Aurora University's ability and right to monitor calls for the above purposes, if necessary. Permission to monitor such calls may be obtained first, if possible.

MAIL SERVICE

All mail for residential students is handled through the Aurora University mail room. Students can get their mailbox key by going to the Mail Center to request their key. This key will need to be returned by the student to the Mail Center upon leaving the residence halls at the end of the academic year. Mail is delivered Monday through Friday (except holidays). To expedite delivery, mail should be sent to:

Aurora University
(Student's Name)
(Student' Mailbox)
347 S Gladstone Ave
Aurora, IL 60506-4892

HD CABLE TV

High Definition (HD) Cable television is provided as part of the residence hall room rate. Students must bring their own TV and coaxial cable cord. The television must be equipped with a "QAM" tuner in order to be able to receive cable channels. Most tv's built after 2004 are generally equipped with this tuner. The current channel lineup includes:

| | |
|------|-----------------------------|
| 7-1 | The U |
| 8-1 | PBS |
| 9-1 | FOX |
| 10-1 | Ion Televisions |
| 11-1 | Telemundo |
| 12-1 | UniMas |
| 13-1 | Estrella TV |
| 15-1 | Guide Channel |
| 16-1 | CBS |
| 17-1 | Univision |
| 18-1 | Cozi TV |
| 19-1 | Azteca America |
| 20-1 | ABC HD |
| 21-1 | The CW |
| 22-1 | WGN 9 |
| 23-1 | Television Station |
| 24-1 | Soul of the South |
| 25-1 | Polvision |
| 26-1 | Worldview |
| 27-1 | PBS |
| 28-1 | TBN |
| 29-1 | Comedy Central |
| 30-1 | The U |
| 31-1 | History Channel |
| 32-1 | National Geographic Channel |
| 33-1 | BBC America |
| 34-1 | The Jam Encore |
| 35-1 | Fox Business |
| 36-1 | ESPN West |
| 37-1 | NBC Sports Network |

| | |
|------|----------------------|
| 38-1 | NFL Network |
| 40-1 | NBC Sports Chicago |
| 41-1 | Big Ten Network (IL) |
| 42-1 | Cartoon Network |
| 43-1 | ESPNU |
| 44-1 | VH1 |
| 45-1 | ESPN |
| 46-1 | ESPN2 |
| 47-1 | Golf |
| 48-1 | Fox News Channel |
| 49-1 | CNN |
| 50-1 | HLN |
| 51-1 | MSNBC |
| 52-1 | CNBC |
| 53-1 | The Weather Channel |
| 54-1 | USA Network |
| 55-1 | TNT |
| 56-1 | TBS |
| 57-1 | A&E |
| 58-1 | HGTV |
| 59-1 | Food Network |
| 60-1 | Lifetime |
| 61-1 | MTV |
| 62-1 | TLC |
| 63-1 | Disney Channel |
| 64-1 | Nickelodeon |
| 65-1 | Freeform |
| 66-1 | Discovery |
| 67-1 | The Travel Channel |
| 68-1 | FX |

INTERNET ACCESS

Physical Internet Connections

Each residence hall room includes wired internet, telephone and cable television connections.



Wireless

Aurora University has a wireless network with two different SSIDs (or identifying names) depending on the associated access and location. It is our goal to expand the accessibility, reliability, and security of all of our WiFi networks - wherever you are.

Aurora Campus

AuroraUniversity

AuroraUniversity is the primary wireless network. Username and password is the same as your email. Depending on your account you will have varying levels of access to internal and external resources.

ResHall-Devices

ResHall-Devices is the AU wireless network for gaming and entertainment devices. The present security code is: Aurora_1893

For help connecting your Apple device to the AU wireless, refer to this web site: <http://its.aurora.edu/help-adding-wifi-to-apple-iphone-ipod/>

Resident WiFi and Gaming

Some games that encompass peer to peer elements are not designed to work on a secured network. Please contact ITShelp at [630-844-4889](tel:630-844-4889) or itshelp@aurora.edu for assistance.

Computer Labs

For information on Computer Labs on the Aurora Campus, refer to this web site: <http://its.aurora.edu/services/computer-labs/>

LAUNDRY

Each hall is equipped with cash-card laundry equipment. These cards may be purchased for \$5.00 from a machine in each residence hall; the card has a value of \$3.00 on it. Students can add value to their laundry cards at this machine. The University is not responsible for any damages incurred while doing laundry in the residence halls. Residents are able to view the status of machine availability by going to the website: laundryview.com and then choosing Aurora University, then the applicable residence hall.

GETTING INVOLVED IN YOUR COMMUNITY

Whether you were involved as a student in your high school or never were a member of an organization in your life, getting involved on campus is a great opportunity! A variety of outlets for involvement are available, and we encourage you to take advantage of these opportunities to make a positive difference in our community.

BENEFITS OF GETTING INVOLVED

Moving into the University setting may feel overwhelming at first. Getting involved on campus can lead to many other opportunities later in your college career and afterwards.

- ❖ You will be able to get to know a lot of people, similar to and different from you.
- ❖ You will have inside information on upcoming activities.
- ❖ You will develop leadership skills, which every employer is seeking.
- ❖ You will have the opportunity to influence the community environment of which you are part.
- ❖ You will have the chance to learn about some of the inner workings of a University campus.
- ❖ You will have the opportunity to be connected to the larger University.
- ❖ You will be able to have your volunteer involvement complement your academic program.
- ❖ You will be able to plan activities that you and your friends want to see happen.
- ❖ You will have the chance to show your school pride.
- ❖ You will be a part of a community and can make your mark.

Many leadership opportunities await you on the Aurora University campus. For more information, please contact your RA, RHD, or any member of the Student Life staff.

SODEXO CAMPUS SERVICES

Sodexo Campus Services is committed to serving the students. Sodexo has designed a variety of meal plans to meet the ever-changing needs of the campus. Each of the plans offers various options in an effort to satisfy everyone's diverse dietary requirements, personal tastes, and individual schedules. All plans allow students to eat at Alumni Dining Hall during normal hours of operation or to visit the Spartan Spot or LaCarte during limited hours of operation where a "meal equivalency" may be used towards purchases.

WHAT ARE POINTS?

All meal plans include Points. Points are a specified dollar amount, based on the selected meal plan, that is included along with meals on the student I.D. card. Points can be used for purchases in the Spartan Spot or LaCarte. Points also may be used in Alumni Hall for guests.

MEAL EQUIVALENCY HOURS

Meal equivalency hours will be established and posted in order to allow students use of their meal plan at the Spartan Spot and La Carte in place of Points.

USING THE MEAL PLAN

In order to use a meal or Points, the student ID card must be presented to the cashier for authorization at Alumni Dining Hall, The Spartan Spot, Jazzman's or LaCarte. A meal identification number is encoded on board student's ID cards each term. If an ID is lost, a new one must be purchased in order to use the meal plan.

DINING HALL REGULATIONS

- ❖ ID cards must be presented for every meal.
- ❖ No food or drink may be taken out of Alumni Dining Hall, unless designated as "carry out."
- ❖ No shirt, no shoes, no ID card = no service.
- ❖ A \$25 fee will be charged for any student misusing his/her ID card for meal purposes. Meal cards are not transferable.
- ❖ All silverware, china, and glassware must be returned to the dishroom tray line before leaving the dining hall.
- ❖ Food throwing or other such incidents will result in immediate disciplinary action.
- ❖ Dependents/guests of students may purchase meals in Alumni Dining Hall.
- ❖ All individuals must pay for a meal, either with cash, Bonus Points or a meal swipe, to be allowed in the Dining Hall.

RELEASE FROM RESIDENTIAL MEAL PLAN REQUIREMENT

All resident students are required to select a meal plan. The procedure used for considering and granting release from residential meal plans is:

- ❖ A student must present documentation from a medical professional that dietary restrictions are currently not being met by the meal plan. This documentation must be presented to the Assistant Dean of Student Life.
- ❖ The Assistant Dean of Student Life and the Sodexo General Manager will meet with the student to determine ways for the dietary restrictions to be met. *As stated in the Sodexo Contract: 6.10 Special Diets. Sodexo shall supply any medically required special diets for resident dining patrons when prescribed and approved in writing by a medical professional.*
- ❖ If Sodexo proves unable to accommodate these dietary restrictions and all parties (Sodexo, AU, and the student) agree, the student may be released from the meal plan requirement.

Please contact the Assistant Dean of Student Life for any questions about this procedure.

BAG LUNCHESES

Bag lunches are available only for students who cannot make their meals due to work conflicts. Please contact the Sodexo General Manager at X8393 for information on this program.

SICK TRAYS

Students may arrange for their roommate or friend to deliver food if they are ill and unable to eat in the dining hall. First, students contact the RHD, who will complete a sick tray form. Then, the sick student sends his/her ID card and the form with their friend and the friend will be provided with a "to go" container so they may bring a meal to the sick student.

HOURS OF OPERATION

Meal times and hours of operation for Alumni Dining Hall, the Spartan Spot, and La Carte will be established and posted at the start of each semester.