

## Residence Life and Housing

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# Resident Handbook



Department of Residence Life and Housing

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## SECTION ONE

## GENERAL INFORMATION

The Department of Residence Life and Housing at Cleveland State University will enhance your entire college experience. As an active member in our residential communities, you will further develop your

## **Mailing Address**

Cleveland State University  
2450 Euclid Avenue, EC 198  
Cleveland , Ohio [44115-2214](tel:44115-2214)

## **Campus Location**

Euclid Commons, Room 198  
2450 Euclid Ave. (North  
Entrance)

Phone: [216-687-5196](tel:216-687-5196)

Fax: [216-687-5156](tel:216-687-5156)

[reslife@csuohio.edu](mailto:reslife@csuohio.edu)

## **Hours of Operation**

Monday - Friday

8:00 AM - 5:00 PM

academic skills, find a sense of belonging, and foster connections with the greater campus community. Guided by caring staff members, you will learn about yourself and grow individually. We will also help you navigate the unique opportunities presented by living in the heart of Downtown Cleveland. In our living communities, you will learn, grow, and engage.

- **Executive Director**

- The Executive Director of Residence Life and Housing is ultimately responsible for all policies, procedures, and activities in the residential communities as well as the supervision of the entire staff. They serve as the liaison between the Department of Residence Life and Housing and the larger campus community.

- **Residential Education Coordinator**

- The Residential Education Coordinator provides leadership and supervision of the department's day-to-day residential education processes, supervision, and initiatives, student conduct, and computer-based programs associated with community engagement to contribute to the overall health, well-being, and success of CSU residential students.

- **Director for Housing Operations**

- The Director for Housing Operations provides leadership and supervision of the department's day-to-day housing assignments processes, financial administration, and computer-based programs associated with housing assignments to contribute to the overall health, well-being, and

success of CSU residential students. They are also responsible for managing the department's financial, billing, reporting, and accounting processes.

- **Director for Residential Facilities**

- The Director for Residential Facilities provides leadership and supervision for the department's maintenance and custodial services, computer-based programs associated with residential facilities, and furniture, fixture, and equipment inventory management. They are also responsible for ensuring the residential communities (internally and externally) meet standards for cleanliness, appearance, safety, and overall functionality for the health, well-being, and success of CSU residential students.

- **Assistant Director for Marketing and Communications**

- The Assistant Director for Marketing and Communications oversees the overall management of the department's marketing, communications, branding, and resident retention and recruitment efforts to ensure departmental growth. They are responsible to aid in the achievement of the department's goals by directing the department's marketing, advertising, and assignments activities, overseeing on-site traffic, ensuring an appropriate inventory of available units, updating housing rates, and monitoring the day-to-day marketing and contracting activities.

- **Assistant Director for Finance and Administration**

- The Assistant Director for Finance and Administration oversees the department's financial, billing, reporting, and accounting

processes. They are also responsible for managing departmental financial reporting, vendor compliance and invoice management.

- **Maintenance Service Supervisor**

- The Maintenance Service Supervisor oversees and performs technical and mechanical work that ensures all physical aspects of the buildings (internally and externally), individual residential units, grounds, amenities, and common areas of the residential communities meet standards for cleanliness, appearance, safety, and overall functionality for the health, well-being, and success of CSU residential students.

- **Housing Operations Specialist**

- The Housing Operations Specialist supports the vision and mission of the department and its housing operations by serving as the first point of contact, in person, via phone, and email, for our students, guests, families, and internal and external university constituents along with managing departmental finances and managing the department's central office. They assist with the overall management of the department's housing operations and assignments functions, including, but not limited to, incoming student placements and returning student housing selection processes. The Housing Operations Coordinator also oversees mail and package distribution processes.

- **Community Manager**

- The Community Manager plays an integral role in shaping the experience of residential students by creating a welcoming,

exhilarating, and inclusive community for students while fostering a living, learning environment that complements the vision, missions, goals, and values of Cleveland State University. The Community Manager will assist with the training and supervision of Community Assistant (CA) staff, and will address student concerns and developmental needs. Additionally, the Community Manager will assist in major projects within the Department of Residence Life and Housing. The Community Manager will report to the Director for Housing Operations and will, as part of the of the Department of Residence Life and Housing, help to develop an atmosphere that enhances student growth and development and the overall student experience.

- **Community Director**

- The Community Director is full-time staff member who lives in residential community as well as maintain office hours to meet with students. They are responsible for the management of Euclid Commons through the supervision of the Assistant Community Director and Resident Assistants. Contact your Community Director for information about room changes, roommate conflicts, how to be an RA, and more.

- **Assistant Community Director**

- The Assistant Community Director (ACDs) are part-time professional staff members who live on campus and are responsible for assisting in the overall administration of a residential community. ACDs have all of the same

responsibilities as CDs, including supervising RAs and supporting residents.

- **Resident Assistants**

- The Resident Assistant (RA) staff are undergraduate students who are friendly, knowledgeable, and helpful to residents. Your RA participated in a competitive selection process and is trained to respond to the various situations which may arise. Your RA will post announcements, initiate floor meetings, plan events (called programs), and help you resolve conflicts within the community. If you have any questions, problems, or concerns, stop in and visit your RA or contact the RA who is “on duty” (see below).

- **Desk Assistant**

- The community desks are staffed 24 hours a day, 365 days a year. The Community Desk Assistant monitors the traffic that comes in and out of your building to ensure that non-residents do not gain access to the community. The Community Desk Assistant is responsible for checking IDs, signing in all guests, answering informational questions, and transferring incoming phone calls. They are an important part of the overall security operation of the residence hall.

## **RESIDENCE LIFE AND HOUSING OFFICE HOURS AND SERVICES**

**Department of Residence Life and Housing**

Our office is split between three physical locations. The Central Office located in Euclid Commons 198 is open Monday – Friday, 8:00 AM – 5:00 PM. The Edge and Langston Office are open Monday - Friday, 10:00 AM - 6:00 PM.

**Central Office in Euclid Commons Office (Room 198):** Executive Director, Director for Housing Operations, Director for Residential Facilities, Assistant Director for Marketing and Communications, Assistant Director for Finance Administration, and Housing Operations Specialist.

**Euclid Commons Game Room (Room 196):** Residential Education Coordinator, Community Director, and Assistant Community Director.

**The Edge Office:** Community Manager and Community Assistants (CA)

**The Langston Office:** Community Manager and Community Assistants (CA)

## **Special Deliveries Accepted**

Mail deliveries (commercial mail carriers like Amazon, FedEx, USPS, UPS, etc.) will be accepted at the Department of Residence Life and Housing central office in Euclid Commons. All other deliveries (examples including but not limited to; pizza, dry cleaning, DoorDash/Uber Eats, Instacart/Grocery/ Food deliveries, etc.) must be

accepted directly by the resident. The office will not accept your food deliveries. (See: [Mail](#))

## Equipment Rental

Carts, bins, and dollies may be checked out from the community desk. Your Viking Card (CSU ID) will be held at the community desk until the cart, bin, or dolly is returned. Vacuums are also available from the community desk. Your Viking Card will be held at the community desk until the equipment is returned. Each community desk also has a variety of gaming equipment, grill tools, and other items you can borrow.

## Housekeeping – Public Areas

The Department of Residence Life and Housing is responsible for maintaining the general cleanliness in common areas of the communities. Students are responsible for the cleanliness of their rooms and for helping to keep public areas tidy.

## Internet Access

Each resident room is provided with internet access through the University. In the event troubleshooting is required to access the

network, residents should contact [CSU Information Services & Technology \(IS&T\) Help Desk](#) directly. Residents are expected to follow all policies related to acceptable networking and technology use as stated by IS&T. Information on those policies can be found [here](#).

## Laundry Facilities

All residential communities have commercial quality washers and dryers which are maintained by the Department of Residence Life and Housing for use by residents only.

## Lost Keys

If you lose your mailbox and/or room key, you are required to report it immediately to the Department of Residence Life and Housing. You will be assessed applicable fees for key and/or lock replacement. (See: [Keys](#))

## Lock – Outs and Forgotten IDs

If you are locked out of your room and/or have forgotten your Viking Card, you must contact the community desk in your residential community for assistance. There is a twenty-five dollar (\$25.00) fee assessed per incident. Residence Life and Housing (RLH) staff

members are not permitted to unlock a room for anyone other than its registered occupant(s).

If you lose your Viking Card during a time that the Viking Card Office is closed, you may go to your community desk and the Desk Assistant will contact a staff member who will assist you in obtaining a temporary access card. (See: [Keys](#))

## Mail

- Mailboxes for all residents are located on the first floor of your residential community.
- Mail is delivered once per day, Monday-Friday.
- If you receive a package, an email will be sent to you indicating it may be picked up. If you live in Euclid Commons, you will pick up your package from the Euclid Commons building 4 desk. You may claim your package with proper identification 24 hours a day from the Euclid Commons Building 4 Desk. If you live at The Edge or Langston, you will pick up your package in the package room, open 24/7.
- Packages that are not picked up after 30 days may be returned to the sender.
- Upon moving out, residents are responsible for having their mail forwarded. Any mail received in your name after you check out will be returned to the sender.  
(See: [Special Deliveries](#))

# Maintenance

- Routine Maintenance
  - If the equipment provided in your room, in the community kitchen, in the floor lounge and/or in a public area is not functioning properly, you are encouraged to [submit a maintenance request \(or work order\)](#) immediately. Failure to file a timely maintenance request may result in further inconvenience and/or delays in the repair.
- Emergency Maintenance
  - For emergency maintenance concerns, such as loss of electric power or extensive flooding, etc., immediately contact your community desk.

## AFTER HOURS

### On-Call Staff

#### Euclid Commons

- **Resident Assistant On-Call:** There will be a resident assistant “on duty” to complete regular rounds of the building, to respond to emergencies, and to assist residents, as needed, when the Department of Residence Life and Housing is closed (Monday through Thursday 5:00 PM - 8:00 AM; Friday 5:00 PM through Monday 8:00 AM).

- **Professional Staff On-Call:** In addition to the On-Call RA, a professional staff member (either an CD or an ACD) is on call each night and weekend also. They are on call to help support the RAs on call and to aid in any potential emergency.

You can contact the On-Duty staff via the community desk:

- 216-687-5381 (Euclid Commons Building 2)
- 216-687-5102 (Euclid Commons Building 4)

### **The Edge**

Please contact 216-202-0294 for after hour lock-outs and maintenance issues.

### **The Langston**

Please contact 216-306-0636 for after hour lock-outs and maintenance issues.

- Police – Cleveland State University (216-687-2020)
  - The CSU Police Department is a recognized law enforcement agency and has full power within the geographical boundaries of the CSU campus. Report any emergency and crime on campus (theft, assault, suspicious individuals, etc.) to the CSU Police by calling 911 on any campus phone, or just pick up an Emergency Blue Light Phone.
- Safety Escort Service (216-687-2020)

- The Cleveland State University Police provides a free safety escort service to students, faculty, and staff to all locations on campus property and some adjacent sites. You are encouraged to contact the safety escort service to assist you whenever you are returning to the residence hall from a campus parking lot or another campus location.
  - The safety escort service can be reached by calling 216-687-2020. For ease of use, you may want to add that number to your cell phone contact list.
- Supplemental Security Staff
    - Security staff provides additional support every night in the lobbies of each community.

## **CLEVELAND STATE UNIVERSITY SERVICES**

### **Convenience Stores**

Market on Euclid and Viking Express are operated by CSU Dining and sell bottled beverages, snacks, prepared foods, and a variety of everyday items. Hours are posted at the location and found [here](#).

### **Dining – My Meal Plan**

Use your Meal Plan by dining at the all you can eat Viking Marketplace (Student Center) for breakfast, lunch, and dinner. You can also dine by using your Dining Dollars at any retail campus dining location. Hours and locations are posted [here](#).

## Parking

You are permitted to park a vehicle on campus when classes are in session with a prepaid parking pass. You must register the vehicle and purchase a prepaid student hangtag. See the University's Parking Services [website](#) for more information.

## Viking Card Office

The Cleveland State University Viking Card authenticates a resident's identity and is used to grant access to University facilities (e.g., library, residence halls), online processes (e.g., registration, payment, Viking Card) and services (e.g., meal plan, declining balance program). Report a lost or stolen card immediately to the Viking Card office at [\(216\) 875-9888](tel:216-875-9888), or log onto the [online card office](#) and your Viking Card will be deactivated immediately. Until the time a card is reported lost, liabilities incurred on the card are the responsibility of the rightful owner. Keeping your Viking Card secure is your responsibility.

# CARE

The [CARE Team](#) provides support and case management services for members of the CSU Community. The Care Manager works with students to develop an action plan to address their individual needs. The Care Manager can help navigate policies and procedures on campus, connect with support systems, and determine what resources might be most helpful.

A meeting with the CARE Team may be useful if:

- You want to know more about the support services offered at the university.
- You would like information on how to connect with medical and mental healthcare providers.
- You would like to withdraw from your classes for personal or medical reasons and want more information on your options.
- You're feeling stressed about school.
- Your life outside of the classroom has become more difficult to manage.
- You're feeling overwhelmed and want to find help, but you're not sure where to start.

**Lift Up Vikes!**

Lift Up Vikes! offers a convenient, dignified, and compassionate process through which CSU students are connected to resources that supplement nutrition and other basic human needs as they strive to earn a college degree.

- Food Pantry
  - LUV! Offers a free food pantry on campus for students in need. Students can visit the pantry weekly and receive fresh fruit and vegetables, non-perishable food, and personal care items. IT'S SIMPLE, IT'S QUICK AND IF YOU'RE A STUDENT, YOU QUALIFY!! We are located in the Recreation Center, room 168. For more information, check out [their website](#).
- Fowler Emergency Fund
  - LUV! Partners with the Fowler Emergency Fund to aid students in financial emergencies. Unexpected expenses don't have to mean deciding between staying in school and dropping out to pay bills. If you are experiencing a financial emergency, the Fowler Emergency Fund Grant might be able to help.
  - For purposes of this grant program, a financial emergency is defined as an unforeseen expense that, if not resolved quickly, could lead to a student's departure from the college and loss of momentum toward completion.

Thus, the Fowler Emergency Grant can help with:

- Medical Bills
- Car Repairs
- Rent to prevent eviction

- Utility shut-off notices
- Child Care
- Other emergency expenses

For more information, check out [their website](#).

## RESIDENTIAL COMMUNITY SECURITY

The Department of Residence Life and Housing works closely with Cleveland State University Police and is a partner in the University's community policing strategy. You are expected to take personal responsibility EVERY DAY to protect yourself and your belongings. We encourage you to take the following steps:

- Keep your room door locked at all times, regardless of where you go or for how long, and lock your door when you or your roommates are sleeping.
- Do not loan your room key or Viking Card to anyone.
- Use only the main doors of Euclid Commons. If you notice any door propped open, close the door and report the situation to the community desk in your residence hall.
- Report any person who does not belong on your floor to your RA, the RA "on duty," or the community desk.
- Develop a written inventory of all of your personal belongings.
- Consider marking those personal belongings which may be similar to equipment used by others (e.g., laptop computers, music

players, headphones, tablets) with a pen engraver or similar method.

The main doors are monitored 24 hours a day by community desk attendants and those doors are the only authorized entry to the building.

Each community has a public lobby area. Access to the residential living area is restricted to residents, escorted guests, and authorized personnel. The community desk attendants are responsible for monitoring the entry of all persons who enter the residential living area. Community desk attendants are not permitted to make any exceptions to the published policy. Other exterior doors have controlled access through an electronic security system. All exterior doors are released to open automatically in the event of a fire or other emergency. Other exterior doors in Euclid Commons are to be used for exiting only.

## **RESIDENTIAL COMMUNITY LIFE**

For many college students, living in a community is a new experience. The Department of Residence Life and Housing does not expect roommates to become best friends. However, you and the other residents assigned to the room are expected to make every reasonable effort to live together in a respectful environment. If one resident infringes upon the rights of another, all of the residents are required to make an effort to work together in an atmosphere of mutual respect

to resolve their differences. If you are experiencing trouble with another resident, you are encouraged to follow the process outlined below. If you need assistance, please contact your RA or community desk staff.

Each unit will be provided with a Roommate Agreement at the beginning of the academic year. Residents are expected to complete their Roommate Agreement together and submit the completed document to their Resident Assistant by the given deadline.

If you are experiencing frustration as a result of the behavior of a roommate or a neighbor, approach the person about the problem, state your issue(s) in a civil manner, and explain what you would like them to do differently.

If you are approached by another resident about your behavior, listen to the individual's concern(s) or issue(s); consider what the person would like you to do, and respond in a civil manner.

If your efforts to discuss the situation do not result in a resolution, your next step is to get an RA directly involved. The RA may recommend a roommate contract, neighbor contract, or mediation, which can help resolve the issues. We will assist the parties in developing a roommate/neighbor contract or in convening a mediation.

If the mediation session(s) does not resolve the situation, you are encouraged to contact your resident director.

In the unlikely event a conflict develops between you and a member of the Residence Life staff, or if you have concerns about how your roommate conflict was addressed by a member of the Residence Life staff, you are encouraged to contact the Associate Director of Residence Life and they will investigate the matter.

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## **SECTION TWO**

### **HOUSING PROCEDURES**

#### **Break Period Accommodations**

- A “Break period” is defined as a period in the academic year during which regular classes are not held for three (3) or more consecutive days. Scheduled break periods are Winter Break between the fall and spring semesters, and Spring Break which is usually scheduled in March.
- During these break periods, only students who have signed a Residence Life Contract that includes break periods (Academic Year Plus Breaks) are eligible to stay on campus for the entire break.
- If you have a need to stay on campus for dates not included in your Housing Contract, you must complete a Break Housing Application, which is available in the Department of Residence Life and

Housing, and provide supporting documentation. Residents will only be approved to stay a maximum of 48 hours later than the break closing date or arrive a maximum of 48 hours prior to the break reopening date. The Department of Residence Life and Housing will review your request and make a determination based upon the following criteria:

- You have a Saturday class and you have provided proof of class registration. If this is your situation, and you are approved to stay, you may remain in your room until 5:00 p.m. on the Sunday before a break period at no additional charge.
- You have a documented need to remain on the Cleveland State University campus during the specific period, including but not limited to academic necessity, hardship related to your ability to return home, and/or your employment with a University department.
- You have proof of payment of all applicable housing and meal plan fees. For spring break, fees assessed for the current semester are applicable. For winter break, fees for fall and spring semester are applicable.
- You are in satisfactory judicial standing with the Department of Residence Life and Housing and the University.
- Your residential community is available for break period housing. The University, in its sole discretion, reserves the right to restrict access to communities for the purpose of completing facility cleaning, repairs, or improvements.

You must submit your application to the Department of Residence Life and Housing no later than 5:00 p.m. on the Wednesday before the break period. You will be notified of the decision within one (1) business day after you submit your application. If you are granted break period accommodations, you will be assessed a fee of twenty dollars (\$35.00) per night. You will be assessed the fee based upon the number of nights for which you were approved. This fee will be charged to your CSU student account and must be paid to the Office of Treasury Services in full prior to the start of the break period, and proof of payment must be provided to the Department of Residence Life and Housing. There are no refunds for nights you do not use. In emergency situations, a break period application may be considered after the stated deadline. However, such applications may be assessed an additional twenty-five dollar (\$35.00) processing fee and will be considered on a case by case basis.

Building hours for open access through the main doors of your community and service levels may vary during a break period.

All policies and procedures outlined on your individual Housing Contract and in the Resident Handbook remain in effect during a break period. Any allegation of misconduct may result in immediate removal from the residential community for the balance of the break period with a forfeiture of the fees paid.

## **Check-In Procedures (Move-In)**

You must pay for your room fees and meal plan prior to the beginning of each semester. If you are a returning resident, you must also pay all housing fees and fines from prior semesters. If financial aid has not been credited to your account prior to move-in, you may apply for the Budget Payment Plan through the Office of Treasury Services, which may require payment of a portion of the fees at the time of enrollment. You must complete a Unit Condition Form noting the condition of your room at the time of your arrival and submit it to the Department of Residence Life and Housing. Department of Residence Life and Housing staff will verify your information and give you a copy of the Unit Condition Form for your records. The original copy of the form will be retained in the Department of Residence Life and Housing.

You must submit an emergency contact form for each year you live on campus. The information collected is important to the University's emergency preparedness efforts.

Due to the number of persons moving into their rooms in a brief period of time, the Department of Residence Life and Housing, in its sole discretion, may limit access to various floors to ensure a safe and productive move-in process for all involved.

## **Check-Out Procedures**

You will have until 12:00 p.m. Noon on your last date of occupancy (unless otherwise established in writing) to remove your belongings,

clean your room to the standards described in Section 4 below, complete the following check-out procedures, and vacate the building. If you fail to comply with these procedures, you will be assessed a one hundred dollar (\$100.00) fine; you may be subject to additional conduct action; and you will not be permitted to re-enter the residential community or your room without an escort from the Department of Residence Life and Housing. Any and all items left in your room will be inventoried and stored for thirty (30) days. At the end of that time period, all unclaimed items will be discarded by the University.

You are expected to vacate your room no later than twenty-four (24) hours after your last final examination or by the deadline established by the Department of Residence Life and Housing, whichever is earlier. If you believe you need an exception to this requirement, you may submit a Extended Stay Request Form. An Early Check-Out procedure is applicable to a resident who is vacating their room prior to the established end date of their Housing Contract.

If the resident will still be enrolled for a minimum of six (6) credit hours at CSU, the resident must request and receive approval for early termination of the housing contract through the Contract Review Committee.

The following steps are required in the Early Check-Out procedure:

- The resident notifies the Department of Residence Life and Housing that they are planning to vacate their room and provides a

specific date for their departure.

- The resident will contact their resident director at least twenty-four (24) hours in advance to schedule an appointment with a Residence Life staff member to complete an inspection of their room, return all keys and submit all required forms. Failure to participate in this appointment at the scheduled time may result in a fine.
- The resident will remove all personal belongings and clean the room to the standards described in Section 4 below. This step must be completed prior to your appointment with the Residence Life staff member.
- The resident will make arrangements to have their mail forwarded to another address. The Department of Residence Life and Housing will not accept mail for students after they have vacated their room.

An End of the Contract Check-Out procedure applies to a resident who is vacating their room at the end of the spring semester for an academic year contract and who has not been assigned accommodations in the same room for the summer session and to a resident who is vacating at the end of an annual contract. The following steps are required:

The resident will contact a Residence Life staff member at least twenty-four (24) hours in advance to schedule an appointment to complete an inspection of their room, return all keys and submit all

required forms. Failure to participate in the appointment at the scheduled time may result in a fine.

The resident will remove all personal belongings and clean the room to the standards described here. This step must be completed prior to your appointment with a residence Life staff member.

The resident will make arrangements to have their mail forwarded to another address. The Department of Residence Life and Housing will not accept mail for students after they have vacated their room.

For academic year contracts, the resident must vacate their room within 24 hours of their last final exam or no later than 12:00 pm Noon on the Saturday of exam week.

An Express Check-Out offers residents the ability to check out of their room in an expedited fashion by signing off on the express check-out envelope (provided at each community desk), placing room and mailbox keys inside, and leaving the envelope at the community desk. The room will be inspected by a residence life staff member at a later time. Any issues/damage will be recorded and the resident's account will be billed accordingly.

**\*\*Before placing your keys in the envelope, make sure you have moved all of your belongings out and cleaned the room. Residents who participate in the Express Check-Out program waive their right to appeal all damages assessed during the room inspection.**

Graduating seniors: You are welcome to vacate your room during finals week or to remain in your room until 12:00 PM noon on the Sunday following Commencement. There will be no additional charge assessed. You are required to notify the Department of Residence Life and Housing of when you plan to vacate your room by completing a Extended Stay Request Form, which is available in your Housing Self Service Portal. You are expected to comply with the applicable Check-Out Procedures.

Law Students: The Department of Residence Life and Housing is aware that the academic calendar for law students may vary from that of graduate and undergraduate students. You are expected to vacate your room twenty-four (24) hours after your last final exam or by 12:00 p.m. on a Saturday following exams, whichever is earlier. You are expected to comply with the applicable check-out procedures.

## **Contract Termination**

Please refer to the terms of the Cleveland State University Housing Contract for more information. Those terms are provided in the back of this handbook for easy reference.

## **Damage to Resident Rooms**

When you move in, you will receive a Unit Condition Form completed by Residence Life staff. This document is used to establish the condition of your room and inventory the university equipment provided for your reasonable use. Room damage includes, but is not limited to, damages caused by use of electrical appliances; use or placement of personal belongings; relocation or misuse of university-provided equipment; and use of adhesives, nails, tacks, and/or acts of vandalism. (See: [Damages & Vandalism](#))

When you vacate your room you are required to complete the check-out procedures included in this handbook. At that time, the Residence Life Staff will review the Unit Condition Form completed at the time of your arrival and the staff member will complete a preliminary assessment of the condition of your room. This assessment is only preliminary and does not bind the university in any way. The Assistant Director for Facilities or their designee will complete a final review of your room within three (3) weeks of your departure. This assessment will be documented and will determine your financial responsibility for the condition of your room at departure. You are responsible and accountable under your Housing Contract and Student Code of Conduct for all damages resulting from any negligence and misuse. You and your roommate(s) will be held jointly and severally liable for any and all damage to the room during your occupancy. In situations when the university can clearly establish individual responsibility, the individual will be the only person assessed for the

damage. Please refer to the terms of the Cleveland State University Housing Contract.

## **Damage to Shared & Common Areas**

Every summer, the Residence Life staff will complete a Common Areas Condition Report. This document is used to establish the condition of the common areas in your residential community and the university equipment provided for your reasonable use.

All residents of a specific floor are jointly and severally liable and accountable under your Housing Contract and Student Code of Conduct for any and all damage to the common areas of your floor which result from negligence and misuse. You and your neighbors are encouraged to take responsibility for any damage which you cause and to assist Residence Life staff in identifying others who may have caused damage. In the absence of a responsible party, all floor residents will equally share the cost of repair and/or replacement of damaged facilities and/or equipment.

## **Damage & Assessed Fees – Appeal Process**

If you wish to appeal a damage fee assessment, you must submit a damages appeal request in writing (via electronic mail, fax

transmission, or standard mail). In your correspondence, you are asked to identify the damage fee assessment that you are appealing, your reasons for the appeal, and your contact information. Any such appeal of damage fee assessments must be received in the Department of Residence Life and Housing within fourteen (14) days of the notice that you received regarding the damage fee assessment. Appeals decisions will be made on a case by case basis within ten (10) business days of receipt.

## **Emergency Accommodations**

The Department of Residence Life and Housing, in its sole discretion, may provide emergency accommodations to residents on a case by case basis. If you are in need of such accommodations, please contact the Department of Residence Life and Housing for more information on occupancy criteria, rates, and availability.

## **Lost Keys, Forgotten IDs, & Lock – Outs**

If you are locked out of your room and/or have forgotten your Viking Card, you must contact the community desk in your residential community for assistance. There is a twenty-five dollar (\$25.00) fee assessed per incident. For lost keys, the following fees are assessed: one hundred and fifty dollars (\$150.00) for labor; twenty-five

dollars (\$25) per room key; and twenty-five dollars (\$25.00) for a mailbox key. (See: [Keys](#))

## Health and Safety Inspections

Department of Residence Life and Housing staff will conduct health and safety inspections of resident units periodically. Room Inspections will occur on a rolling, monthly basis. Staff members check each apartment and bedroom for compliance with all community policies, including but not limited to:

- Alcohol
- Cleanliness
- Drugs/ Drug paraphernalia
- Fire safety (including but not limited to: candles, incense, extension cords, toasters, etc.)
- Major damage
- Pets
- Prohibited Items
- Smoking
- Weapons
- Window safety bars
- Cohabitation (only students with a housing contract should be living in the communities)

In the event a violation is found:

- Staff members will email students a notice of the violation;
- An incident report is written for all violations. A member of the Residence Life and Housing professional staff will reach out to you with further instructions.
- If a violation is found in the common area of a room, each resident of that room will be charged the violation fee separately unless a specific resident claims responsibility.

Prohibited items or safety concerns may be removed immediately at the discretion of Residence Life and Housing staff.

## Room and Roommate Changes

The Department of Residence Life and Housing does not grant any room change requests during the first two (2) weeks of each semester as a means of encouraging newly-assigned roommates to make a sincere effort to live together in a mutually respectful environment.

Residents wishing to change rooms during the school year may do so during any of three-room change periods; after the two-week room freeze at the beginning of each semester and before the end of the fall semester. A resident requesting a room change must complete a Room Change Request form and submit it to their Resident Director. Further information regarding room changes will be provided prior to the room change periods. You may be required to participate in a mediation or meeting with a member of the Professional Staff prior to

any room change being made. Room changes are made at the discretion of Residence Life and Housing Staff.

In the event of an emergency, room changes will be considered on a case-by-case basis. If you relocate within your suite or the community without the prior written permission of the Director of Residence Life or a designee, you will be assessed a \$500 fee and be subject to additional judicial action depending on the circumstances. Please refer to the terms of the Housing Contract. (See: [Room or Roommate Changes](#)).

## Room Consolidation

If a vacancy develops in your room/suite, the Department of Residence Life and Housing may assign another roommate to that space. In addition, at the end of the second week of each semester, the Department of Residence Life and Housing will consolidate residents to fill vacancies in student rooms.

Note: The Department of Residence Life and Housing and the Euclid Avenue Development Corporation reserve the right to change, amend, or modify any of this information. Implementation of new community procedures will occur after reasonable notice to residents.

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## SECTION THREE

# RESIDENTIAL COMMUNITY POLICIES

We are so glad you're here and look forward to building a wonderful engaging community together. Living in the residential communities at Cleveland State University presents you with a number of unique opportunities to help you achieve your goals, build community, and succeed in your collegiate career. The Department of Residence Life and Housing has set these policies, in addition to your housing contract, to provide a safe, respectful environment that is conducive to the academic success, health, and wellbeing of all CSU residential students. Failure to abide by these policies may result in sanctioning, including but not limited to removal from housing.

These policies are also enforced under the Student Code of Conduct, 3344-83-01(B),(4) with the full policy available here:

[https://www.csuohio.edu/sites/default/files/3344-83-01\\_Student\\_code\\_of\\_conduct\\_posted\\_policy\\_register.pdf](https://www.csuohio.edu/sites/default/files/3344-83-01_Student_code_of_conduct_posted_policy_register.pdf).

## Definitions

**DRLH** – Department of Residence Life & Housing at Cleveland State University.

**CEDEI** – Division of Campus Engagement, Diversity, Equity, and Inclusion at Cleveland State University.

**Euclid Avenue Development Corp.** – the owner of the residential communities at Cleveland State University.

**Viking Food Co.** – responsible for dining services at Cleveland State University.

**On Call/On Duty** – referring to the individual who is scheduled to respond to after hour emergencies.

**Incident Report** – a report that is used to document an alleged policy violation, damage to the residential community, or some other type of situation that requires official documentation.

**Conduct Administrative Meeting** – a meeting between a student who has been documented in an Incident Report and a professional staff member to discuss an incidence of an alleged policy violation that may have occurred in the residential communities.

**Administrative Hearing Officer** – a professional staff member responsible for meeting with residents and students regarding their potential involvement in an incident or documentation in an Incident Report.

### **1. Alcoholic Beverages**

1. “Alcoholic beverages” include but are not limited to beer, malt liquor, wine, mixed beverages, and spirituous liquor. The following policies apply to all residents. The Residence Life staff and other University representatives are authorized to

request identification to determine an individual's age relative to these policies and to confiscate and dispose of any and all prohibited items immediately. Residence Life Staff and other Cleveland State University representatives are also authorized to inspect all bags, backpacks, purses, and similar carrying cases for prohibited items based on a reasonable suspicion that this policy is being or has been violated.

2. The legal drinking age as established by the State of Ohio is twenty-one (21) years of age.

3. ***FOR RESIDENTS WHO ARE NOT OF LEGAL DRINKING AGE AS ESTABLISHED BY THE STATE OF OHIO***

1. You may not possess and/or consume alcoholic beverages.

2. You may not permit any guest(s), regardless of their age, to possess or consume alcoholic beverages in your room.

3. You are not permitted to be in the presence of an individual who is in possession of alcoholic beverages.

4. You are not permitted to possess any empty alcohol containers in your room as decorations or trash.

5. You may not exhibit disorderly conduct or inappropriate behavior as a result of your decision to consume alcoholic beverages.

4. ***FOR RESIDENTS WHO ARE OF LEGAL DRINKING AGE AS ESTABLISHED BY THE STATE OF OHIO***

1. The number of alcoholic beverages per person twenty-one (21) and older cannot exceed:

1. Six (6) 12-ounce containers of beer/malt liquor; OR

2. One (1) 375 ml. bottle of liquor OR

3. One (1) standard bottle of wine, defined as 750 ml
2. You may not possess, serve, or consume from a common source container (e.g. keg, containers with multiple servings).
3. You may not possess and/or use any apparatus or engage in any drinking game to accelerate or intensify the consumption of alcoholic beverages (i.e., beer bong).
4. You may not possess and/or consume alcoholic beverages from an open container (broken seal), glass, paper cup, or other receptacles in any area other than a student room, including areas outside of the residence hall.
5. You may not provide alcoholic beverages to any individual who is not of legal drinking age as established by the State of Ohio.
6. You may not possess or consume alcoholic beverages in the presence of an individual who is not of legal drinking age as established by the State of Ohio.
7. You are not permitted to possess any empty alcohol containers in your room as decorations or trash.
8. You may not exhibit disorderly conduct or inappropriate behavior as a result of your decision to consume alcoholic beverages.

## **2. Animals**

1. Animals are not permitted in the residence halls, with the exception of service or assistance animals in accordance with applicable university policy and local, state, and national laws. (See: [Pets](#))

### **3. Attendance**

1. You are required to attend any meeting which has been identified by a Residence Life staff member as a mandatory meeting, including but not limited to floor meetings and mediations. The Residence Life staff is authorized to assess a twenty-five dollar (\$25.00) fine, in addition to judicial action, if you do not attend.

### **4. Bicycles/Rollerblades/Skate Boards/Scooters/Hoverboards**

1. You may bring bicycles, rollerblades, skateboards, and scooters to campus (except as noted in the paragraph below). However, you may not ride or use bicycles, rollerblades, skateboards, and scooters indoors in the residence halls. You are required to store bicycles, rollerblades, skateboards, and scooters in your room and to do so in such a manner as to not obstruct entry or exit.
2. The use, possession, or storage of self-balancing personal scooters (AKA Hoverboards, Segways, IO Hawks, Skywalkers, and similar devices) is prohibited in the residence halls until safety standards for these devices can be developed and implemented, and the prohibition lifted. The Department of Residence Life and Housing will review this policy when safety protocols have been developed.

### **5. Cleanliness**

1. The Department of Residence Life and Housing will provide you with a clean room when you move in. In turn, you and any roommates are expected to maintain the room in a safe and sanitary condition by removing the trash on at least a weekly

basis; vacuuming the carpet on a regular basis; avoiding the storage of food products outside of a refrigerator; cleaning the bathroom; clearing and cleaning any refrigerator as needed; and cleaning the kitchen appliances, counters, and sinks (if your room includes a kitchen).

2. Room trash is to be bagged and deposited in the garbage chute.
3. No cardboard boxes may be thrown down the trash chute. Any large boxes must be placed inside the trash rooms adjacent to the trash chute.
4. Needles or sharp objects, such as glass, must be properly marked for custodial staff and placed inside the trash rooms.
5. At the time you vacate your room, you are expected to return the room to the standard of cleanliness in which surfaces have been cleaned, carpets have been vacuumed and trash has been properly removed. Failure to maintain a safe and sanitary environment during your residency or failure to return the room in the same condition that it was when it was assigned to you, normal wear and tear accepted, may result in a cleaning fee. (See: [Check-Out Procedures](#))
6. You are required to report any damage that occurs or any University equipment in your room that needs repair immediately to the Department of Residence Life and Housing. (See: [Damage](#))

## **6. Cohabitation**

1. Cohabitation is strictly prohibited in the residence halls. The Department of Residence Life and Housing defines

cohabitation as the presence of any individual not assigned to your room, regardless of gender, who has stayed three (3) or more days or nights in a seven (7) day period.

## **7. Common Areas**

1. Common areas include all lounges, game rooms, laundry rooms, community kitchens (Fenn Tower only), outdoor courtyards, and hallways within Euclid Commons and Fenn Tower. Residents and guests are expected to abide by all residence hall policies when using common areas. All non-residents must be checked in as guests in order to be present in common areas. Sleeping in common areas is prohibited.

## **8. Damages & Vandalism**

1. You are required to treat your residence hall, your room, common areas, and the equipment provided for your reasonable use with respect and to make every effort to use the equipment properly. You are also required to treat your roommates' property with respect. You are not permitted to deface any facilities or property. (See: [Damages & Vandalism Procedure](#))

## **9. Deliveries**

1. If you order food or other types of deliveries, you are required to accept such delivery in the lobby of the residence hall. Delivery persons are not permitted on residential floors and members of the Residence Life staff are not permitted to accept deliveries on behalf of residents or guests except for floral or special mail deliveries. (See: [Special Deliveries](#))

## **10. Dining Service & Meal Plans**

1. All residents are required to participate in a residential meal plan as a part of your residence hall contract. Residents are expected to show courtesy and civility to dining staff members and each other in dining locations. CSU Dining, which is professionally managed by Compass Group by and through its Chartwells Division, is responsible for oversight of all on-campus dining locations including the Viking Marketplace and Fenn Shoppe. (See: [Dining – My Meal Plan](#))
2. **CSU Dining – Viking Marketplace Take-Out Policy**
  1. In the event you are unable to visit the Viking Marketplace or will be off-campus, a bagged meal replacement is available and will represent a single meal from your meal plan. Bagged meal order request forms are available from the cashier at the Viking Marketplace. Requests must be submitted 3 hours in advance at the CSU Dining office in the Viking Marketplace.
3. **CSU Dining – Meal Plan Changes**
  1. Meal Plan Change requests must be [submitted online](#). During the first week of class each semester, students are permitted to change their meal plan to any qualifying plan, including from Block to Traditional and vice versa.
  2. After certain specified dates for each semester, meal plan changes are limited to upgrades to plans with more meals. Block plan holders can only upgrade to block plans, and traditional plan holders can only upgrade to traditional plans after the deadline.

1. You are not permitted to alter or add any additional locks, chains, or latches to your room or bathroom doors (See: [No Modifications](#)). You may not tamper with doors for common areas and/or secured areas. You may not place permanent stickers on any door in the residence hall. (See: [Fire Safety and Items Displayed](#)) You may not prop open any exterior door to the residence halls. You and your guests are required to enter your residence hall via the main doors. The Department of Residence Life and Housing may announce and post exceptions to this policy during move-in and at the end of the academic year. You may not enter a secured area without the express permission of a resident in the case of a locked resident room or of the Department of Residence Life and Housing for all other areas. You may not let someone in through a No Entry Door, regardless of whether or not they are a resident.
2. Any student found in violation of this policy will automatically be assessed a fifty dollar (\$50.00) fine. This fine increases by twenty-five dollars (\$25.00) for each subsequent violation.

## **12. Drugs**

1. Ohio law, as well as the Department of Residence Life and Housing, prohibits the use, possession, or sale of drugs or narcotics unless said drug has been prescribed for you by name by a licensed physician. Drugs and narcotics are defined as barbiturates, hallucinogens, amphetamines, marijuana, or other narcotics, except as authorized by law. You may not possess or use any drug-related paraphernalia. The Department of

Residence Life and Housing is authorized to confiscate any prohibited items immediately (See: [Prohibited Items](#)). Any such item(s) will be turned over immediately to the Cleveland State University Police for storage and/or disposal.

2. Any student in violation of this policy will be subject to sanctions and, if found responsible, will be considered in violation of their housing contract and the contract may be canceled. Students found responsible may be required to vacate their campus residence within the timeline determined by the Director of Residence Life or their designee.

### **13. Elevator Use**

1. You are required to use the elevator(s) in a manner consistent with the posted instructions and limitations, including, but not limited to remaining in the elevator car, use of emergency stop button and alarm in emergency situations only, and not overloading the elevator car with persons or property. You are required to report any service issues to the community desk.

### **14. Exercise Equipment**

1. You are permitted to keep free weights, other weight lifting equipment, and other exercise equipment in your room if such equipment represents no more than ten (10) pounds of total weight.

### **15. Failure to Comply with Residence Life Staff**

1. You are required to cooperate and comply with reasonable requests from Residence Life staff, whether professional or student employees, in the performance of their job duties. These employees include but are not limited to resident

assistants, resident directors, assistant resident directors, community desk attendants, assistant director for facilities, office staff, the associate director, and the director of Residence Life.

2. At all times you are encouraged to ask the staff member's name and verification of their position. If you are instructed to take any action or make a statement which you believe is inappropriate, you are encouraged to report the situation to the Director of Residence Life as soon as possible and no later than the following business day.
3. Further, you are required to comply with all reasonable requests from Euclid Avenue Development Corporation personnel who are responsible for oversight of the residence halls.

#### **16. Fire Safety**

1. You are required to evacuate the building when the fire alarm sounds, and you may not tamper with or disable smoke detectors, fire alarms, fire hoses, sprinkler systems, and fire extinguishers. Further, you may not set off a fire alarm due to negligent cooking in your apartment or a common area.
2. We expect you to practice effective fire safety at all times by exercising prudent judgment and following fire safety guidelines established or revised for residence halls/apartments. We expect you to not perform or condone anything that damages, misuses, or interferes with the ready and proper operation of any fire safety equipment or signs. This includes, but is not limited to, sprinklers, detectors, extinguishers, horns, pull stations, and exit signs. Do not prop

open or otherwise interfere with the proper operation of intended smoke and heat barrier purposes of fire doors (typically corridor, unit, and stairwell doors), and do not block or otherwise obstruct hallways or building exits. Do not activate a false fire alarm or make any false report that may cause building evacuation (e.g., bomb threat).

3. If found responsible for violating the fire safety regulations, you will be subject to sanctions from both the university and Residence Life, which could include cancellation of your housing contract. In addition, you could face criminal prosecution.
4. Residents should also follow all of the following fire safety regulations:
  1. In the case of alarm, evacuate any/all buildings according to established procedures. Do not remove or alter electrical fixtures or hardware.
  2. Use UL approved electric cords and products and follow manufacturer directions.
  3. Do not overload any electrical outlets. Only power strips with surge protective/circuit breakers are permitted. Extension cords that do not include a surge protector are prohibited.
  4. Do not decorate ceilings with hangings or other flammable items (including holiday decorations). Do not affix anything to or on any lamp or light fixture. Paper, fishnets, parachutes, flags, tapestries, linens, blankets, or other

combustible items must not be hung from or attached to the room ceiling or cover the ceiling or fire detector.

5. No living holiday decorations such as pine trees, wreaths, or garland.
6. Passing electrical cords through doorways to facilitate the hanging of decoration "string" lights is prohibited; hanging of decoration lights around the unit door prohibited.
7. Do not hang any objects in front of your closet.
8. Hanging anything from or above the sprinkler heads is prohibited; erecting anything that would interfere with the sprinkler head spray pattern is prohibited (i.e. curtain rods, drapes, tapestries, posters, etc.).
9. Do not possess or burn candles, incense, kerosene lamps, lighter fluid, propane, or charcoal.
10. Do not utilize smoking paraphernalia inside buildings or on CSU property.
11. Do not store or possess materials hazardous to the health and safety of residents in residence halls including, but not limited to, chemicals, gasoline, kerosene, charcoal, lighter fluid, and containers that have been used for storing gasoline.
12. Halogen lamps (including lava lamps) are strictly prohibited in the residence halls as they are a fire hazard.
13. To avoid accidental activation of the fire alarm system residents are required to use the ventilation hood above their stove when cooking on the stovetop. Residents should

also refrain from using aerosol sprays near or under smoke detectors.

14. Residents are prohibited from displaying decorations on their unit doors (door facing the hallway), as these are fire doors. The only items that are permitted are individual name “badges” or door decorations issued by the RA. The fire code requires that a fire door is not covered with combustible signage that is more than 5% of the total surface area of the door. Having excess combustibles on the door can lead to the destruction of the fire door assembly during a fire, and accelerate the spread of fire. Additionally, residents are not permitted to hang anything that would interfere with occupants evacuating nor are they permitted to have anything on the primary egress floor that would create a trip hazard during an emergency evacuation.

#### **17. Firearms & Weapons**

1. You are not permitted to possess, store, and/or use a firearm or dangerous weapon, or look-a-like in the residence halls. Such weapons include, but are not limited to bows and arrows, slingshots, darts, knives, BB guns or pistols, Nerf guns, flare guns, air pistols, stun guns, rifles, other firearms, and martial arts implements and equipment.
2. You may not possess or use any explosive device of any type, including, but not limited to, firecrackers, fireworks, cherry bombs, and bottle rockets.
3. You are required to report the possession, use or storage of firearms, weapons, or explosives to a member of the Residence

Life staff immediately.

## **18. Furniture**

1. Your room furniture is not to be moved, transferred, or interchanged among other rooms or public areas. The furnishings provided in your room may be arranged in any reasonable manner that does not endanger resident safety. Waterbeds are not permitted in your room.
2. You are not permitted to move lounge furniture from its assigned location to any other location in the residence halls at any time. Residence Life staff are authorized to confiscate Euclid Avenue Development Corporation furniture that is not assigned to your room from your room and to assess a twenty-five dollar (\$25.00) fine for each piece of Euclid Avenue Development Corporation furniture found therein.

## **19. Guests & Visitation**

1. You are responsible for the behavior and conduct of your guest(s). Failure to comply with the following policies may result in fees assessed and/or judicial action.
2. For purposes of this policy, any individual not assigned to the room is considered a guest.
3. You are responsible for both informing your guest(s) of these policies and you are responsible for the behavior of your guest(s).
4. If you or your roommate(s) wish to have an overnight guest stay in your room, you need to agree to the date, manner, and duration of the stay in advance. You and/or your roommate(s) may not displace the other(s) as a result of a guest's

overnight stay. If one roommate does not agree to the other having guests, then guests are not permitted in that room.

5. You are permitted to host a guest(s) of eighteen (18) years of age or older at any time, twenty-four (24) hours a day; however, no guests can be signed in at the community desk between 2:00 am and 6:00 am
6. See Underage Guests below for information about bringing in an underage guest.
7. As the host, you must sign in and sign out your guest(s) each and every time they enter or exit the building. You must show your CSU ID to the community desk attendant and your guest(s) must relinquish a state-issued ID or a valid CSU ID to the community desk while a guest in the residence hall.
8. A Viking Card is considered valid if the person is a current student at Cleveland State University. A valid State ID will be required for all other guests.
9. A special guest pass may be issued to individuals needing to check-in with either a) a passport, b) military ID, or c) international ID by a member of staff.
10. To obtain a special guest pass you must complete a request through the resident portal (Roomcompact) by using the 'Underage Guest Registration Form' at least two (2) business days in advance of their stay.
11. You must escort your guest(s) at all times when they are in the building. You may not delegate this responsibility to another resident. You may not leave a guest in your room or elsewhere in the building without you present.

12. You are not permitted to host more than two (2) guests at the same time and are limited to a total of six (6) guests within a twenty-four (24) hour period. An exception may be made by the Residence Life staff if the guests are family members and/or if there is a special event occurring on campus (Commencement, Little Sibs Weekend, etc.) (See: [Room Capacity](#))
13. No guests can be signed in at the community desk between 2:00 am and 6:00 am
14. You are not permitted to host a guest(s) at such frequency or in such a manner as to disrupt the living environment of your roommate(s).
15. Underage Guests
  1. You may also host a guest who is a family member of seventeen (17) years or younger if written approval is obtained by the Department of Residence Life and Housing.
  2. In order to host a guest under the age of eighteen (18), a resident must submit the Underage Guest Request form to the Department of Residence Life and Housing a minimum of two (2) business days before the guest's anticipated arrival. This form requires a signature and contact information for the parent/guardian of the underage guest. A member of the Residence Life staff will contact the parent/guardian to confirm approval.
  3. If the request is approved, the resident will be contacted to pick up an Underage Guest Pass from the Department of Residence Life and Housing.

4. No underage guests will be permitted to check into the residence halls without an Underage Guest Pass.
5. No requests will be considered for approval if they are submitted less than two (2) business days in advance.
6. Guests under the age of eighteen are not permitted to stay longer than forty- eight (48) hours. An exception may be granted by the Department of Residence Life and Housing if there is a special event on campus.
7. Failure to obtain an underage guest pass prior to the underage guest's arrival may result in formal documentation and conduct proceedings.

## **20. Harassment**

1. You may not display behavior directed to another person including but not limited to, stalking, physical force, or violence. You may not interfere with another person's personal safety, academic studies, employment, or participation in residence life events. This includes any behavior that causes another person to have a reasonable apprehension that such harm may occur. This behavior includes but is not limited to behaviors targeting a person's race, color, national origin, relation, gender, sexual orientation, age veteran status, political affiliation, or disability.

## **21. Identification**

1. You must have your Cleveland State University Viking Card with you at all times in the residence hall. You are also required to scan your Viking Card each time you pass the community desk in your residence hall. You may not give your Viking Card to another person to gain access to the residence halls. If you do

not have your Viking Card, you will be escorted to your room by a Residence Life staff member and must produce your Viking Card upon arrival. There is a five dollar (\$5.00) fee assessed per incident.

## **22. Inappropriate Behavior**

1. Your behavior or actions may not unreasonably disrupt the standard of community living established by the Department of Residence Life and Housing. Prohibited behavior includes but is not limited to the following:
2. Calls or requests to follow residents and/or staff are prohibited by any and all Cleveland State University policies, or by local, state, or federal law.
3. Disorderly conduct that is disruptive, or may cause personal or physical injury to yourself or others, including but not limited to physical altercations, bouncing balls on the floor/hallways, preventing others from studying or sleeping, water or shaving cream fights, playing indoor/outdoor sports (including skateboarding, rollerblading, riding bikes, scooters, throwing Frisbees, etc.)
4. Attire or lack thereof which exposes breasts and/or genitals.
5. Engaging in theft and/or knowingly possessing stolen property.

## **23. Items Displayed**

1. You are not permitted to display any item on your room door or main unit door (a door that faces the hallway) which includes obscenity or which violates Residence Life's **harassment** policy (See **Harassment**). Please refer to the fire safety and door policies for what items are permitted on your

door. No items, signs, window clings, sticky notes, or posters may be displayed in or on the residential windows in such a way that they are visible from outside the building, and should not hinder the view of emergency personnel in identifying the source of a fire.

#### **24. Keys**

1. You assume complete responsibility for the keys issued to you by the Department of Residence Life and Housing until you return them when you vacate your room. You may not duplicate any key. You may not give your keys to another person to gain access to the residence halls. (See: [Lost Keys/Lockouts](#).)

#### **25. Mailbox & CSU E-Mail**

1. You are required to check your resident mailbox and your CSU email daily when classes are in session.

#### **26. Noise & Quiet**

1. You and all other residents are entitled to quiet whenever you/they request it. Courtesy hours exist on all floors twenty-four (24) hours a day, seven (7) days a week. Excessive noise is always prohibited. Quiet hours are enforced from 10:00 pm until 8:00 am Sunday through Thursday nights, and 12:00 am until 8:00 am Friday and Saturday nights. Quiet hours are established to provide all residents with a quiet place to sleep or study free from loud distractions. Any loud music, parties, or other noises are prohibited during quiet hours. Residence Life staff are authorized to take reasonable action to curb excessive noise by persons or equipment.

2. During the exam weeks in the fall and spring semester, all residential floors are required to maintain twenty-four (24) hour quiet from 12:00 noon on the Sunday before exams through 12:00 noon on the Friday of exam week.

**27. No Modifications to Euclid Avenue Development Corporation Property**

1. You are not permitted to repair, replace, paint, or adjust any Euclid Avenue Development Corporation property, furniture, or equipment. If any repairs are required in your room, please put in a maintenance request at the Community Desk for your building.
2. No nails or permanent stickers may be used on the doors or walls. Please use masking tape or removable sticky sponge type substances (i.e., memo boards).

**28. “Persons Not Allowed” Status**

1. In cooperation with the Cleveland State University Police, The Department of Residence Life and Housing maintains a “Persons Not Allowed” list of individuals whose access privileges to a residence hall(s) and/or other campus building(s) have been revoked or suspended. For purposes of such revocation or suspension of access privileges, a residence hall is defined as the entire facility including public and common areas. Residents found knowingly bringing persons not allowed into the residence halls may judicial action.

**29. Pests**

1. The Department of Residence Life and Housing takes seriously any question or concern about an insect or other pest

infestations in the residence halls. The residence halls are treated monthly to reduce any instances a resident may encounter an insect or pest. However, this prevention works best when residents keep their living environments in good condition and free from any items that may create a favorable environment for insects or pests. Residents are encouraged to:

1. store food in an airtight, sealed container;
  2. take out their trash regularly;
  3. clean dishes rather than letting them sit in the sink;
  4. clean their bedroom and common spaces regularly.
2. In the event an encounter does occur residents should contact their RA or resident director immediately. Once a report is received:
1. Residence Life professional staff will provide the affected residents with information pertaining to inspection, treatment, and/or any further information as necessary.
  2. A professional exterminator will be contacted to complete an inspection of the resident's room including, their mattress, closet, cupboards, dresser, bathroom, etc. to ensure any and all sources of pests are located and identified. Once the inspection is completed the exterminator may recommend treatment as necessary.
  3. Residents should follow all directions from the exterminator to ensure a successful treatment.
3. If required as a result of the required treatment, the Department of Residence Life and Housing will work with the residents to provide temporary housing.

4. The professional exterminator may inspect the room again to check for any further treatments that may be needed.
  1. In the event the infestation is bed bugs:
5. Residents will be instructed to run their clothing, bedding, curtains, and any other fabric material through the dryer on the highest setting.
6. Residents will also be instructed to place all belongings in plastic bags and put the closed plastic bags on the non-carpeted area of their room.
7. Residents should not relocate themselves to a different room before completing any and all recommended steps by the professional exterminator as that could cause the insects to spread to the new room.
8. Costs for treatment of the room will be charged to the affected residents' student accounts.
9. The above information is for residents' awareness only and should not be taken as official steps required in the event of an insect or other pest infestation. Formal information will be provided to the resident after the recommendation of the professional exterminator. If it is determined that a resident's action or behavior has caused the infestation, the cost of treatment will be charged to the resident's student account.

### **30. Pets**

1. You are not permitted to have a pet in your room, except for fish in a single aquarium with a capacity of no more than ten (10) gallons. Only one such aquarium is permitted in each room regardless of the number of individuals assigned to the room.

You are required to unplug any and all electrical aquarium accessories during times that the residence hall is closed and/or during break periods when you have not been granted permission to reside during a break period. Residence life staff are not responsible for caring for fish left in a unit during a break period. (See: [Animals](#))

### **31. Photographic & Recording Equipment**

1. You are permitted to possess and use photographic and recording equipment with the following limitations:
  1. Video, photographic, listening devices, and recording equipment should be used only for academic purposes.
  2. Unauthorized use of video, photographic, listening devices, and recording equipment (including, but not limited to, web cameras, camera phones, and tape recorders) in common areas (including, but not limited to hallways, lounges, and stairwells) is prohibited.
  3. Video, photographic, listening devices, and recording equipment may be used within your own room only with the verbal consent of all residents and/or guests present in the room.
  4. Photographic and recording equipment in a room may not be used to view, eavesdrop, broadcast, or record any material from common areas without the verbal consent of all students, staff, and guests present in the common area.
  5. Department of Residence Life and Housing, in its sole discretion, reserves the right to authorize the use of such equipment in a manner permitted by applicable laws when

necessary or advantageous to enhance community responsibility and to maintain safety and security.

### **32. Prohibited Items**

1. You may bring personal items to your residence hall room, provided that such items do not endanger resident safety, restrict reasonable freedom of movement within a room's shared living space, and do not violate the policies below. The Residence Life staff is authorized by Euclid Avenue Development Corporation to confiscate any prohibited items and to hold those item(s) in the Department of Residence Life and Housing until you can make arrangements to remove it from the residence hall – or until check out.

#### **2. Electrical Appliances**

1. You must operate all appliances in a safe manner at all times. Appliance use which results in the sounding of the smoke alarm or fire alarm will be considered to be unsafe.

##### **1. Permitted Items**

1. All electrical appliances in use in the residence hall must have the Underwriter's Laboratory (UL) approval.

2. You may possess and use a refrigerator with a capacity not to exceed five (5) amps, and no taller than three (3) feet in height. For those rooms without a kitchenette, you may possess and use a small microwave oven with no more than nine hundred (900) watts.

##### **2. Prohibited Items**

1. Space Heater(s)
2. You cannot possess extension cords and/or use them as permanent wiring
3. Outlet splitters
4. Any appliances with open heating elements (i.e., hot plates, toasters, toaster ovens, deep fryers, air fryers, electric skillets, indoor grills, waffle makers, coffee pots without auto shut off, etc.) as they pose a fire hazard
5. Hoverboards, Segways, IO Hawks, Skywalkers, similar devices are not permitted in the residence halls.
6. Any other electric scooters (such as Lime)

### 3. **Fire Safety** (for more detailed policies, see Fire Safety)

#### 1. Prohibited Items

1. You may not possess or use a Halogen lamp or Halogen light bulbs (including Lava Lamps) as they are a fire hazard.
2. Do not possess or burn candles, incense, kerosene lamps, lighter fluid, propane, or charcoal.
3. No living holiday decorations such as pine trees, wreaths, garland
4. Pumpkins, squash, or other food-based decoration must remain inside the unit and disposed of properly after use. No flames (candles or otherwise) are permitted.
5. Do not store or possess materials hazardous to the health and safety of residents in residence halls

including, but not limited to, chemicals, gasoline, kerosene, charcoal, lighter fluid, and containers that have been used for storing gasoline.

#### **4. Firearms & Weapons** (for more detailed policies, see Firearms & Weapons)

##### 1. Prohibited Items

1. Including, but not limited to: bows and arrows, slingshots, darts, knives, BB guns or pistols, Nerf guns, flare guns, air pistols, stun guns, rifles, other firearms, and martial arts implements and equipment.
2. You may not possess any look-alike or prop weapons
3. You may not possess or use any explosive device of any type, including, but not limited to, firecrackers, fireworks, cherry bombs, and bottle rockets.

#### **5. Room & Décor**

##### 1. Prohibited Items

1. Empty alcohol containers used as decoration or display (See: [Alcohol Policy](#).)
2. No nails or permanent stickers may be used on the doors or walls. Please use masking tape or removable sticky sponge type substances (i.e., memo boards).
3. Free weights over 10LBS of the total weight
4. Waterbeds

#### **33. Repetition of Policy Violations**

1. Multiple violations of the same residence hall policy may result in more severe sanctions being imposed.

#### **34. Responsibility**

1. You assume full responsibility for your actions and your property.

### **35. Roofs & Ledges**

1. You and your guest(s) are not permitted on any of the roofs, window sills, and ledges of any residence hall. No items may be placed on roofs, window sills, and/or ledges. The Residence Life staff is authorized to assess a twenty-five dollar (\$25.00) fine for each item found on a roof, window sill, or ledge, and may also submit an incident report for possible judicial action.

### **36. Room or Roommate Changes**

1. You are not permitted to effect a change in room or bed assignment or roommates without the prior written approval of the Department of Residence Life and Housing. You are also prohibited from occupying all or part of any vacant bed space within your unit. Please refer to the terms of the Cleveland State University Residence Hall contract. (See: [Room and Roommate Changes](#))

### **37. Room Capacity**

1. No more than eight (8) persons may be present in a residence hall room at any time.

### **38. Sales & Solicitation**

1. Sales and solicitation activities by individuals or organizations external to Cleveland State University are prohibited in the residence halls. Recognized student organizations, academic departments, or administrative units affiliated with Cleveland State University may host information tables in the lobbies of

the residence halls with prior written permission from the Department of Residence Life and Housing. Door-to-door solicitation efforts by individuals or organizations external to Cleveland State University are prohibited.

2. Bulletin boards located in the residence halls may be used by recognized student organizations, academic departments, or administrative units affiliated with Cleveland State University to advertise events or recruit members. Recognized CSU groups should contact the Department of Residence Life and Housing for access to these bulletin boards.
3. Residents are not permitted to operate a business from their residence hall room or from any of the common areas within the residence halls.
4. Individuals or groups who wish to distribute questionnaires or undertake other research projects involving residents or staff must contact the Department of Residence Life and Housing in writing for prior written permission. Requests should be made at least two (2) weeks before the project is scheduled to begin. Permission will be granted on the basis of whether the distribution interferes with the operation of the residence halls. Only research that has been approved by the Institutional Review Board (IRB), or is not required to be approved by the IRB, may be conducted in the residence halls.

### **39. Smoking**

1. Smoking or tobacco use of any kind is prohibited in or around all residence halls. This policy is in accordance with the University's Tobacco-Free Campus policy. The use of electronic

cigarettes (whether they contain tobacco or not) and vape pens are also prohibited.

#### **40. Student Status**

1. You must be an active Cleveland State University student and enrolled in a minimum of six credit hours for the academic term(s) which are incorporated into your contract period. Further, you must be actively participating in said courses (e.g. attending class) to be considered an active student for purposes of the Department of Residence Life and Housing.

#### **41. Unauthorized Access**

1. Residents may access only the apartment/suite for which they are assigned and are permitted only in common areas such as the hallway, lounges, game rooms, community kitchens (Fenn Tower), laundry rooms, etc. Residents may not enter any other space whether or not it is marked as "Private."
2. Residents may not access the residence halls outside of the dates and times permitted within their individual housing contracts. If a resident requires access to or accommodation in the residence halls outside of the dates listed in their housing contract, the resident must request accommodation through a Break Housing Application or contact the Department of Residence Life and Housing to request an escort to your room during break periods.

#### **42. Vending & Laundry Machines**

1. You are not permitted to tamper with or damage any coin-operated, or similar, machine. You are also not permitted to sit on any of these machines.

#### **43. Windows**

1. You may not loosen or remove the stops or seals on your room windows or windows in common or public areas. You may not remove the screen(s) from your window(s). The Residence Life staff is authorized to assess a one hundred dollar (\$100.00) fine in addition to judicial action if it is determined you are responsible for such action.
2. You are not permitted to project, throw, or otherwise cause any objects to exit a window located in the residence hall. The Residence Life staff is authorized to assess a one thousand dollar (\$1,000.00) fine in addition to judicial action if it is determined you are responsible for such action.

### **Future Changes, Amendments, & Modifications**

The Department of Residence Life and Housing and the Euclid Avenue Development Corporation, in their sole discretion, reserve the right to change, amend, or modify any of this information. New residence hall judicial policies will be implemented after reasonable notice to residents. Reasonable notice shall be served upon the distribution of printed material in residence hall mailboxes or delivery to residents' CSU email address.

### **RESIDENTIAL FINES & FEES**

- Failure to Complete Judicial Sanctions - \$50.00
- Failure to Schedule or Attend Judicial Hearing - \$50.00
- Failure to Evacuate During Fire Alarm/Emergency - \$100.00
- Fire Safety Fine (depending on offense) - \$25.00 - \$200.00
  - Tampering with Smoke Detector - \$50.00
- Improper Checkout - \$100.00
- Lockout/Forgotten ID - \$25.00
- Lost Mailbox Key Replacement - \$25.00
- Lost Room Key Replacement - \$25.00
- Lost Key Fob Replacement - \$150.00
- No Entry Door Violation - \$50.00 (per offense)
- Roofs & Ledges Violation - \$100.00
- Throwing Items Out Window(s) - \$1,000.00
- Unauthorized Access
  - Guest - First offense warning and/or \$50.00 fine, additional offenses will result in loss guest privileges and/or guest will be added to PNA list. Continual offenses may result in cancellation of your housing contract.
  - Unauthorized co-habitant - \$150.00
  - Loaning keys to unauthorized holder - \$25.00 - \$75.00 per offense
- Unauthorized Room Change - \$500.00
- Unauthorized Use of Furniture - \$25.00 per piece plus any associated damages
- Unexcused Absence for Mandatory Meeting - \$25.00
- Smoking- Conduct Meeting & \$150.00 fine per offense

- Trash - \$25.00 per bag, additional charges vary in occurrence of loose trash
- Noise Complaint - \$100.00 per verified incident
- Unauthorized Animal - \$250.00 - 48 hour timeline to remove animal from community

The Department of Residence Life and Housing reserves the right to change/alter additional charges and fees at their discretion.

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## **SECTION FOUR**

### **RESIDENCE LIFE JUDICIAL PROCEDURES**

Residents and their guests are responsible for knowing and adhering to the policies and procedures set forth in this Handbook, the Residence Hall contract, as well as the Cleveland State University Student Conduct Code. Alleged violations of this handbook and the Residence Hall contract will be investigated, reviewed, and adjudicated within the Residence Life Judicial System. In instances where there may also be a violation(s) of the Cleveland State University Student Conduct Code, the Department of Residence Life and Housing will file charges with the Office of Judicial Affairs, Department of Student Life, which is responsible for investigating and adjudicating such charges.

Only professional staff members of the Department of Residence Life and Housing will serve as administrative hearing officers and/or act upon appeal letters.

## Interim Sanctions

The imposition of an interim sanction is not a determination of responsibility and will not prejudice an individual's case before the appropriate judicial body.

An interim sanction is a temporary administrative action taken only under serious circumstances when time does not permit the regular hearing procedure, as outlined below, and immediate action is deemed necessary by the director of Residence Life or their designee. Interim sanctions are generally imposed when the director of Residence Life reasonably believes that failure to do so poses a substantial threat to normal residence hall functions and/or to the emotional or physical welfare of the student in question and/or to other persons.

A resident(s) observed or reported to be involved in a physical altercation in any way may be immediately removed from the residence hall for a three (3) day "cooling off" period at the discretion of the director of Residence Life. If a student is immediately removed from the residence hall because of such an incident, the Department of Residence Life and Housing can assist the student upon request from the student and make arrangements for accommodations at a local

hotel. Often it is possible to arrange for any such hotel charges to be placed on a student's CSU account.

## The Incident Report

The Residence Life judicial process is initiated by the completion of an incident report naming a person(s) who is allegedly in violation of a residence hall policy or provision of their Residence Life contract. Residence Life staff members are responsible for documenting situations that involve possible policy violations via an incident report. If a resident observes or otherwise becomes aware of a possible violation(s), the resident may submit a statement to the Resident Director who oversees the residence hall where the incident took place.

You may submit a statement by email. You are encouraged to consult with your RA or another member of the Residence Life staff if you need help writing your statement. Be sure to include only relevant facts and witness names and not hearsay or opinions in your statement. Be sure to submit your statement promptly so that Residence Life staff are able to follow up on the information contained in your statement.

## The Hearing Process

When a resident or guest violates a policy or procedure, the Department of Residence Life and Housing will process the incident report as follows:

1. The judicial hearing notice will be delivered via University email to the person(s) reported to be responsible for alleged violation(s) within three (3) business days of receipt of an incident report. This notice will also include the date and time of the hearing. In the case of a violation by a guest, the resident who had signed the guest in will be held accountable for the guest's behavior. The Cleveland State University Associate Athletic Director for Student Affairs will receive a copy of the notice if a student-athlete is involved.
2. If the person(s) reported being responsible for the alleged violation is unavailable for date and time of the hearing, they will have two (2) business days from the date said notice is received to contact the Department of Residence Life and Housing and reschedule a hearing on the matter.
3. The hearing is scheduled and held to afford the person(s) involved in the incident an opportunity to present information to the hearing officer as well as to provide information from any supporting witnesses.
4. Failure to schedule a hearing and/or failure to attend a scheduled hearing will result in the completion of the hearing and, as deemed appropriate, the rendering of a decision without the participation of the person(s) involved in the incident who did not attend the scheduled hearing, and the assessment of a fifty dollar (\$50.00)

fine. The person's absence may not be used as grounds for any future appeal of the decision rendered at the hearing.

5. The administrative hearing will be convened by a hearing officer, who is generally the resident director for the specific hall in which the alleged violation(s) was reported to occur, or their designee. The director of Residence Life, in their sole discretion, has the authority to assign a different professional staff person.

## The Judicial Decision

The person(s) reported to be responsible for the alleged violation(s) will receive written notification delivered by a Residence Life staff member and via University email inbox of the judicial decision within three (3) business days of the hearing or the expiration of the time frame in which to schedule such a hearing. This notification will document the judicial decision as to either finding the student "Not responsible" or "Responsible" for the alleged violation. If the hearing officer decides that an individual is "Not responsible," the matter is closed. (However, the hearing officer may require additional time if the case or investigation requires it. In this case, the hearing officer will notify the person(s) involved prior to the end of the third business day after the hearing or the expiration of the time frame in which to schedule such a hearing. The hearing officer will inform the person(s) involved of the additional time frame needed necessary to fully investigate any judicial case.)

If the hearing officer decides that an individual is “Responsible,” specific disciplinary sanctions will be documented and explained in the letter.

The decision letter’s delivery date will be the date it was emailed to the individual’s University email address.

## **Disciplinary Sanctions**

Disciplinary sanctions are intended to accomplish four (4) goals: 1) to take reasonable steps to ensure that the resident has learned the impact that individual behavior has on individual wellbeing as well as the residential community; 2) to take reasonable steps to ensure the resident does not repeat the behavior, 3) to take reasonable steps to restate the expectations for the resident related to residential living, and 4) to provide for restitution to Euclid Avenue Development Corporation or to individuals, as deemed appropriate.

The following disciplinary sanctions represent a standard recognized by the Department of Residence Life and Housing. Typically, one (1) or more sanctions may be imposed when a person is found responsible for a violation. Severe violations of policy and procedure may be grounds for removal from the residence halls; however, the emphasis is placed on ensuring that residents learn to make careful choices, take responsibility for their choices, and grow through their mistakes. Whenever feasible, disciplinary sanctions will be imposed for

a particular offense as established by previous decisions in similar cases; however, the specific circumstances of a particular case may result in different sanctions.

- A “Residential Written Warning” represents written notification of a violation and informs the resident that their continued misconduct will result in further disciplinary action. A Written Warning is formal and official documentation of a resident’s misconduct and is included in the resident’s judicial file.
- “Residential Educational Sanctions” may include, but are not limited to, posting quiet hour signs during finals weeks; writing a letter of apology; taking a fire safety quiz; creating a theme-based bulletin board display; entering into a behavioral contract; attending an alcohol awareness program; participating in a formal discussion or interview with a staff person; and/or completing an academically sound, original paper on a specific topic.
- “Residential Disciplinary Meeting” requires a resident to schedule and attend a session(s) with a qualified person(s) from a University department on the specific violations.
- “Residential Fine” requires payment of an amount established by the Department of Residence Life and Housing for violation of any stated residential policy or procedure. (See: [Residential Fines & Fees](#))
- “Residential Restitution” requires payment of an amount established by the Department of Residence Life and Housing for damage to and/or destruction of Euclid Avenue Development Corporation property or property of any person. The amount

established by the Department of Residence Life and Housing may include the actual cost of repair or replacement of such property including the administrative oversight of such work.

- “Residential Community Service/Work Assignment” requires a resident to complete a specified type of effort as well as the number of hours to be served under the supervision of a community agency, Cleveland State University department, or member of the Cleveland State University’s faculty or staff. The student will not be compensated for any Community Service/Work Assignment.
- “Residential Disciplinary Probation” is a specified period with a start date and end date during which the resident is not considered in “good standing” with the Department of Residence Life and Housing; the terms and conditions of residency may be altered, and any additional infraction may result in a suspension or revocation of residence hall privileges. As determined by the hearing officer, in their sole discretion, the duration of the probationary period and conditions imposed will be in direct proportion to the degree or nature of the violation(s).
- “Restriction of Privileges” may include but are not limited to the removal of guest privileges, prohibiting the use of community kitchens, or any other restriction deemed necessary for the given violation.
- “Room Transfer” is a mandatory room change within the residence hall or to another residence hall.
- “Residential Removal” is the suspension of residence hall privileges for a specified period of time or the permanent revocation of

residence hall privileges. Removal will result in the resident being placed on “Person Not Allowed” status (See: [Persons Not Allowed Status](#)).

## THE JUDICIAL APPEAL PROCESS

### New Evidence or Inconsistency Related to Procedures

The person(s) found to be responsible for a violation has the right to appeal any judicial decision based upon new evidence that was not known at the time of the administrative hearing or based on the alleged failure on the part of the hearing officer and/or the Department of Residence Life and Housing to adhere to the Residence Life Judicial Procedures.

All such appeals must be submitted in writing to the Associate Director of Residence Life on or before the end of the second (2nd) business day after the decision letter has been delivered. In order to exercise the right to such an appeal, the resident(s) involved is required to submit a detailed appeal in writing. The appeal must include the specific rationale for the appeal as well as any new evidence or documentation of an alleged inconsistency related to procedures.

Upon receipt of an appeal letter, the Department of Residence Life and Housing will acknowledge receipt of said appeal via resident mailbox

or email to campus account and will have five (5) business days in which to schedule and convene an appeal hearing. The appellant is expected to be cooperative in the scheduling process. The Associate Director of Residence Life or their designee will review each appeal letter received by the Department of Residence Life and Housing. The Associate Director of Residence Life may elect to act upon an appeal letter or identify a designee to act on their behalf. The individual acting upon the appeal letter may not have served as the hearing officer.

A decision by the Associate Director of Residence Life or their designee rendered in response to new evidence and/or an allegation of a failure to adhere to residential judicial procedures is a final decision.

## **Reasonable Standard of Fairness**

The resident(s) found to be responsible for a violation has the right to appeal any judicial decision based upon a failure by the Department of Residence Life and Housing or an individual member of the Residence Life staff to comply with a reasonable standard for fairness during the administrative hearing.

All such appeals should be submitted in writing to the Vice President of Student Affairs and Dean of Students before the end of the second (2nd) business day after the resident receives the decision letter.

In order to exercise the right to such an appeal, the resident(s) is required to submit a detailed appeal in writing. The appeal must include an explanation of the alleged failure to meet a reasonable standard for fairness and the name(s) and position(s) of the individual(s) responsible for the alleged failure. All supporting information should be attached to the appeal letter.

Upon receipt of an appeal letter, the Vice President of Student Affairs and Dean of Students will acknowledge receipt of said appeal and will have five (5) business days in which to respond to the content of the appeal. Responses may include a decision, a request for more information, or a notice of an appeal meeting. The appellant is expected to be cooperative in the scheduling process. A decision on such an appeal is a final decision.

## **THE UNIVERSITY JUDICIAL PROCESS**

When an incident report involves an alleged violation of University the Department of Residence Life and Housing may refer the matter to the Cleveland State University's judicial officer in the Office of Student Life. See the University's website for more information.

## **FUTURE CHANGES, AMENDMENTS, & MODIFICATIONS**

The Department of Residence Life and Housing and the Euclid Avenue Development Corporation, in their sole discretion, reserve the right to change, amend, or modify any of this information. New residence hall judicial policies will be implemented after reasonable notice to residents. Reasonable notice shall be served upon the distribution of printed material in residence hall mailboxes or delivery to residents' CSU email address.

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## **SECTION FIVE**

### **EMERGENCY EVACUATION INFORMATION**

The City of Cleveland, Cleveland State University, and the Department of Residence Life and Housing have worked together to develop evacuation plans in the remote chance of an emergency situation which requires evacuation. These plans will be activated in the event that the city orders its secondary evacuation zone to be evacuated (e.g., fire, weather, or other emergencies). The City of Cleveland may call for an evacuation of the city under either a precautionary basis or due to a disaster. The University intends to fully comply with any and all such directions. Please read the following carefully so you will have an awareness of the actions that need to be taken if an emergency situation occurs.

# In Advance of a City of Cleveland Evacuation, You Should...

- Become familiar with the city's evacuation plan.
- Pre-plan with other family members or friends how each will get home in the event of an evacuation.
- Plan and discuss secondary access numbers and meeting locations with your family members in the event that you are unable to contact each other using normal methods. You may wish to have an out-of-town friend or family member be the contact for your family to call in the event that local circuits are busy.

## Residence Hall Evacuation

- If your residence hall is evacuated, please observe the following:
- Do not panic, stay calm, and in control of your actions.
- Pack items you will need quickly.
- Follow directions of Residence Life staff.
- Let the Residence Life staff know if you are going home on your own, or going with your roommate, friend, coach, or family.  
Residents who have their own transportation may leave campus after reporting to a Residence Life staff member.
- Hotel accommodations may be made for temporarily housing residents who state they do not have other housing options. The cost of any transportation or housing provided will be the responsibility of the individual and not EADC.

- Watch the news for information to return to CSU

## In the event of a City of Cleveland Evacuation

- The city will notify CSU and the University will begin evacuating at once.
- Notice at the University will be initiated by the CSU Police Department.
- If evacuation by car is appropriate, only certain major arteries will be available to carry people out of the city. The arteries used are based on where your car is parked and where the disaster is located.
- Most likely the CSU campus will need to exit and drive to the east using Euclid, Chester, Prospect, Payne, or as directed by the Police or Safety Force members.
- Crosstown traffic will not be permitted, neither will access into the city.
- Inbound traffic will be restricted to emergency and mass transit.
- Mass transit will remain as operational as possible.
- In the event that vehicular evacuation is not possible, plans have been made to evacuate via a pedestrian method. You will be notified by CSU if this occurs.
- Several transit hubs have been selected just outside the downtown area, to which citizens can travel and access mass transit to outlying temporary shelters. The closest temporary shelter to CSU

is the Tri-C Metro campus. Upon arrival at the temporary shelters, citizens will be put aboard RTA buses to suburban malls.

## **OTHER EMERGENCY INFORMATION**

### **Active Shooter**

Residents should have a plan in place in the event an active shooter incident occurs on the campus or in the residence halls. More information and resources on what to do before, during, and after an incident can be found on the Cleveland State University's website [here](#).

### **CSU Alert**

CSU Alert is a campus-wide notification system that sends messages to student's email and cell phone (via SMS texts). Residents should verify their contact information via CampusNet and make sure it is up to date whenever there is a change in the information.

### **Elevator Emergencies**

If you are stuck in the elevator or if the elevator doors open and you are stuck between floors, DO NOT ATTEMPT TO CLIMB OUT OF THE ELEVATOR! The elevator may start to operate again and you could be seriously injured or killed. Follow directions as posted in each elevator. Use the emergency phone in the elevator to call for help and you will be directly connected to the CSU Police Department. Also, hold in the alarm button to notify staff that you are stuck. We will work as quickly as possible to get the elevator operational and to get you out.

## **Emergency and Crisis Response Card**

All residents must complete an emergency and crisis response card at check-in. Failure to complete the card in a thoughtful and timely manner may result in a fine or judicial action. The Department of Residence Life and Housing will use the card to help coordinate resident placement in an evacuation. By your responses, Residence Life staff will have a better idea of how many residents have prior alternate housing arrangements and how many residents will need housing in the event of an emergency evacuation.

## **Emergency Maintenance**

For emergency maintenance concerns, such as loss of electric power or extensive flooding, etc., immediately contact your residence hall community desk.

# Fire Procedures & Expectations

When you hear the fire alarm you should do the following:

- Touch your door and doorknob to see if it is hot.
- If not, immediately leave your room and walk to the nearest stairwell to exit the building, closing all doors behind you.
- If you cannot leave your room, remain calm. Place a wet towel under the door. Call 911 and notify the CSU Police Department of your situation. Wait patiently for assistance.

If you detect a fire and the fire alarm is not sounding you should do the following:

- Leave your room/area immediately closing all doors behind you and proceed to the nearest exit.
- Pull the manual fire alarm located near the stairwell exit and exit the building.
- Always know a second way out of the building in case the primary exit is blocked by smoke.
- Never wait for or use an elevator to evacuate.
- Tell a police officer or firefighter of any important information that you know (i.e.; physically challenged persons, location of fire, what is burning, etc.).

When an alarm goes off on your floor, it is very important that you take it seriously! You must vacate the building by leaving your floor via the stairwells nearest to you and exiting through the doors marked with

exit signs. All of the emergency exits will be open so that you can exit the building directly from the stairwell.

Look for Residence Life staff members to direct you once you are outside the building. The RA “on duty” or on-call professional staff is responsible for directing the staff and working with the fire and safety staff to inform residents when they may re-enter the building.

When the fire alarm sounds and/or you have been asked to leave the building for an emergency situation, you must comply. If a resident is able to leave but does not leave their room or the building during an alarm, judicial action will result in disciplinary sanctions and a fine of one hundred dollars (\$100.00).

## **Medical Emergency Procedure**

Call the CSU Police Department at [216-687-2020](tel:216-687-2020) immediately for a medical emergency. Do not call 911. After you contact the police, contact your residence hall community desk. A Residence Life staff member may be able to assist you until CSU Police arrive.

## **Meningitis**

College freshmen, and particularly those who live in residence halls, have a slightly increased risk of getting meningococcal disease. That is why both the Center for Disease Control and the American College

Health Association has recommended that college freshmen, especially those who live in residence halls, receive a vaccine. For more complete information or to schedule an appointment for the vaccine, contact CSU Health Services at [216-687-3649](tel:216-687-3649) or extension 3649 from any campus phone for the price and the availability of this vaccine.

## Safety Concepts to Keep in Mind

- Know your building's emergency procedures. They are critical to your safety!
- Always remain calm in an emergency.
- If an evacuation is ordered, use your pre-designated route for leaving the downtown area.
- If you cannot use your pre-designated route, heed all safety personnel instructions and/or follow the general flow of traffic.
- Pre-plan with other family members or friends how each will get home in the event of an evacuation.
- Plan and discuss secondary access numbers and meeting locations with your family members in the event that you are unable to contact each other using normal methods.

## Safety Escorts

The CSU Police Department provides safety escorts to and from any location on or near campus 24 hours per day seven days a week. Community Service Officers, wearing orange shirts or jackets, assist with safety escorts. Call 216-687-2020 or extension 2020 from any campus phone to request an escort.

## Severe Weather

There are three types of severe weather that typically occur in the Cleveland area. These include severe thunderstorms, tornadoes, and severe winter weather. In each case of severe weather, the National Weather Service will issue either a watch or a warning.

## Watch

A watch is used when the risk of hazardous weather has increased significantly, but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead-time so that those who need to set their plans in motion can do so.

## Warning

A warning is issued when hazardous weather is occurring, is imminent, or has a very high probability of occurring. A warning is used for

conditions posing a threat to life or property.

## General Guidelines for Severe Weather

- When a resident becomes aware of a watch or warning they should contact the community desk and provide them with this information.
- In the case of severe thunderstorm and tornado watches residents should seek shelter in areas which have no windows and are located on lower floors. Residents should avoid elevators and glass windows during severe weather.
- In the case of severe thunderstorm and tornado warnings, residents should seek shelter in the bathrooms and/or hallways. Room doors should be closed and residents should avoid the elevator lobby areas due to the glass windows.
- High winds from a tornado passing nearby can damage adjacent structures.
- Residents should use care when exiting the building if there is wind or water damage, or downed electrical lines.
- Winter storms can deliver large amounts of snow or ice in a short period of time affecting access to the residence halls and the safety of residents. Relatively high winds may accompany the storms. In the case of a winter storm warning, residents should develop personal plans for medication supply and access.

## Shelter-In-Place

There may be times when the concept of "shelter-in-place" may be used and people may be asked to remain in place and control their environment. Instructions for "shelter-in-place" will be given by safety forces members at the time of an emergency.

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## Section Six

*Terms of the 2022-2023 Cleveland State University Residence Hall Contract by and through Euclid Avenue Development Corporation*

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## Resident Handbook Index

- [General Information](#)
- [Residence Life Office Hours and Services](#)
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  - On-Call Staff
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- Residential Community Life
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  - Contract Termination
  - Damage to Resident Rooms
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  - Damage & Assessed Fees – Appeal Process
  - Emergency Accommodations
  - Lost Keys, Forgotten IDs, & Lock-Outs
  - Policy Compliance Inspection
  - Room and Roommate Change
  - Room Consolidation

- Residence Hall Policies
  - Alcoholic Beverages, Animals, Attendance,
  - Bicycles/Rollerblades/Skate Boards/Scooters/Hoverboards,
  - Cleanliness, Cohabitation, Common Areas,
  - Damages & Vandalism, Deliveries, Dining Service & Meal Plans, Doors, Drugs,
  - Elevator Use, Exercise Equipment,
  - Failure to Comply with Residence Life Staff, Fenn Tower Community Kitchens, Fire Safety, Firearms & Weapons, Furniture,
  - Guests & Visitation,
  - Harassment,
  - Identification, Inappropriate Behavior, Items Displayed,
  - Keys,
  - Mailbox & CSU E-Mail,
  - Noise & Quiet, No Modifications to Euclid Avenue Development Corporation Property,
  - “Persons Not Allowed” Status, Pests, Pets, Photographic & Recording Equipment, Prohibited Items,
  - Repetition of Policy Violations, Responsibility, Roofs & Ledges, Room or Roommate Changes, Room Capacity,
  - Sales & Solicitation, Smoking, Student Status, Unauthorized Access, Vending & Laundry Machines, & Windows
- Future Changes, Amendments, & Modifications
- Residential Fines & Fees
- Residence Life Judicial Procedures
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## We are CSU

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[DIRECTORY](#)

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## Student resources

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[MYCSU](#)

[CARE MANAGEMENT](#)

[DINING SERVICES](#)

[REPORT A CONCERN](#)

[RESIDENCE LIFE](#)

[STUDENT ADVISING](#)

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