EMERGENCY CONTACTS

If an emergency occurs in the residence halls, contact:

Sandburg or Purin Security  414-229-6123
RiverView Security  414-229-3595

If an emergency occurs on campus, contact:

UWM Police  414-229-9911

For mental health concerns or emergencies, contact:

Norris Health Center  414-229-4716

Hours
Monday-Thursday: 8am-4:45pm
Friday: 9am-4:45pm

Milwaukee County Crisis Line  414-257-7222
Suicide Prevention Lifeline  800-273-TALK (8255)
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All University Housing residents receive the Time Warner Cable standard package. The channel lineup is listed below:

2  TV Guide Network
3  TBS
4  WTMJ, NBC
5  WDJT, CBS
6  WITI, FOX
7  WMLW
8  C-SPAN 2
9  WGN
10  WMVS
11  Univision-TV
12  WISN
13  Educational Access
14  Public Access
15  WPXE
16  WMVT
17  ABC Family
18  The CW Network
19  METV
20  BET
21  WWRS
22  QVC
23  WWCY
24  mynetworkTV
25  Govt. Access
26  WE
27  Telemundo
28  The Golf Channel
29  ESPN-2
30  ESPN
31  Fox Sports World
32  TW Sports
33  TNT
34  USA Network
35  FX
36  Lifetime
37  HGTV
38  Travel Channel
39  History Channel
40  TLC
41  Discovery Channel
42  A & E
43  Animal Planet
44  CNN
45  Headline News
46  MSNBC
47  CNBC
48  Fox News Channel
49  truTV
50  VH1
51  Spike TV
52  MTV
53  Great American Country
54  Comedy Central
55  SCI FI
56  Nickelodeon
57  Cartoon Network
58  Disney Channel
59  AMC
60  TCM
61  TV Land
62  Hallmark Channel
63  Big Ten Network
64  The Weather Channel
65  Lifetime Movie Network
66  Discovery Health
67  Food TV
68  VERSUS
69  National Geographic
70  Bravo
71  Style
72  E!
73  Oxygen
75  HSN
75  PantherVision
96  MTVU
97  Campus Info. Channel
BILLS & PAYMENTS
All University Housing charges (room, meal plan, loft rental, etc) will be posted to your PAWS account. Bills will not be sent to you. You must view your charges at www.paws.uwm.edu. Online payment is available, or you can print your bill and submit a check with the payment coupon.
The Bursar's Office handles all of the billing for University Housing. If you have questions, contact them at (414) 229-4914.

CLEANING
Cleaning supplies can be checked out from the service desk. Cleaning kits include all-purpose cleaner, sponge, paper towels, and gloves. Vacuums, brooms, mops, and dustpans are also available.
The common areas in University Housing facilities (such as lounges, hallways, laundry facilities, stairwells, and elevators) are cleaned on a daily basis by the custodial staff.

COMPUTERS & INTERNET
Each room is equipped with high-speed internet access (one network connection for each resident). A computer lab operated by University Information and Technology Services is located on the second floor of the Sandburg Commons.

Computer Operations

Computer Operations provides full service in helping residents connect to ResNET, and assist with network issues. All computers are serviced on a first come first serve basis. For issues not related to ResNET, Computer Operations provides tools, CDs, documents, and other resources or help to get problems resolved quickly. For security purposes, UWM runs active scans to find servers, infected or compromised machines, and excessive bandwidth usage inside the residence halls. University Housing and Computer Operations reserves the right to remove network connectivity.

COMPUTERS & INTERNET
The Residence Halls Computer Network (ResNET) is the residents’ in-room connection to the Internet. It is available in all resident rooms, and is the gateway to campus resources and the Internet.

HARDWARE
In order to get connected, the following items are needed:

- A computer that has 512MB of memory
- Windows Vista/XP or MacOS 10.2 (Jaguar) or later
- An Ethernet card
- An Ethernet cable (Cat5, Cat5e, or Cat6)

BEFORE YOU CONNECT TO RESNET
There are a few things residents can do to help make the connection to ResNET easier:

- Get a free virus scanner
  Whether using Windows or MacOS, all University residents can install a full version of MacAfee VirusScan for free! This means residents don’t have to pay subscription fees or purchase a virus scanner – residents can download or get a Resource CD from a campus computer lab to install the software. http://www.security.uwm.edu

- Update computer operating system
  Windows: use the Windows Update link or go to http://windowsupdate.microsoft.com.
  MacOS: use the Software Update link in System Preferences or go to http://www.apple.com.

It is important that students patch their computers before connecting. Security and advanced updates will help ensure a smooth connection to ResNET.
• Protect your pc and your accounts with a good password
  A good password is one that cannot be easily guessed. Residents should have a good password assigned to the user account on their computer, especially if it is an administrator account!

• Use a firewall
  At a minimum, make sure the firewall included with your operating system is installed and active. Other third-party firewalls are also available via http://www.download.com.

• Install spyware removal and ad-detection software
  Computer Operations staff recommend using Malware Byes Anti-Malware on a weekly basis. This free tool can be acquired from http://www.download.com.

• Make sure your computer is not set up as a server

  • Turn off any file sharing functions or services related to sharing files or serving web pages.

• Bring all system cd-roms with your computer
  Residents should not leave home without the CDs that came with their computer! Many residents have to wait to go home and get these CDs or wait for the mail in order to fix their computers; residents should be prepared in case something happens to their computer. The two most important disks are the Windows Operating System CD and the Drivers CD – some computers will only have a Restore CD so bring that instead. Be prepared and don’t forget to backup your files on a regular schedule!

Any questions about ResNET, please call Computer Operations at (414) 229-4606 Monday through Friday, 8:00AM – 4:30PM. Residents can also send an email to res-help@uwm.edu for additional information. The Computer Operations website is located at www.aux.uwm.edu/compop and provides useful information for residents.

UNIVERSITY HOUSING CAMPUS RESIDENTIAL COMPUTER NETWORK RESNET USER AGREEMENT

I. HARDWARE
  The Residence Halls Computer Network (ResNET) is an extension of the academic environment at UWM. It is intended to be used for instructional and research purposes. University Housing is facilitating the connection of the residential rooms to the campus network and is not responsible for any service interruptions. The campus network availability may change without prior notice.

  All federal and state laws applicable to your computer usage will be enforced by University Housing. This includes (but is not limited to) violation of copyright laws (illegal software or media, unauthorized distribution of copyrighted files), hacking or otherwise obtaining or using unauthorized information, forged identity, and other malicious or unlawful activities. Violation of this policy will result in loss of connection and Contract Action.

II. POLICY
  1. Only UWM residents, faculty and staff are authorized to use the computer network at UWM. You may not permit anyone else to use your computer account.
  2. Harassing other users, stealing passwords and corrupting files will not be tolerated. Residents using this computer network from residence hall rooms will be held to the same behavior expectations as stated in the University Housing Rules and Regulations.
  3. All federal and state laws applicable to your computer usage will be enforced in University Housing. This includes (but is not limited to) violation of copyright laws (illegal software or media), hacking (obtaining or using unauthorized information), forged identity, and other types of malicious activity. Violation of this policy will result in loss of connection and Contract Action.
  4. Limited interactive game playing between nodes on the network is permitted; however, game playing is considered a wasteful use of resources so interactive game playing may be restricted as workloads on the network increase.
5. You are responsible for the security of your computer as well as protecting it from viruses and trojans. Residents can ensure security in ways that include (but are not limited to) using an up-to-date virus scanner, a firewall, patching the operating system, and using adware/spyware removal tools. Violation of this policy may result in loss of connection and Contract Action.

III. GUIDELINES

ResNET is intended to enhance your educational experience at UWM. Your network connection is a privilege, and improper use can result in the loss of connection. Your computer is your responsibility, and network use should comply with University Housing, UWM, local, state, and federal policies, regulations, and laws. ResNET is not an unlimited resource. It is in every resident’s best interest, especially during daylight hours, to limit large bandwidth activity. Transfers of large files during the day severely degrades network performance, and is best saved for evenings and weekends. Excessive use of the network bandwidth may result in loss of connection and Contract Action.

IV. PROHIBITED ACTIVITIES INCLUDE (but are not limited to):

1. You may not send or forward chain letters via email. If you receive one from off campus delete it. If it was sent to you from someone at UWM, forward it to help@uwm.edu for administrative action.
2. You may not post messages to large numbers of news groups. You may not post chain letters or money making schemes to any news group.
3. You may not run ROBOT programs for use with chat programs or muds.
4. You may not write, talk or send mail to anyone you do not know or have a legitimate reason to contact. Asking someone if they want to chat is not a legitimate reason to contact someone you don’t already know.
5. You may not attempt to break into any computers or use any other person’s computer account without their permission.
6. You may not attempt to forge mail messages, news postings or otherwise represent yourself as someone else.
7. You may not attempt to circumvent policies or network restrictions by reconfiguring your computer to unauthorized settings.
8. You may not extend the single network connection provided to you.
9. You may not set up a server of any kind using a port in the residence halls.

V. AUTOMATIC SANCTIONS TO RESNET AGREEMENT VIOLATIONS

a. Violation of copyright laws will result in loss of connection for 30 days. A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for 6 months.

b. Residents are responsible for the security of their computer as well as protecting it from viruses and Trojans. Violation of this policy may result in loss of connection (of 30 days) until computer is secured. A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for 6 months.
c. Circumvention of the ResNET registration system or extending the network connection provided will result in loss of connection for 30 days. A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for 6 months.

VI. SPECIAL NOTICE:

University Housing manages the network using technologies that include active monitoring and port scanning. All University records, including electronic files and e-mail may be subject to disclosure under the Wisconsin Public Records Law.


DINING/MEAL PLAN

Residents living in University Housing may make food purchases with their meal plan by using their Panther ID card. If a resident runs out of meal points, they may add more to their account online at www.managemyid.com. Additions can also be made at the Service Desks in $25 increments. A meal plan addition form will be submitted to University Housing, and residents will make the additional payment at the Cashiers Office (Mitchell 295). Residents can also add money to their meal plan and gold accounts by using cash value machines. Should there be a positive balance remaining on a meal plan at the end of the year, it will be credited to the resident’s account or refunded, less a $10 processing fee.
**DINING LOCATIONS**

**SANDBURG CAFETERIA**

This dining room is located on the second floor of the Sandburg Commons. There are a variety of menu options each day, including vegetarian selections. There is also a salad bar, made to order deli, cereal bar, smoothie bar, and fresh fruit bar. Residents who use their meal plan at the Sandburg Café will receive a 50% discount on the cash price.

**HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast: 6:45AM - 10:00AM</td>
<td>Continental Breakfast: 8:00AM - 9:30AM</td>
</tr>
<tr>
<td>Limited Service: 10:00AM - 10:30AM</td>
<td>Full Breakfast: 9:30AM - 2:00PM</td>
</tr>
<tr>
<td>Lunch: 10:30AM - 2:00PM</td>
<td>Lunch: 12:00PM - 2:00PM</td>
</tr>
<tr>
<td>Limited Service: 2:00PM - 4:30PM</td>
<td>Limited Service: 2:00PM - 4:30PM</td>
</tr>
<tr>
<td>Dinner: 4:30PM - 7:00PM</td>
<td>Dinner: 4:30PM - 7:00PM</td>
</tr>
</tbody>
</table>

**RIVERVIEW CAFETERIA**

This dining room is located on the second floor of RiverView Residence Hall. There are a variety of menu options each day, including vegetarian selections. There is also a salad bar, and fresh fruit bar. Residents who use their meal plan at the RiverView Café will receive a 50% discount on the cash price.

**HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Thursday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast: 7:00AM - 8:30AM</td>
<td>Brunch: 10:00AM - 1:00PM</td>
</tr>
<tr>
<td>Lunch: 11:00AM - 1:00PM</td>
<td>Dinner: 4:30PM - 7:00PM</td>
</tr>
<tr>
<td><strong>Nightowl:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Sunday-Thursday</strong></td>
<td>7:00PM - 11:00PM</td>
</tr>
<tr>
<td>Friday &amp; Saturday</td>
<td>7:00PM - 10:00PM</td>
</tr>
</tbody>
</table>

**Palm Gardens**

Palm Gardens is the late night restaurant located on the first floor of the Sandburg Commons. This restaurant has a grill, fast food line, salads, vegetables, and made to order deli sandwiches, and pizza. Residents who use their mean plan also receive a 50% discount on the cash price.

**HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Sunday - Thursday</th>
<th>Friday - Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00PM - 12:00AM</td>
<td>7:00PM - 10:00PM</td>
</tr>
</tbody>
</table>

**GRIND**

The Grind has two locations in University Housing. The Sandburg Grind is located on the first floor of the Commons, and the RiverView Grind is located in the floor breezeway. Each location serves a full menu of coffee drinks, with the addition of smoothies, and baked goods. Residents may use their meal plan at all Grind locations, but they will be charged the full cash price for all items.

**SANDBURG GRIND HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Thursday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30AM - 9:00PM</td>
<td>10:00AM - 6:00PM</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td></td>
</tr>
<tr>
<td>7:30PM - 4:00PM</td>
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</tbody>
</table>

**RIVERVIEW GRIND HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30AM - 6:00PM</td>
<td>10:00AM - 6:00PM</td>
</tr>
</tbody>
</table>

**CONVENIENCE STORES**

The Sandburg Emporium and the RiverView C-Store offer grab and go items, such as soda, candy, and pre-packaged foods. Residents may use their meal plan at these locations, but they will be charged the full cash price for all items.

**SANDBURG EMPORIUM HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Friday</th>
<th>Saturday - Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30AM - 12:00AM</td>
<td>12:00PM - 12:00AM</td>
</tr>
</tbody>
</table>

**RIVERVIEW C-STORE HOURS OF OPERATION**

<table>
<thead>
<tr>
<th>Monday - Thursday</th>
<th>Saturday</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00AM - 11:00PM</td>
<td>10:00AM - 10:00PM</td>
</tr>
<tr>
<td><strong>Friday</strong></td>
<td></td>
</tr>
<tr>
<td>Sunday</td>
<td></td>
</tr>
<tr>
<td>8:00AM - 10:00PM</td>
<td>10:00AM - 11:00PM</td>
</tr>
</tbody>
</table>
UNION RESTAURANTS
The resident meal plan also allows residents to purchase food at any other restaurant on campus. Residents may use their meal plan at these locations, but they will be charged the full cash price for all items. These venues have a variety of hours which can be found by checking the Restaurant Operations website: www.aux.uwm.edu/dining.

SPECIAL DIETS
The Restaurant Operations staff can assist residents by providing more information about the ingredients of menu items. Residents can contact the Residential Director of Restaurant Operations for details at 414-229-6307. Restaurant Operation menus are broad enough to accommodate most unique needs. Meatless entrees are included in the daily menu.

FITNESS CENTERS
The Green Room is University Housing’s largest fitness center, located in the Sandburg Commons. The Green Room provides aerobics classes (like yoga, kickboxing, and step aerobics), exercise equipment, and health and wellness programs for University Housing residents. An orientation session is required prior to using the facility. Residents may sign up for 30 minute periods to use the cardio machines within the facility. Residents may reserve the aerobics room for individual use.

The Green Room also provides programs to support the wellness of University Housing residents. Examples of such programs have included Salsa Dance Lessons, Walking and Running Clubs, and House Challenges. There are two fitness rooms in RiverView with cardio equipment for use by residents. They are located on the second and fifth floors.

FLICKS
Flicks is a student-operated second-run movie theater located in the Sandburg Commons. This facility shows movies 5 nights a week, and entrance is free for all University Housing residents and their registered guests. Flicks is equipped with a surround sound theater system, and provides various seating options.

_movie times:
Wednesday
9:00PM
Thursday-Sunday
7:30PM & 10:30PM
(movie times are subject to change.)

FURNISHINGS
University Housing provides the following furnishings for each resident:
• Bed
• Desk & Chair
• Mattress Pad
• Bookcase
• Wastebasket
• Pillow
• Chest of drawers/ Closet
• Carpeting (except Purin Hall)
• Blinds

HEAT
In Sandburg North, South, and West, resident room temperatures are set at an average 68 degrees Fahrenheit. If you leave your window open for an extended time you will not be able to recover the heat quickly. Plan on a one day delay to bring the room up to the regular temperature. To gain maximum heating in an individual room, turn the heat knob on the register and clear an air circulation path around the register. Keep furniture clear of the registers and windows and drapes closed.

The windows have been checked for proper weather-stripping insulation. If a draft develops, notify maintenance by means of a work order (completed online at www.universityhousing.uwm.edu/workorder).

Sandburg East Tower and RiverView residents have an adjustable heating/cooling unit in each room.

KITCHENS
Public kitchens are available for residents to use in Sandburg and RiverView. They include full-size refrigerators, stoves, ovens, and sinks. The Sandburg kitchen is located in room 110 of South Tower. The RiverView kitchen is on the second floor next to the cafeteria. The key to the kitchen can be checked out from the Service Desk in 2-hour increments. By checking out a key, a resident is responsible for turning off the oven, stove, and sink and cleaning the space. University Housing does not provide any cooking utensils, and residents may not store any items in the kitchen. Students that don’t clean properly will be assessed a cleaning fee.
LAUNDRY
University Housing provides various laundry facilities for residents to use. There are two laundry facilities located in Sandburg Halls: one on the G2 level of North Tower, and one on the Upper Level of East Tower. The laundry room in Purin Hall is in the basement on the north side of the building. In RiverView, the laundry room is on the second floor in the south wing. Each facility is equipped with washing machines, steam or electric dryers, folding tables, and a lounge area. All machines are operated with the UWM’s Gold Account. Residents can add money at to their Gold Account at cash value machines, the Service Desk, or online at www.managemyid.com.

LOFTS
Residents can request a loft from University Housing by completing an online work order. Loft rental is $100 per year. Any loft placed in a resident room must be one that has been rented from University Housing—homemade or purchased lofts are not allowed. University Housing lofts are not available for rental by residents of Purin Hall due to the ceiling height.

MAIL
Each resident of University Housing is assigned an individual mailbox to be used while residing in University Housing. U.S. mail is delivered Monday-Saturday and is usually sorted and put into mailboxes by University Housing staff no later than 5:00 P.M. daily. For residents living in Purin Hall, the U.S. Postal Service delivers mail directly to the residents’ mailboxes. Campus and University Housing mail is delivered Monday through Friday. Incomplete or incorrect addresses can lead to delays in delivery. Mail addressed to a “nickname” may delay delivery, or cause it to be returned to the sender. Name alteration with the intent to defraud is against U.S. postal service laws and is a felony. Mail is delivered throughout the entire academic year. Once a resident has vacated University Housing, first class mail will be forwarded to their forwarding address for one year and third class mail will be forwarded for three months. The U.S. Postal Service requires that mail to residents of University Housing be addressed correctly.

Note: The resident’s University Housing - designated mailbox is where all official University Housing correspondence will be sent. Each resident is responsible for checking his/her mailbox on a regular basis and expected to comply with all official written correspondence. Failure to check the mailbox or respond to correspondence therein does not relieve the resident of any responsibility.

PURIN
The following address is used for any resident living in Purin Hall.

Resident’s Name
2600 E. Kenwood Blvd. Box #P (Insert resident’s Box number)
Milwaukee, WI 53211

If packages too large to fit in the resident’s mailbox are sent to Purin Hall residents, they may need to retrieve the packages at the Shorewood Post Office located on the corners of Oakland Avenue and Capitol Drive. The following address is used for any resident living in Sandburg Halls:

RIVERVIEW
The following address is used for any resident living in RiverView Residence Hall.

Resident Name Box #R(Insert resident’s Box number)
2340 North Commerce St.
Milwaukee, WI 53212

If packages too large to fit in the resident’s mailbox are sent to residents living in RiverView Residence Hall, they will be held at the RiverView Service Desk, and the resident will receive a package notification in their University Housing mailbox.

SANDBURG
The following address is used for any resident living in the Sandburg Residence Halls.

Resident’s Name
3400 North Maryland Ave Box #S (Insert resident’s Box number)
Milwaukee, WI, 53211

If packages too large to fit in the resident’s mailbox are sent to residents living in Sandburg Halls, they will be held at the Sandburg Main Desk, and the resident will receive a package notification in their University Housing mailbox.
MAINTENANCE

For emergency repairs (such as broken windows, locks, or other urgent situations), the Service Desk should be contacted immediately. Residents will be charged for damages for which they are responsible or for potential charges incurred when maintenance responds to requests of a personal nature, such as retrieving a contact lens from a sink drain. Non-emergency repairs should be requested by logging on to the University Housing website at www.universityhousing.uwm.edu/workorder. Residents will be asked to enter information about the location of the repair, a brief description of the repair needed, and the resident’s contact information. This system will automatically update residents regarding the status of the repair. Most repairs are handled within two business days of the work order being submitted. When major repairs are required, or if a repair part is not readily available, the repair may take a longer time, and residents will be updated regarding the status. Maintenance personnel work between 7:30 A.M. and 4:00 P.M. on weekdays and may not always be able to arrive at hours most convenient to residents. Residents should cooperate fully with university personnel so repairs may be made as quickly as possible. Typically, maintenance personnel will enter residents’ rooms only after 9:00 A.M.

PARKING

SANDBURG

The Sandburg parking structure is managed by UWM Parking & Transit. Returning residents may purchase a permit for $500 per semester. First year students will not be allowed to buy a long-term permit for parking. To purchase a permit, visit the Parking & Transit Office.

Residents and guests can pay for hourly parking or buy a daily permit. All parking spots are metered and cost 80 cents per hour. The daily permit cost is $9.00. Permits can be purchased from the Sandburg Main Desk.

RIVERVIEW AND PURIN

A limited number of parking spaces are available for residents of RiverView and Purin. If you would like to apply for a parking spot, download the appropriate Parking Request Form from our website. Complete the form and return it to University Housing. Permits are $500 per semester.

Metered parking is not available for residents or guests in RiverView and Purin. Short-term parking is available on the surrounding streets. Make sure to follow the regulations posted on the street signs.

RA/CA ACTIVITIES

UW System Resolution 1.1e March 10, 2006

Resident Assistants (RAs) are expected to work with residents to create an open, inclusive, and supportive residential community. At the same time, because RAs are students themselves, they are encouraged to participate in campus activities and organizations. As such, RAs may participate in, organize, and lead any meetings or other activities, within their rooms, floors or residence halls, or anywhere else on campus, to the same extent as other students. However, they may not use their position to pressure, coerce or inappropriately influence residents to attend or participate.

Residents who feel that a RA has used their position to pressure, coerce or inappropriately influence them to attend or participate should share this concern (either in writing or in person) with the Residential Program staff member (RPM) who supervises that RA. The staff member will investigate the concern and respond appropriately.
**RECYCLING**

The State of Wisconsin and the University of Wisconsin-Milwaukee are dedicated to saving the environment through recycling. University Housing has developed a recycling program that allows for the collection and easy separation of recyclables from the general waste stream. We presently recycle within the four main categories:

- **Paper:** includes paper, newspapers, cardboard, container board, magazines.
- **Cans:** includes aluminum, steel and tin.
- **Glass:** includes brown, clear and green glass.
- **Plastics:** includes any plastic that has the recycling symbol and a number 1 or 2.

Recycling bins for paper and co-mingled recyclables are located in common areas, as well as each trash room.

**RECYCLING HELPFUL HINTS**

- Separate your recyclables from your general waste. Do not allow contamination of recyclables.
- Rinse out all cans, glass, and bottles. Remove metal caps, rings. Paper or plastic labels and rings do not need to be removed.
- Pizza boxes and plastic bags are not recyclable.
- Large items (boxes, cardboard, furniture) should be taken directly to the dumpsters.
- Only buy those items that are made from recyclable products and can be recycled again.

Residents are encouraged to help save the environment and assist in the recycling program.

**ROOM ASSIGNMENTS**

**ROOM ASSIGNMENT POLICIES**

Assignments are based upon date of application, resident preferences, and the availability of rooms. Whenever possible, residents are assigned in accordance with their stated preferences. Assignment depends upon the availability of a resident’s preference when the assignment is made. (Note: The inability of University Housing to honor resident preferences does not void a resident’s contract.)

**GENERAL PROCEDURES**

Once a resident checks into his/her room or apartment, any changes to his/her assignment must receive approval from the Assignments Coordinator (or representative). When a resident changes rooms, or leaves University Housing, he/she will receive specific guidelines from University Housing that explain the procedures needed to check out properly. However, in general, the following procedures apply any time a resident leaves his/her assigned space (whether to move to another space or to move out).

- **Residents are expected to:**
  - Move on the effective date agreed upon between resident and Assignment Coordinator.
  - Return room to its original condition
  - Clean resident’s portion of the room
  - Remove all personal belongings from room.
  - Return room key to the Sandburg Main Desk (for Sandburg and Purin residents) or to the RiverView Service Desk (for RiverView Residence Hall residents).

Daily room charges (pertaining to assigned room) will continue to accrue as long as a resident is in possession of their room key. Residents who do not follow these procedures (for example, residents who check-out improperly, change rooms without permission, etc.) will be assessed an administrative charge and may also be referred to the University Housing Resident Behavior Process. Residents also may be required to move back to the previously assigned room and may be denied approval to move to the new assignment.

**CHECK-IN/ CHECK-OUT FORMS**

Residents are provided a Check-in / Check-out form upon checking in. The form serves as the record of the room’s condition at the beginning of a resident’s occupancy. Residents are instructed to note any defects in the room, ceiling, and furnishings, and inventory the items provided.
Failure to return the form will mean that the condition of the room will be determined to be as it was at the end of the previous occupancy (as established by University Housing staff). The room’s condition will be checked and the condition of the furnishings evaluated upon checking out by University Housing staff. Damages or missing items not reflected on the form will result in a charge on the resident’s account for the costs of repair or replacement.

**ROOM CHANGE REQUESTS**

Typically, room changes are not offered during the first two weeks of the fall semester. After the second week, room changes are offered as spaces become available. During times when residents are assigned to temporary spaces (which often occurs in the fall), the first priority of University Housing is to provide those residents with a permanent room assignment. Residents interested in a room change should contact the Assignments Coordinator. If two residents are interested in “swapping” rooms with one another, both residents need to speak with the Assignments Coordinator (at the same time) in order to make such arrangements. Residents should never swap keys; instead, they should go together to speak to the Assignments Coordinator to complete the procedures for a room change.

**HALF-VACANT ROOMS**

If a resident’s roommate leaves during the course of the academic year, residents should plan on being assigned a new roommate, and must keep their belongings on one side of the room. Residents who attempt to discourage someone from moving in with them will be referred to the University Housing Resident Behavior Process.

**ROOM SELECTION FOR CONTINUING RESIDENTS**

Residents will have an opportunity in early spring to participate in the Self-Assignment Process for the upcoming academic year. Only residents who receive a housing contract (and who follow the guidelines for returning the contract) will be able to participate in Self-Assignment. Residents will receive information related to this process in early spring.

**Notice:** University Housing reserves the sole right to assign or reassign rooms.
- Checking out recreational equipment (basketballs, volleyballs, etc.).
- Coordinating vending machine refunds.
- Checking out tools and household needs (screwdrivers, ironing boards, irons, etc.).
- Selling parking permits for the parking garage (Sandburg only).
- Selling promotional items for UWM (sweatshirts, lanyards, water bottles, etc.).
- TTY capability to receive calls from hearing impaired residents and from people wishing to leave a message for a hearing impaired resident.

**STUDENT ORGANIZATIONS**

**STUDENT HOUSING ADMINISTRATIVE COUNCIL**

The Student Housing Administrative Council (SHAC) is the Residence Hall Association for UWM, a standing student government in charge of allocating funds, writing legislation and defending resident interests in on-campus housing. The Senate, made up of students from each building, has the power to create major change in the lives of residents every day.

Under state senate statute 36.09(5) students are guaranteed the primary say in policies concerning student life, services, and interests, which means the student voice must be heard.

Overseen by the Executive Board and University Housing Advisor, SHAC has many positions for any resident who wishes to get involved.

SHAC also sponsors events such as carnivals, entertainers, educational programs, and volunteer opportunities, plus other events for involved students, like retreats and trips to Residence Hall Conferences. SHAC provides fundraising services that parents can purchase for students, such as Finals packs, Valentines Day gift boxes and more. SHAC’s office is located in Sandburg C221, just south of the Sandburg Cafeteria, and can be reached at 414-229-6313.

**NATIONAL RESIDENCE HALL HONORARY (NRHH)**

The National Residence Hall Honorary (NRHH) UWM Panthers Chapter is a national organization, and considered an Honors Society. NRHH is founded on three principles: leadership, service, and recognition. An elected executive board and advisor provide guidance to NRHH. NRHH is open to all residents, and inducted members are considered the top one percent of resident leaders within the residence halls. NRHH participates in many service-based initiatives on campus and in the city, including: the Boys and Girls Club, the Hunger Clean Up, and the University Housing Charity Volleyball Tournament. NRHH also organizes service-based programs like the Super Bowl Party, Camp In Game Night, Lil’ Sibs Weekend and fundraising for the Make-A-Wish foundation, to name a few.

Residents are encouraged to get involved with NRHH. The NRHH office is located on the second floor (C221) of the Sandburg Commons. Residents can contact NRHH by phone at 414-229-6313.

**TELEPHONES**

Each lounge is equipped with one phone line shared between the members of the community. For on-campus calls, dial only the last four digits of the telephone number. For local calls, dial “9”, then the telephone number. For toll-free calls (“800-number” calls), dial “9”, then the area code and number. For toll calls, residents will need to use a calling card or other type of pre-paid card.
**TRANSPORTATION**

The University Housing shuttle service operates continuously between the UWM Kenwood Campus (Library on Hartford Ave), Kenilworth Square Apartments, and RiverView Residence Hall. Shuttle service is only available to University Housing residents and their guests. Have your UWM ID and room key or University Housing guest pass ready when you board the shuttle. University Housing employees may also use the shuttle during work hours. Shuttle schedules are available online: [www.universityhousing.uwm.edu/transportation](http://www.universityhousing.uwm.edu/transportation)

**ELEVATOR USE**

Elevators are programmed to provide the fastest possible service to the greatest number of residents. All of the elevators have posted maximum load limits, and it is expected (and strongly recommended) that residents obey these limits. In the event that an elevator entrapment does occur, each elevator is equipped with a phone that will directly call to University Housing staff members who will be dispatched to respond. Residents may be held financially responsible for damages if they are involved in the overloading or vandalism (e.g. jumping, graffiti, etc.) of an elevator.

**EMERGENCY EVACUATION FOR RESIDENTS WITH DISABILITIES**

When we are made aware of a resident who may be in need of special notification or assistance during emergency situations, University Housing staff members will attempt to check on those rooms and assist with the evacuation of those residents. If our staff is unable to assist, residents with disabilities are encouraged to go to the nearest emergency stairwell. Emergency stairwells are considered “designated areas of rescue assistance.” Emergency personnel will arrive at the stairwells and evacuate as needed.

Prior to an emergency, it is recommended that each person with any limitations to ask a friend or fellow student (in addition to University Housing staff) to provide assistance if an emergency develops. This “evacuation assistant” should be informed about what limitations you have and how he or she can best help you. With an evacuation assistant, going to an area of refuge away from obvious danger is another emergency plan option. The evacuation assistant will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

**SAFETY & SECURITY**

**FOR CAMPUS SAFETY INFORMATION, VISIT SAFE.UWM.EDU**

**MORE COMPREHENSIVE GUIDELINES FOR EVACUATION ARE LISTED DEPENDING UPON DIFFERENT TYPES OF DISABILITIES.**
MOBILITY IMPAIRED - WHEELCHAIR

Persons using wheelchairs should stay in place, or move to an area of refuge with their assistant when the alarm sounds. The evacuation assistant should then proceed to the evacuation assembly point outside the building and alert the Milwaukee Fire Department or University Police to the location of the person with a disability. If the person with a disability is alone, he or she should phone the University Police at (414) 229-9911 with their present location and the area of refuge they are headed to. We recommend you program this number into a cell phone prior to any emergencies, if possible. If the stair landing is chosen as the area of refuge, wheelchair users are advised to wait until the heavy traffic has passed before entering the stairway.

Stairway evacuation of wheelchair users should be conducted only by trained professionals or the Milwaukee Fire Department. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users.

MOBILITY IMPAIRED - NON WHEELCHAIR

University Housing facilities are equipped with fire alarm strobe lights. Persons with hearing loss may not hear audio emergency alarms and will need to be alerted of emergency situations. Emergency instructions can be given by writing a short explicit note to evacuate.

DEAF/HARD OF HEARING

Persons with mobility impairments who are able to walk independently may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (such as detectable smoke, fire or an unusual odor), the person with the disability may choose to stay in the building with the options listed above, until the emergency personnel arrive and determine if evacuation is necessary.

VISUALLY IMPAIRED

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuating. The assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation, the assistant should communicate as necessary to assure safe evacuation.

FIRE SAFETY

University Housing facilities utilize a variety of safety equipment to contribute to a safe environment. Fire extinguishers, smoke and heat detectors, sprinkler systems, pull stations, and fire doors are all in place to help ensure residents’ safety. Accidental or intentional setting of a fire, placing a false alarm, and/or tampering with fire fighting and detection equipment is considered a Serious Rule Violation and may result in immediate contract termination. University Housing prohibits the use of any item of a combustible nature that can be considered flammable, explosive, or with an exposed heating element or open flame. For a list of these items please see F1 Fire Safety in the Rules and Regulations portion of this handbook.

University Housing is required to test the alarm system in the residence halls every week. Each semester, a full evacuation fire drill will be conducted. University Housing will conduct a tornado drill a minimum of one time per year. Failure to evacuate the building when requested (both during a drill or an actual fire) may result in contract action and/or fines issued by the UWM Police.

PREVENTION

The actions of all residents are critical to creating and maintaining a safe community. To greatly reduce the chance of a fire, residents should:

- Use only University Housing approved appliances.
- Use extension cords and electrical strips appropriately. Residents should avoid running electrical cords under carpeting or in areas where cords can be stepped on and easily damaged and should not overload electrical strips or connect consecutive strips together.
- Use surge protectors with their own built-in fuse.
PREVENTION

In the event that an alarm is activated, the fire alarm will sound and the strobe lights will flash. Sandburg and RiverView Halls are each equipped with a public address system, and University Housing staff will provide instructions for the residents to follow in response to the fire alarm. Residents should assume each alarm is genuine and respond according to directions given over the public address system. If the alarm is determined to be a false alarm, an “all clear” will be issued over the public address system. In the event of an actual fire emergency, residents will be instructed over the public address system to evacuate the building immediately. During an evacuation, residents must:

- Immediately evacuate the building using the nearest stairwell. There are two stairwells in each tower.
- If smoke or fumes are coming up the stairwell, a different stairwell should be used.
- Do not use the elevators. Depending on what activates the fire alarm, the elevators may go to the first floor and remain there.
- Once residents have exited the building, they must move as far away as possible from the building to allow fire fighters access to the building.

Residents failing to leave the building during an evacuation will be referred to the UWM Police for possible legal action along with potential Contract Action with University Housing. University Housing Staff will make clear announcements when the fire emergency has been resolved, and inform residents when it is safe to return to the building.

Purin Hall is equipped with smoke detectors and a building fire alarm system. There is no public address system in Purin. Every fire alarm is to be treated as an actual fire, and residents must evacuate the building immediately. University Housing staff and UWM Police will respond and notify evacuated residents when it is safe to return to the building.

KEYS

From the moment a resident picks up a room key until the time it is returned, the resident to whom the key was issued is responsible for the key, the room, and its contents, as well as any charges for damages.

Residents must keep possession of the room key during the contract period and may not lend the key to anyone for any reason. Keys may not be altered or duplicated. If a resident is locked out of his/her suite or room, he/she may call the service desk and the security staff will provide access (after asking for an ID). After a third key-in, a lock-change will be done for the suite, and a $50 lock-change fee will be assessed to the resident's account (This cost may increase for additional key-ins after the first three). If a key is lost, a temporary key will be issued and a lock change will be done as soon as possible. The resident will be charged $50, regardless of whether the key is found later.

MENINGITIS

In recent years, health officials have noticed a steady increase of Meningitis cases in college residents, especially those living on campus. It is believed that living in close quarters may put college residents at greater risk, since the disease bacteria is spread through the sharing of eating utensils, glasses, kissing, coughing. The American College Health Association has recommended that residents consider vaccination to reduce their risk of contracting Meningitis. The UWM Norris Health Center offers meningococcal vaccination, and can be reached at 414-229-4716.

NEIGHBORHOOD CONDUCT AND CIVIC RESPONSIBILITY

Part of being a UW–Milwaukee student and a resident of University Housing is learning about civic responsibility and being a good neighbor. When you head out into the surrounding neighborhoods please remember that there are neighbors of all different walks of life – not just students. These neighbors are also part of the university community and they have a large stake in everyone's wellbeing. Most students contribute positively to the surrounding community and we applaud their efforts. We encourage you to greet neighbors when you see them and remember to appreciate and respect all community lifestyles. Be aware of your noise levels and make sure to pick up trash and garbage. Also, try to avoid walking alone and walk in well-lit areas – you are the best advocate for your own safety. Enjoy the Panther Pride in the community!
PERSONAL BELONGINGS

UWM University Housing is not liable for personal property that is lost, stolen, or damaged, nor is it insured to cover such losses. If students desire insurance coverage, they should consult with their family and/or insurance provider. The best guard against property loss from a resident's room is a locked door (whether the resident is present or not). Residents are encouraged to report any theft or suspicious activity to the UWM Police.

PARENTAL NOTIFICATION

Like many colleges and universities across the United States, the University of Wisconsin-Milwaukee is very concerned about students' use and abuse of alcohol and other drugs. Federal laws governing the privacy of student records, the Family Educational Rights and Privacy Act (FERPA), permits colleges and universities to inform the family of a student under 21 years of age when their student has been found in violation of university alcohol or drug rules and/or in the case of a health or safety emergency. A member of the Residential Programs professional staff will notify the family of a student under 21 years of age:

1. By a phone call, if that resident is transported to an emergency medical treatment center for drug use or intoxication or if a person's health and safety is at serious risk, staff will contact the person the student listed as an emergency contact at the time the student is transported.

2. In writing, if the University determines that the resident has committed a serious violation of alcohol or drug policies. (This letter will be sent within several business days of the determination that the student violated University Housing or UWM alcohol or drug policies. Some policy violations that are considered less serious—for example, a person's first time in a room where an empty beer can has been found—may not result in a notification letter being sent.)

POLICE (9-911)

The UWM Police Department is located in Sandburg Halls at the base of West Tower. They will frequently assist University Housing staff in responding to resident concerns and emergencies. Moreover, the UWM Police Department provides University Housing staff and residents with programs and services, including:

- Campus lost and found
- Non-violent crisis intervention training
- Sexual assault prevention/personal safety classes
- OC spray (Pepper spray) training
- Security surveys
- Operation Identification (an engraver available to mark property)
- Bicycle Registration and Recovery

For non-emergency service dial: 414-229-4627.
For emergency service dial: 414-229-9911 (on campus phones 9-911).

SECURITY

In order to facilitate a safe, comfortable environment conducive to academic study and personal growth, University Housing provides the following services to help residents and their guests make themselves secure:

Security Monitors are located at the Main Entrance to Sandburg and RiverView Halls. Between the hours of 5PM and 7AM, residents are required to carry a UWM ID to gain access into the residence halls (hours are subject to change). Residents are required to register guests, remain with their guests at all times, and be responsible for the actions of their guests. (See G2 Guests in the Rules and Regulations portion of this handbook.)

Security personnel and Resident Assistants are present throughout the residence halls 24 hours a day to meet the needs of residents. To contact security, call the Sandburg Main Desk: 414-229-6123 or the RiverView Service Desk: 414-229-3595. Purin residents should contact the Sandburg Main Desk if they need security staff assistance.

Deadbolt locks are installed on both room and suite doors. Residents are strongly encouraged to lock their doors at all times.

Special note to PURIN RESIDENTS: There are no monitors at entrances to Purin. Lobby doors remain locked 24 hours a day. Residents should not allow strangers to follow them into the building. The intercom
system in each apartment allows residents to check who is visiting. Residents must not prop open the front or back door.

TORNADO WARNINGS
In the event a Tornado Warning is issued for the surrounding area, University Housing staff will make an announcement over the public address system alerting residents to the situation. Residents of Sandburg will be asked to move to the floor lounges located in the center of the towers. All Sandburg commons and dining facilities will be closed immediately, and residents and staff will be asked to move into the towers. RiverView residents should go to the interior bathroom/entry area of their suite or to the second floor laundry room. University Housing staff will issue an all clear when the Tornado Warning expires.

Purin residents will be notified of the warning status if a staff member is present during the time the warning is made known. Regardless, residents should be vigilant of severe weather and react accordingly. In the event of severe weather, Purin residents should stay away from windows and move to the parking garage.

RULES & REGULATIONS

The University Housing Resident Behavior Process is a part of community development within the residence halls and apartments at UWM. Members of a community have both rights and responsibilities. Inherent to the success of the University Housing Resident Behavior Process is an awareness of all residents of the need to acknowledge their responsibility for their behavior and how it affects the community in which they live. Primary emphasis is placed on the educational and developmental progress of the resident and is part of the educational mission of the University. Increased understanding of self and others has the strongest potential for educational impact. This process is designed, in part, to determine responsibility or lack thereof, for violations of the University Housing Rules and Regulations—not guilt or innocence relative to criminal matters. The University Housing Resident Behavior Process is not equivalent to, nor does it conform to criminal law processes. The University Housing Resident Behavior Process is informal in nature so as to provide substantial justice, fair proceedings, and educational and developmental outcomes. It is not bound by legal jargon, court-like proceedings, or legal definition. The technical rules of evidence applicable in civil and criminal cases do not apply.

RESIDENT DUE PROCESS RIGHTS
In all University Housing Resident Behavior matters, residents have the due process rights to:

- A presumption of innocence, unless responsibility can be established by preponderance of evidence
- A behavior meeting with a Residential Program Manager (or relevant administrator) within a timely manner
- Review the written report that describes allegations of the policy violation
- Present evidence and witnesses
- Be notified of the decision resulting from the behavior meeting
- Request an appeal
HOW THE BEHAVIOR PROCESS WORKS

When a hall staff member, resident, or any person observes or is made aware of what they believe is a violation of University Housing policy occurring in University Housing facilities or a University Housing sponsored event, he/she is asked to provide information for or to complete an Incident Reports (IR) describing the alleged violation. If involved, University Housing staff members will identify themselves, request identification from all participants, communicate what policy/policies have allegedly been violated, and ensure that inappropriate behavior has ceased. The Residential Program Manager (or relevant administrator) will review the IR within a timely manner, and decide upon appropriate action.

OPTION 1:
A meeting is deemed necessary to discuss an incident. The RPM (or relevant administrator) determines that the situation, as documented in the IR, warrants a meeting with the resident. A letter (containing information regarding the alleged policy violation) is generated and delivered to the resident’s University Housing designated mailbox, outlining the procedures for scheduling a meeting to discuss the matter (residents must schedule this meeting within two business days of the letter being printed and placed in the mailbox).

When appropriate, University Housing may also refer residents to the Community Review Board (which consists of University Housing residents). The Community Review Board (CRB) consists of residents of University Housing, whose role is to: Uphold community standards and University Housing policies, increase basic participatory skills of students, develop in students an understanding of community living, democratic values and social responsibility.

All members receive training and are prepared to effectively facilitate meetings, mediate conflicts, and make fair decisions. The CRB only conducts meetings are related to possible community violations (i.e. vandalism, violations, guests, pets, sports, smoking, and noise). The Community Review Board will not conduct meetings that are related in any way to: alcohol, drug, harassment, domestic violence, harm to self, sexual misconduct, Serious Rule Violations and weapons.

OPTION 2:
A meeting is not deemed necessary, but action is required of the resident. There are certain incidents where it is clear (based on the documentation) that a resident violated a policy or was present during a policy violation, but that the policy is one that is relatively minor and the sanction assigned is minor in nature (and does not involve Contract Action). In those instances, the Residential Program Manager (or relevant administrator) may assign an automatic sanction based solely on the information provided within an Incident Report.

In cases where an automatic sanction is required, instructions for completing the sanction and the possible consequences for not complying with the items required will be included in a letter generated and delivered to the resident’s University Housing designated mailbox.

As a matter of due process, residents have a right to speak with a Residential Program Manager (or relevant administrator) about an incident at any point, and are encouraged to do so if they feel they were assigned an automatic sanction without cause.

OPTION 3:
A meeting is not deemed necessary and no further action needs to be taken on the part of the resident.

The RPM (or relevant administrator) determines that the situation, as documented in the IR, does not warrant a meeting with the resident. A letter is generated and delivered to the resident’s University Housing designated mailbox, explaining general information about the incident and the Behavior Process.

DURING A BEHAVIOR MEETING
During a behavior meeting the resident will have the opportunity to:
• Hear the specific allegations and review the Incident Report(s).
• Present a description of the incident in question and supply additional information.
• Ask questions relevant to the incident and/or Behavior Process.

The University Housing administrator will determine the resident’s involvement based on the Incident Reports, relevant information from the behavior meeting, and, if needed, the outcome of any further investigation.
AFTER THE BEHAVIOR MEETING
The resident will receive a letter that will contain:
- The specific policy/policies from the Rules and Regulations that were violated.
- Any behavioral sanctions issued in response to the violation(s) of the Rules and Regulations.
- Instructions regarding how to appeal any University Housing sanctions and the deadline for filing an appeal.

All documentation (IRs, copies of letters, etc.) related to a resident’s involvement in the Behavior Process is kept in the resident’s behavior file in University Housing offices. Individuals with concerns about confidentiality are encouraged to read our FERPA statement and speak with a member of the Residential Programs staff.

THE APPEALS PROCESS
Residents have the right to appeal a decision made within the Behavior Process if there are concerns that:
- There was not substantial evidence to support the conclusions reached.
- A substantial error in due process was made where the resident did not receive adequate notice of the behavior meeting or standard University and University Housing procedures were not followed.
- The sanctions imposed were too severe or not appropriate for the violation.
- There is new evidence of a substantive nature that came to light after the original behavior meeting.
- The initial administrator who heard the case was biased.
- Resident did not violate any rules or regulations.

All appeals must be received within five business days of the sanction being issued. In order for a hearing of appeal to be granted, the resident is expected to follow the guidelines included on the Behavior Appeal form (which is available online at www.universityhousing.uwm.edu or in the Residential Programs office located in Sandburg C120). The administrator who hears the appeal will contact the resident and inform him/her of the decision regarding the appeal. The administrator hearing the appeal may decide to uphold the original decision, change the original decision to a less severe sanction, or overturn the original decision.

PARENT/ GUARDIAN NOTIFICATION FOR DRUG AND ALCOHOL VIOLATIONS
Like many colleges and universities across the United States, the University of Wisconsin-Milwaukee is very concerned about students’ use and abuse of alcohol and other drugs. Federal law governing the privacy of student records, the Family Educational Rights and Privacy Act (FERPA), permit colleges and universities to inform the family of a student under 21 years of age when their student has been found in violation of University alcohol or drug rules and/or in the case of a health or safety emergency.

A member of the Residential Programs professional staff will notify the family of a student under 21 years of age
1. By a phone call, if that resident is transported to an emergency medical treatment center for drug use or intoxication. (This phone call will be made at the time of transport.)
2. In writing, if the University determines that the resident has committed violation of alcohol or drug policies. (This letter will be sent within several business days of the determination.)

COMMON SANCTIONS IN RESPONSE TO HOUSING CONTRACT VIOLATIONS
The University Housing Behavior Process directly connects to the University Housing Contract signed by each resident.

The list that follows covers a wide range of sanctions and Contract Action that may result when a resident is found responsible of having violated a policy as outlined in the Rules and Regulations. It is important for residents to note that sanctions do not always occur in a step-by-step or linear progression, (e.g., a resident may be placed on Contract Probation or have his/her contract terminated on the first violation, when appropriate). The list is not all-inclusive (e.g., the RPM or other administrator may determine a more appropriate sanction).

CONTRACT STATUS SANCTIONS

WARNING STATUS
Resident has been found in clear violation of the University Housing Rules and Regulations. A written statement from an administrator expresses disapproval of conduct and warning, and will serve as notification that continued behavior of this kind may result in further Contract Action.
CONTRACT PROBATION

Resident has been found in violation of the University Housing Rules and Regulations. This results in a conditional retention of resident status for a specified period of time. During the probationary period, the resident may be excluded from participating as a representative of University Housing through employment.

DEFERRED CONTRACT TERMINATION

Resident has been found in violation of the University Housing Rules and Regulations and is in danger of having his/her housing contract terminated. This results in a conditional retention of resident status for a specified period of time. The resident's Housing Contract is at Non-Renewal Status (meaning the resident will not be allowed to live in University Housing in the future), and future policy violations will result in immediate Contract Termination. During the time the resident is at the Deferred Contract Termination level, the resident may be excluded from participating as a representative of University Housing through employment. Deferred Contract Termination is a sanction reserved for serious or repeated policy violations.

CONTRACT TERMINATION

Resident has been found in violation of the University Housing Rules and Regulations. This violation will result in a permanent exclusion from University Housing facilities. A record of the termination is maintained in University Housing as a permanent record. The resident will be Persona Non Grata on all University Housing property and will not be permitted to enter or use residence hall property. Should the resident appear in any areas heretofore mentioned, he/she will be subject to arrest. Contract Termination is a sanction reserved for serious or repeated policy violations, especially those related to the Serious Rule Violations.

OTHER SANCTIONS

WRITTEN REPRIMAND

A resident is sent a letter that that serves as a “Written Reprimand.” This generally occurs when a University Housing staff member encounters a prohibited item within a room (like an appliance or candle, etc.) or for behavior in an incident that the administrator determines does not call for a meeting, but does warrant a letter that addresses the behavior. Residents who believe this written reprimand to be in error have the right to contact a Residential Program Manager (or relevant administrator).

ASSIGNMENT OF A JUDICIAL EDUCATOR MODULE

A Judicial Educator is an online activity designed to educate residents about the issues involved in the policies they violate. Each module takes an average of 30 minutes to complete. A student successfully completes the module by passing a test at the end of the online presentation. A written statement from a Residential Program Manager (or relevant administrator) outlines the process for completing the assigned Judicial Educator Module(s). Residents mandated to complete a Judicial Educator Module will be assessed a charge of $5/module (with a limit of two modules for one Incident Report) on their University Housing Account on PAWS for the costs related to the Judicial Educator program.

MANDATORY ATTENDANCE AT A CARD (CHOICES ABOUT RESPONSIBLE DRINKING CLASS) CLASS

In cases where a resident is involved in a first-time or low-severity alcohol violation, he or she is mandated to attend the Choices About Responsible Drinking Class I (CARD I). Residents sent to CARD I will be assessed a charge of $20 on their University Housing Account for the costs related to conducting the class.

In cases where a resident is involved in subsequent or mid- to high-severity alcohol violations, he or she is mandated to attend the Choices About Responsible Drinking Class II (CARD II). Residents sent to CARD II will be assessed a charge of $35 on their University Housing Account for the costs related to conducting the class.

A written statement from a Residential Program Manager (or relevant administrator) outlines the process for class attendance and that failure to attend this class will result in being placed on Contract Probation. Residents may reschedule their CARD session due to a conflict with a regularly scheduled UWM class. However, residents may reschedule only once and must do so no later than 72 hours in advance of their assigned CARD session.

REFERRAL TO B.A.S.I.C.S.

In cases where a resident has exhibited behavior that is cause for concern, such as excessive substance abuse, the University Housing staff may refer the resident to the Norris Health Center for participation in the B.A.S.I.C.S. (Brief Alcohol Screening and Intervention of College Students) Program or some other similar program. Refusal by a resident to cooperate with the reasonable requests of the staff regarding his/her disruptive and potentially dangerous behavior could result in Contract Action.
REFERRAL TO NORRIS HEALTH CENTER COUNSELING SERVICES
In cases where a resident has exhibited behavior that is cause for concern, such as talk of self-destructive behavior, the University Housing staff may refer the resident to the Norris Health Center for further evaluation or possible counseling. Refusal by a resident to cooperate with the reasonable requests of the staff regarding his/her disruptive and potentially dangerous behavior could result in Contract Action.

LOSS OF PRIVILEGES - HOST OR GUEST
Guests are not guaranteed access to University Housing facilities, and can lose their ability to visit designated areas (or all University Housing property) if it is determined that they have violated University Housing Rules and Regulations.

While University Housing encourages residents to utilize the Guest Registration process and host guests, they must do so in a manner that meets expectations established by the University Housing Rules and Regulations and those shared by members of their roommates and suitemates. Residents are not guaranteed the ability to host guests. Because a resident is responsible for their guest(s), policy violations by guests can impact a resident’s ability to host guests, and University Housing can revoke a resident’s ability to host guests for an established time period.

ADMINISTRATIVE MOVE
Resident has been found to be a disruptive influence in the residence hall community. This sanction is used most often for, but not limited to, instances where a resident’s behavior has adversely affected community members or when a negative community atmosphere may be contributing to the resident’s behavior. This sanction is also imposed when a resident has violated an official roommate or suitemate agreement (a roommate/suitemate agreement is considered official when a University Housing staff member was present to assist in its development). Should the resident choose to continue in disruptive behavior, further Contract Action may be imposed.

LOSS OF PRIVILEGES - GENERAL
A loss of privileges can include restricted access to certain areas, programs, etc. University Housing can also prohibit a resident from having contact of any sort with another member of the University Housing community.

CONFISCATION OF ITEMS THAT VIOLATE RULES AND REGULATIONS
This can include: stereo and/or musical instruments in cases where behavior has disrupted community, alcohol in cases where resident is under 21, and other prohibited items (see the “Fire Safety” section in the Rules and Regulations).

RESTITUTION TO THE UNIVERSITY
The resident may be charged for any damages, lost property, or unnecessary service costs caused by him/her or his/her guests to University Housing property, whether due to intent, accident, or neglect.

Common Area Damages:
Lounges and other common areas (elevators, suite hallways, kitchenettes, public restrooms, storage areas, stairwells, etc.) are inventoried for damage prior to occupancy for the Fall Semester. Damage (e.g. furniture damage/loss, extensive housekeeping) to common areas may be billed to the resident housing accounts of the members of the house, floor, wing, tower, or residence hall equally unless the person(s) responsible can be identified.
NON-ISSUANCE OF FUTURE HOUSING CONTRACTS

Resident has demonstrated (by behavior that consistently violates the University Housing Rules and Regulations) that he/she is not a positive addition to the community. The resident will not be issued future housing contracts.

OTHER

Example of other sanctions can also be required, and are determined by the relevant administrator (including but not limited to: the Community Review Board, Residential Program Manager, Associate Director, or Director). These can include:

- Entering into an official University Housing Behavior Agreement
- Making signs or bulletin boards
- Assisting staff with a project
- Participation in a UWM program
- Going to a campus office, etc.

BANNED GUEST

A banned guest is a non-resident or previous resident deemed disruptive to the population of the residence halls and apartments. The person is not allowed to enter University Housing facilities for either a specified time or indefinitely and will receive a written statement (sent to the address provided during guest registration) from an administrator regarding his/her status. Because it is officially considered trespassing, should the person appear in the residence halls or apartments, he/she will be subject to arrest.

UNIVERSITY HOUSING RULES AND REGULATIONS

The following Rules and Regulations are based upon a natural concern for the resident’s safety, the safety of others, and one’s surroundings. Residents must comply with these Rules and Regulations as well as with those of the University, UWS 18 Conduct on University Lands http://www.legis.state.wi.us/rsb/code/uws.html, and with the laws of the State of Wisconsin and US, which are made part of these Rules and Regulations. Changes and revisions of the Rules and Regulations may be made by the Chancellor and are effective upon publication.

CONTRACT ACTION

The resident is given license to occupy the assigned space under the terms and conditions of this Contract. Violations of any part of these Rules and Regulations may subject the violator to Contract Action, University Action and/or Police Action as appropriate. A resident involved in a violation of these Rules and Regulations of those of the University and the laws of the State of Wisconsin will be informed of the charges against him/her, as well as the right to respond. If Contract Action is warranted, the resident will be notified in writing of the right of appeal. Contract Action may include, but is not limited to the following sanctions: Warning Status, Contract Probationary Status, Administrative Move, Deferred Contract Termination, and Contract Termination. Continued or serious violation of these Rules and Regulations by a resident or his/her guest is considered a breach of contract and may result in the termination of this Contract is not considered a denial of the individual’s right to an education. Contract Action is separate from University disciplinary action or criminal prosecution, although an individual may be subject to any or all of these actions if circumstances warrant.
SERIOUS RULE VIOLATIONS

Some behaviors and policy violations may result in immediate contract termination. In general, these include behaviors that cause harm to one’s self or to others, threaten harm, are potentially harmful, or represent a risk to persons or property, which is unacceptable to residence hall living. The following are behaviors and policy violations that may result in immediate contract termination. Examples of this behavior include, but are not limited to:

1. The accidental or intentional setting of a fire.
2. Placing false fire alarms or tampering with firefighting and detection equipment (including smoke detectors, ‘screamer boxes,’ sprinkler heads, fire extinguishers, etc.).
3. Possession, use, sale, or intent to sell narcotics or dangerous drugs, and/or the distribution, sale, or intent to sell marijuana.
4. Possession of a dangerous weapon.
5. The accidental or intentional throwing, dropping and/or falling of any objects out of a building window or off the window ledge; the placing of items on the window ledge; the climbing into, out of, or on the buildings or walking upon the roof of the building except in case of emergency (as directed by University Staff).
6. Violent behavior toward another person.

RULES & REGULATIONS A-Z

A1 ALCOHOL

All use of alcohol in the residence halls must be under appropriate conditions in compliance with University procedures and the laws of the State of Wisconsin.

- If alcohol is being consumed or possessed, all people present must be 21 or older.
- No empty alcohol containers (even as decorations) are allowed unless all present are 21 or older.
- Guests (regardless of age) cannot bring alcohol into the residence halls.
- Common sources of alcohol (kegs, barrels, beer bongs) are not allowed.
- No alcohol or alcohol containers allowed in common areas.

a. Individuals who are not of legal drinking age are prohibited from consuming, possessing, or being in the presence of alcoholic beverages in the residence halls or areas immediately surrounding the residence halls (i.e. patios, parking garages, etc.)

b. All people present in a room or area where an alcohol violation has occurred will be considered in violation, whether or not they have personally consumed alcohol.

c. Empty alcohol beverage containers may not be possessed by underage residents (this includes items used for decorative purposes), or present in a space where not all people present are 21 or older.

d. Residents who are of legal drinking age may possess or consume (but not sell) alcoholic beverages in their room or in a room of a resident who is of legal drinking age. They may not consume alcoholic beverages in a shared/common area of a suite if not all members of the suite are 21 or older.

e. Guests who are not of legal drinking age are prohibited from consuming or possessing alcoholic beverages in the residence halls.

f. Guests who are of legal drinking age are permitted to consume and possess alcoholic beverages, provided their host is of legal drinking age.

g. Guests are prohibited from bringing alcoholic beverages into the residence halls. Guests who attempt to bring in alcohol will not be allowed entry to the residence halls until the day or evening following the attempt.

h. Distribution from or possession of common source containers (e.g. barrels, bowls, jugs, beer-bongs, kegs or mini-kegs, wine boxes, etc.), are not permitted and will be confiscated and disposed of by residents or
It is recommended that bicycles be stored in the areas provided outside of the residence halls in a manner as not to obstruct free passage of pedestrians and vehicles. Bicycles are not allowed to be chained to anything except the bike racks provided. If bicycles are stored in a room or suite, they must be stored in a manner that does not obstruct a individual from exiting the room or suites in case of fire or emergency. Bicycles must be registered at the UWM Police Department. Bicycles may not be ridden inside the residence halls. Residents are able to rent bicycle storage lockers at Sandburg Hall (for $125/Academic Year).

C1 CANVASSING, PEDDLING, OR SOLICITING

Under no circumstances will anyone other than University Housing staff members be allowed to canvass, peddle, or solicit door to door within the residence halls (this includes all resident and common areas). This includes placing flyers or door hangers throughout the residence halls. Persons interested in hanging flyers or door hangers must contact the Program Services Center for a complete list of guidelines for flyer approval, etc. The number for the Program Services Center is 414-229-5343.

The residence hall suites, rooms, or any common space (examples include hair-cutting, MaryKay, Avon etc) are allocated as residential space. Residents may not run private businesses, other commercial endeavors, or solicit sales from their suites/rooms. Use of telephones and mailboxes for private business/commercial endeavors is prohibited.

The ResNET Use Agreement explains restrictions for use of the computer network.

Solicitation on behalf of political candidates in the living areas of residence halls or in shared commons spaces is prohibited.

C2 COMPUTERS

All federal and state laws applicable to your computer usage will be enforced by University Housing. This includes (but is not limited to) violation of copyright laws (illegal software or media, unauthorized distribution of copyrighted files), hacking or otherwise obtaining or using unauthorized information, forged identity, and other malicious or unlawful activities. Violation of this policy and/or the ResNET Use Agreement, whether or not knowing or intentional, will result in loss of connection and Contract Action. UWM and University Housing are not in any way liable for actions taken by residents (or guests) that are in violation of established federal and state laws (this includes improper computer or ResNET usage).
ResNET, the campus residential computer network, is an extension of the academic environment at UWM. It is intended to be used for instructional and research purposes. Prior to obtaining access to the computer network, residents must (electronically) read and agree to the ResNET Use Agreement and are expected to abide by the policies and guidelines outlined in the agreement. Violations to the ResNET Use Agreement will result in restrictions to the network and relevant Contract Action. Violations to the ResNET Use Agreement will result in the following Automatic Sanctions:

a. Violation of copyright laws will result in loss of connection for 30 days (or until the resident completes the Judicial Educator Module #19 as assigned; whichever occurs first). A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for six months. In all cases, violating materials must be immediately removed. Along with loss of network access, appropriate Contract Action may be taken as well.

b. Residents are responsible for the security of their computer as well as protecting it from viruses and Trojans. Violation of this policy may result in loss of connection until computer is secured. Residents who meet the minimum level of security with regard to protection against viruses (as outlined in the ResNET Use Agreement) will not be assigned a sanction. Residents who do not meet the minimum level of security whose computers are exploited will be removed from the network for a minimum of 30 days. A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for 6 months.

c. Circumvention of the ResNET registration system or extending the network connection provided will result in loss of connection for 30 days. A second violation will result in loss of connection for the 60 days. A third violation will result in loss of connection for 6 months.

D1 DAMAGES AND CHARGES

Abuse of University property within the residence halls results in expenses beyond funds allocated for regular repair and upkeep. The resident agrees to pay for any damages, lost property, or unnecessary service costs caused by him/her or their guests, either due to accident, neglect or intent, to the residence rooms and common areas.

a. Room/Suite Damages: A resident is responsible for any damage or loss that occurs during his/her occupancy. A resident retains occupancy of a room, suite, or apartment from the moment the key is picked up until the key is returned. Any damage to room, suite, or apartment furniture or facilities will be billed to the responsible party, or if the person responsible cannot be identified, the charges will be evenly divided between members of the room, suite, or apartment, as appropriate.

b. Common Area Damages: Lounges and other common areas (elevators, suite hallways, kitchenettes, public restrooms, storage areas, stairwells, etc.) are inventoried for damage prior to occupancy for the Fall Semester. Damage (e.g. furniture damage/loss, extensive housekeeping) to common areas may be billed to the resident housing accounts of the members of the house or tower equally unless the person(s) responsible can be identified.

D2 DISORDERLY CONDUCT

Disorderly conduct within or immediately surrounding the residence halls is not permitted. Individuals are in violation of the disorderly conduct policy when engaging in the following types of behavior, knowing or having reasonable grounds to know, that it will or potentially could tend to alarm, anger, harm, or disturb others, or provoke an assault or breach of peace:

a. Engage in brawling, fighting, or prank activities;

b. Use offensive, obscene, or abusive language, or engage in conduct that would reasonably tend to arouse, alarm, anger, fear, or resentment in others;

c. Threaten, harass, sexually harass, or endanger the health, safety, or welfare of a member of the University community.

d. Conduct themselves in a disorderly manner so as to disturb or threaten the public peace, even without unlawful purpose.

e. Behavior such as public urination, "streaking," "mooning," “flashing” or any other sexual act, indecent exposure, or display in a public area is prohibited.

f. Harassing or demeaning materials should not be posted outside of a common area door. Materials posted within a room or suite must be approved by all members inside the room/suite.

g. Unauthorized production of audio, video, or photographic images of a person in a location in which that person has a reasonable expectation of privacy, including, but not limited to, residence hall rooms and restrooms. This includes the use of devices such as digital cameras, cell phones, etc. For safety reasons, University Housing has security cameras installed in public areas, including elevators.
h. Laser pointers (or other types of commercially distributed concentrated source of light, excluding flashlights) may only be used for the intended purpose in presentations and programs within the residence halls. Misuse and inappropriate use include but are not limited to: shining the light on a person coming in or out of a building or within a hall, pointing the light through a window, and/or using the laser pointer to threaten or intimidate.

**D3 DOMESTIC VIOLENCE**

Under State Law 940.225(1)(2)(3), anyone intentionally inflicting pain, physical injury or illness, or threatening in conjunction with the physical act will be subject to arrest, possible prosecution and possible imprisonment, whether or not the victim presses charges. University Housing staff will contact the Police and identify any suspected perpetrator or victim of domestic violence.

**D4 DRUGS**

Drug possession and use is strictly prohibited by University Housing, and the following actions are prohibited:

a. The use or possession of any illegal drug or controlled substance in the residence halls.

b. All people present in a room or area where the drug policy is being violated will be held responsible for behavior and/or objects in the area, even if they are not engaging in drug use or possession of paraphernalia.

c. The possession of any drug paraphernalia, including but not limited to bongs, blowtubes, pipes, and homemade devices.

d. The use of University Housing facilities to manufacture, process or distribute any drug, controlled substance, or drug paraphernalia.

e. Improper use of prescription or “over-the-counter” drugs.

f. Possession, use, or sale of narcotics or dangerous drugs, and/or the sale or distribution of marijuana is prohibited. Violation of this rule is a Serious Rule Violation and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate contract termination.

**E1 ELEVATOR USE**

Elevator use is a daily occurrence for most residents and their guests. University Housing employs countless measures to ensure that each elevator ride is safe. Residents and their guests play a major role in keeping elevators safe.

a. Damage to elevators, including (but not limited to) pushing the doors open, putting foreign objects in the tracks, etc. is prohibited.

b. Overloading of elevators is prohibited. Residents and their guests are expected to follow posted guidelines for weight limits and use good judgment in elevator use.

c. Damage to elevator cameras is prohibited. All costs associated with elevator damage/repair will be assessed to the responsible individuals.

d. General vandalism or littering within the elevators is prohibited.

**E2 ENTRY TO ROOM, SUITE, AND/OR APARTMENT**

Entry to a resident’s room, suite, or apartment is restricted to the resident(s) assigned to that space. Entry to a room, suite, or apartment by a non-University Housing staff person not assigned to a particular room, suite, or apartment without receiving permission is prohibited.

University Housing appreciates residents’ desire for privacy and will do all it can to protect the privacy of the individual resident. It is however, occasionally necessary for University Housing to exercise its contractual right to enter the rooms (or apartments) of residents. University Housing staff members may enter a room only for job-related purposes and shall adhere to the policy of the department that entrance to residents’ rooms by University Housing staff is kept to a minimum to assure the occupants’ privacy. University Housing staff members will always announce themselves and allow residents the opportunity to grant access prior to keying-in for job-related purposes.

Suite spaces are considered common areas of University Housing assigned to the residents residing in that suite. Entry to a resident’s suite is restricted to the residents assigned to that space and University Housing staff members. University Housing staff members will enter these areas in the performance of their routine duties. Suite spaces are defined as:

- Suite Hallway
- Bathroom
- Kitchen
The suite door should be locked for security purposes. University Housing staff members wishing to contact a resident will enter this area and knock immediately on the room door. University Housing staff may allow other University staff members, including the University Police, to enter a suite hallway in an escorted manner for the purpose of contacting an individual in a residence hall room. University Housing will not allow non-University staff access to suites, with the exception of contractors or other authorized maintenance personnel, who will be escorted by University Housing staff members.

The authority to enter a resident room is established under the following conditions:

a. University Housing staff may enter rooms or apartments to ensure the discontinuance of rule violations (this includes entering to turn off an alarm clock sounding without the resident being in the room, etc.). University Housing may require immediate removal of items in violation of the contract (e.g., appliances, pets, alcohol, improper lofts, candles, etc.)

b. If the resident(s) is/are absent from the room or apartment and University Housing staff members have reason to believe that entry is necessary to investigate possible emergency situations endangering health or safety, the staff may enter WITHOUT NOTICE. (This includes shutting an open window in cases of high wind or cold conditions if members of the suite or apartment complain.)

c. University staff members, including the University Police, may enter rooms or apartments without notice in the execution of a search warrant, when an emergency threatens health or safety, or with the consent of the occupant of the room.

d. University Housing staff may enter rooms or apartments with advance notice and at reasonable times, when possible, for necessary maintenance of areas, to remove unauthorized University Housing property, for inspection to determine occupancy where there is a possibility the room has been vacated and for staff performance of routinely scheduled inspections. University Housing is not obligated to provide advance notice for minor maintenance and repair activities for which a Work Order has been initiated.

e. The vacating of a resident is considered to be advance notice to the roommate, suitmates, or apartment-mate that University Housing will be entering the room to inspect and clean the vacated space.

University Housing will not allow non-University staff access to a resident’s room without written consent from the resident. This includes, but is not limited to:

- Parents or other family members
- Friends or significant others
- Guests
- Suitmates/Apartment-mates

Due to University Housing’s commitment to safety, we restrict items and behavior that could compromise it. Possession of an item on the following list is prohibited:

a. Anything with an exposed heating element or open flame
b. Firearms, fireworks, live ammunition, or other explosive materials that are combustible
c. Microwaves
d. Hotplates, deep fryers, toasters, toaster ovens, waffle irons
e. Space heaters, air conditioners, ceiling fans, or auxiliary heating/cooling devices
f. Candle warmers/burners, potpourri pots
g. Flammable liquids and fuels
h. Candles, lanterns, incense, (whether burned or not) and any other item that use open flames. This includes embers or coals from a recently used hookah etc. Hookahs are allowed to be stored (though NOT used) in a resident space, provided they are in a proper container and cleaned prior to being brought into the residence halls.
i. Decorations of a combustible nature (e.g. cloth, fishnet, paper) when hung from the ceiling or overhead structures.
j. Combustible vegetation (e.g. evergreen trees, logs with dried bark, or birch logs)
k. Walls covered with paneling or flammable materials
l. Ignited smoking materials
m. Halogen lamps, “octopus” or lamps with plastic lamp shades,
n. Holiday lights are permitted in resident rooms, provided residents follow these guidelines: Only lights specified for indoor use may be placed in University buildings. The lights must have the Underwriter’s Laboratory (UL) approval. Cords should be inspected for deterioration and cracking. If either exists, the lights may not be used. If extension cords are needed, use the heavy duty type. Unplug cords when the area is not
attended. Fused power strips should be used to avoid circuit overloads. During University Housing-sponsored decorating contests, holiday lights are allowed (provided the guidelines listed above are followed). Staff will monitor light use accordingly. Lights may not be wrapped or strung around sprinkler heads/pipers or heater and air conditioning vents/pipes.

- Hammocks, placed in rooms, suites, or lounges
- Smoke or fog machines
- Water beds
- Motorized vehicles
- Treated lumber
- Grills
- Black lights (Residents should not tamper with University Housing lights or lightbulbs. Instead, a work order should be submitted online at www.universityhousing.uwm.edu.)
- Soldering irons

Purin Hall and East Tower residents may use small kitchen appliances, provided they are used only in kitchen areas. Residents are responsible for any damages caused by use of these appliances.

Damage caused by malfunctioning personal items is the financial responsibility of the individual(s) responsible. Prohibited items that have been confiscated by University Housing staff members or University Police will be disposed of.

It is impossible to list all electrical appliances that are potential fire hazards, but in general, candles, appliances rated over six amps (700 watts), items with exposed heating elements, items without an automatic shutoff, or items not UL (Underwriters Laboratory) listed are prohibited.

PERMITTED ITEMS
- Stereos/Radios
- Personal Computers
- TVs
- Hair Dryers
- Lava Lamps
- Fan (Box/Rotating)
- Humidifier
- Vaporizer
- Vacuum Cleaner
- Coffee Pots, Hot Pots, and Popcorn Poppers are allowed if they do not have an exposed burner.

- Refrigerator (If in good repair, are permissible in the residence halls only if they do not exceed 4.0 cu. ft. rated capacity per person, with thin-wall construction and UL approved in construction and electrical work. Outside measurements should not exceed 36” x 26” x 26”. University Housing reserves the right to require the removal by a resident, or to remove at the resident’s expense, of any item which does not meet these requirements.)

FIRE FIGHTING / PREVENTION

a. Setting fires in and around the residence halls is prohibited. Violations of this rule include setting fire to items on a room/suite door or bulletin board, fires caused by a lit candle or cigarette, or any other flammable material in the halls. This behavior is a Serious Rule Violation and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate Contract Termination.
b. Disconnecting, covering, or tampering with a fire sprinkler, a smoke or a fire detector unit, or ‘screamer box’ is prohibited; this is a Serious Rule Violation and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate Contract Termination.
c. Residents should immediately notify University Housing immediately if a smoke detector unit is not in operating condition by submitting a work order at www.universityhousing.uwm.edu. Removing a battery or other forms of making a detector inoperable instead of informing University Housing staff that the unit needs repair is never permitted.
d. Placing false fire alarms, interfering with the fire alarm system, with firefighters, or with fire fighting equipment is a Serious Rule Violation and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate contract termination.
e. Discharging a fire extinguisher unnecessarily (when there is no fire), stealing or taking a fire extinguisher are all considered to be a Serious Rule Violations and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate contract termination.
f. Suspending items from sprinkler pipes, heating pipes, and vents create unsafe conditions and is not allowed.
g. Responsible use of microwaves is required. Food items left unattended or cooked for too long can result in safety hazards.
F3 FURNITURE AND STORAGE

All University Housing furniture must remain in its intended location. Removal of resident room furniture that belongs to University Housing is not permitted. The resident will be assessed for any loss or damage. Moving of public area furniture or any property not assigned to individual rooms is not permitted. The moving of such furniture to its original location will result in the responsible person(s) being assessed in an administrative charge.

G1 GAMBLING

Gambling, including online gambling, betting on athletic events, or the possession of gambling devices where winnings involve cash exchange in the residence halls is prohibited.

G2 GUESTS

A guest is defined as someone who is not a resident of University Housing or someone without an assignment to the room, suite, or apartment he/she is visiting.

a. All guests present in a room or area where a policy violation has occurred will be held responsible for the policy violation.

b. If situations where a guest has been involved in a policy violation and/or has proven to be uncooperative, disruptive, and/or presents any risk to the residents or residence hall community, University Housing reserves the right to immediately remove the guest from the University Housing residence halls and/or restrict entrance of any guest for any amount of time deemed appropriate. During Final Exams Week (starting at 5 PM on “Study Day” each semester) guests involved in policy violations will be escorted from the building and not allowed re-entry until the start of the subsequent semester.

c. Hours: In consideration of all residents, guests are encouraged to limit visits to the hours of: Sunday - Thursday: 8:00 a.m. – midnight Friday - Saturday: 8:00 a.m. - 2:00 a.m.

d. Guests may be present in a room only with the permission of other residents assigned to that suite or apartment. A resident expecting an overnight guest must secure the prior permission of his/her roommate and suitemates.

e. Each resident can have a maximum of 3 registered guests visiting at a time. Within the resident’s room, whether the guests are registered or are other Sandburg, Purin, or RiverView residents visiting, only three guests are allowed for each resident.

f. Guests must be accompanied by their host 24 hours/day. In order to enter Sandburg or RiverView Halls from 5 p.m. to 7 a.m., any non-resident must be pre-registered as a guest, and accompanied by the resident who registered him or her.

g. Any guest age 16 or older must show proof of identity. The only acceptable form of identification is a picture ID, such as a driver’s license, state ID, or high school/college ID. If a proper ID is not presented by the guest, access will be denied.

h. A guest’s overnight visitation is limited to two consecutive or two total nights in the residence halls or apartments within a seven day period. Any exceptions must be obtained in advance from the Associate Director of University Housing or his/her representative. Residents violating this rule may be subject to a daily charge.

i. Guests (regardless of age) are prohibited from bringing alcoholic beverages into the residence halls.

j. University Housing does not have an obligation to host or care for an intoxicated non-resident.

A banned guest is a non-resident or previous resident deemed disruptive to the population of the residence halls and apartments. The person is not allowed to enter University Housing facilities for either a specified time or indefinitely and will receive a written statement (sent to the address provided during guest registration) from an administrator regarding his/her status. Because it is officially considered trespassing, should the person appear in the residence halls or apartments, he/she will be subject to arrest.

H1 HARASSMENT

a. Harassing behavior, regardless of the method of harassment (written, verbal, via E-mail or phone, online communities (like facebook.com), or other information technology resources, posting of inappropriate materials in any public area (e.g. suite hallways, doors, lounges, etc.) is prohibited in residence halls.
b. Behavior which demeans, intimidates, or threatens individuals based on age, ability, appearance, ethnicity, gender, group affiliation, HIV status, personal values, race, religious affiliation, sexual orientation, or size is not tolerated.

11 IDENTIFICATION

a. Residents have the responsibility to carry their ID with them at all times and to show their ID to University Housing staff or University Police as requested.

b. Residents must demonstrate proof of residence hall residency at the request of any University officer acting within the guidelines of his/her employment. A University ID is the only acceptable proof of residency at the entrances to the residence halls or at University Housing sponsored events.

c. Guests will be allowed access to the residence halls only when registered and accompanied by a resident and a guest pass and picture ID are presented and approval has been given to enter. If a proper ID is not presented by the guest, access will be denied.

d. University IDs are nontransferable. Residents may not allow anyone to use their ID to gain entrance to the residence halls. Residents may not be signed in to the residence halls by another resident if they fail to show proof of residency. If a resident does not have an ID with them when asked to show their identification, University Housing reserves the right to verify information on their driver’s license or picture ID. Failure to show proof may restrict them from service or entrance.

e. Residents/guests may not present as valid, falsify, alter, duplicate, or request the unauthorized falsification, alteration or duplication of a University ID. This includes permitting another person to wrongly use the ID with the intent to obtain University services, privileges, or goods.

f. Acceptable identification for guests includes University ID, military ID, drivers license, passport, state ID, official high school or college ID or any other official government picture identification. If a guest is 16 years and older, they need to show some form of acceptable identification. If a guest is under 16, they need to be related to the host and able to provide some verifiable address.

g. Any University official may confiscate false, altered, or duplicate University IDs used in violations of this contract or any other University rule. Situations in which a resident or guest is in possession of a false ID may be referred to UWM Police.

h. Residents and their guests may not give false or misleading information or fail to give proper identification to representatives of the University acting within the guidelines of their employment.

i. Impersonating another person (including staff) is prohibited.

10 LAW VIOLATIONS

Violation of any local, state, or federal law within the residence halls or any University Housing sponsored event is prohibited.

M1 MENTAL HEALTH CONCERNS

University Housing is committed to maintaining the physical and emotional wellbeing of residents and has established the following guidelines for instances where residents have attempted or accomplished self-inflicted harm:

a. University Housing staff members will follow-up with residents in cases where a concern for their mental health has been made known (whether originated by members of the community, staff members, parents and family members, or other sources).

b. University Housing considers excessive alcohol consumption to be a form of self-inflicted harm that negatively impacts both the individual and the greater community.

c. No Immediate Threat to Self: If there has been talk of self-destructive behavior but no physical action has been taken, then the resident will be evaluated by University Housing staff. Based upon this evaluation, staff may elect to 1) call the resident’s Emergency Contact person; 2) refer the resident to the Norris Health Center for further evaluation and possible counseling; and/or 3) involve UWM Police. Refusal by a resident to cooperate with the reasonable requests of the staff regarding his/her disruptive and potentially dangerous behavior could result in Contract Action.

d. Immediate Threat to Self: If a resident has actually made an attempt to self-inflict harm upon him/herself (this can include incapacitation due to apparent alcohol and/or drug use), immediate physical assistance will be given to ensure the resident’s physical safety and any of the following may occur: 1) 911 may be called; 2) UWM Police and professional medical personnel may be contacted for transport to the hospital; 3) the resident’s
emergency contact person may be called; and/or 4) referral may be made to Norris Health Center or a local treatment facility.

University Housing staff members (sometimes assisted by the UWM Police) will perform wellness checks if a parent, friend or other community member expresses concerns for a resident’s well-being or safety.

### N1 NOISE

The realities of community living dictate that individuals respect community needs for the moderation of noise. University Housing encourages residents to confront one another when noise is infringing on an individual’s right to an environment conducive to sleep and studying. University Housing staff members may confront individuals at any time for noise violations, even when no specific complaint has been issued, in order to preserve academic communities within the residence halls. Every resident has the right to request quiet from any other resident or their guests. When trying to estimate noise, residents are encouraged to think in terms of maintaining a level that would allow a neighbor to sleep or study undisturbed at any time.

University Housing suggests that residents limit the size of sound equipment and use headphones whenever possible. University Housing may require the removal of, at the expense of the resident, sound equipment that causes disturbances.

- Official hours of quiet suitable for undisturbed study or sleep are 10 p.m. until 8 a.m. Sunday through Thursday 12 a.m. (midnight) until 8 a.m. Friday and Saturday
- Each resident and his or her guest(s) must show reasonable concern for the rights of roommates, suitemates, other residents, and their guests. During quiet hours, stereos, radios, televisions, musical instruments, etc., may not be played at a level that demonstrates a lack of consideration for the rights of others, including the off-campus community.
- Yelling or using “bull-horns” (or any other loud noise) directed outside the windows is an incredible nuisance for all community members, and is strictly prohibited.
- Residents are responsible for excessive noise by their guests.
- Courtesy quiet hours are in effect 24 hours a day.
- During Final Exam Week (beginning on “Study Day” each semester) official Quiet Hours are from 7 PM-4 PM each day. From 4 PM-7 PM each day during Final Exam Week, Courtesy Hours are in effect to allow for residents to take down lofts and do other tasks that may involve a bit more noise. Houses/Wings/Floors may increase quiet hours by majority vote provided that at no time will quiet hours be shortened.
- All residents and guests in a room or area where the noise policy is being violated will be held responsible for the behavior, even if they themselves are not being loud. Therefore, if a resident is in an area where others are violating the noise policy, the residents should immediately confront the behavior, and/or leave and report the incident.

### O1 OFFICIAL NOTIFICATION

University Housing will use resident mailboxes as an official source of notification. Residents are expected to check and clear out all contents of their assigned mailbox (at least) once a week. Residents are obligated to respond to all official notification and meet the deadlines included therein. (For example, many letters related to the Behavior Process require response within 2 business days.)

### P1 PETS

Pets or other animals are not allowed in the residence halls, even for visits. Service Animals are not considered pets and are allowed (though a resident will be asked to show proof of Service Animal certification, etc.). The only exception is fish, maintained to meet acceptable health standards in an aquarium or fishbowl (tank must be 10 gallons or smaller and may be subject to approval by University Housing staff). University Housing is not responsible for any losses to personal items (including animals) due to interruption of service (e.g. electricity, heat). University Housing reserves the right to remove pets at the expense of the resident.

### R1 RESPONSIBILITY

- Each resident is financially and contractually responsible for their actions and those of their guest(s) in the residence halls or apartments, University Housing shuttles, residence hall parking garages at Kenilworth Square,
RiverView Residence Hall, Purin Hall, and at University Housing sponsored events and activities.

b. Each resident is responsible for all events in his/her room or common suite area (including the shared bathroom, hallway, or kitchen if no member of the suite claims or is found responsible, even if that resident is not present but has granted access to his/her room to others.

c. If a resident’s guest violates any regulation, the resident will be held financially and contractually responsible for the guest’s conduct.
d. Residents assume responsibility for a guest who is checked-in under their name, whether they are with them at the time of a policy violation or not.
e. Hosts must escort their guests at all times, including both entering and exiting the residence halls.
f. Residents are required to respond or report upon request to relevant University Housing Staff in response to contractual concerns or Incident Reports (within 2 business days of the date of the letter sent to the resident).

g. Residents and their guests are expected to comply with any reasonable request of University Housing or University staff (including presenting ID upon request and not leaving the scene of a policy violation when staff are resolving and documenting the incident).

h. Residents are expected to complete all assigned sanctions assigned to them as part of the University Housing Behavior Process. Failure to complete an assigned sanction may result in further charges and sanctions including relevant Contract Action.

i. Residents are expected to comply with requirements established by the Room Assignments Coordinator or relevant University Housing administrator. Behavior such as attempting to discourage someone from moving in with them, not moving on the assigned date, etc. is considered a policy violation.

j. Each resident is permitted to occupy space only in the space that has been assigned to them.

k. A resident whose contract is terminated (whether voluntarily or involuntarily) is obligated to return the room key as instructed and remove all items from the room as instructed. Items left in a room, suite, or apartment after the vacate date are not the responsibility of University Housing, though in certain cases, they may be packed up and stored by University Housing for a period no longer than 30 days (packing charges will be assessed to the resident).

l. Attempts to interfere with a staff member attempting to resolve a policy violation or deal with an emergency situation is considered noncompliance.

m. Residents and their guests are expected to cooperate with and may not knowingly give false information to any representative of the university who is acting within the guidelines of his/her employment.

n. University Housing uses multiple methods to inform residents of their rights and responsibilities regarding the Rules and Regulations, including the University Housing Resident Handbook, regular house meetings, handouts, flyers, etc. Ultimately, each resident is expected to understand and abide by these Rules and Regulations. Questions about any of the policies listed should be directed to a member of the University Housing staff.

R2 ROOM AND SUITE/APARTMENT CARE

These policies were established to prevent the actions of residents or groups from placing their lives, welfare, or personal property, and that of others in jeopardy. These policies minimize the chance of personal hazards while maintaining the facility and permitting ample options for creativity in the utilization of the room.

a. Residents are responsible for the physical cleanliness and safety of their room, suite, or apartment (this includes the bathroom, kitchen, etc.) and must periodically clean, dispose of waste, and otherwise maintain the sanitation and safety conditions of their room, suite, or apartment (this includes the bathroom, kitchen, or other common space within the suite or apartment); they are expected to recycle materials by putting these items in their proper containers as designated on the recycling containers.

b. Alteration of the physical structure of the room/suite is prohibited. Any such alterations will be removed and the cost of the removal and/or the repairs will be assessed to the resident(s) responsible.

c. No construction, decoration, or arrangement of furniture shall be introduced that creates an unsafe condition, blocks the door, or prohibits quick exit. Please see B1 for specific information about bed positioning. If the room is built in such a way that causes issues for following the specific guidelines regarding bed placement, please speak with a University Housing staff member.

d. All electrical cords must have UL listing and be used in a manner that does not pose a safety hazard (e.g. under rugs, more than one extension cord per socket, etc.).

e. Taping objects to walls/furniture is not recommended. Any resulting damage is the responsibility of the resident. Objects may be hung from the metal strip at the top of the wall with hooks and wire in North, South, and West Towers.
R3 ROOMMATE, SUITEMATE, AND/OR COMMUNITY CONFLICT

Kind, direct communication between people in conflict is the first step to resolution. If members of a community (whether in a room, a suite, an apartment, floor, wing, or house) are unable to resolve a conflict on their own, they are encouraged to first contact their Resident Assistant or Community Assistant. The RA or CA may offer to mediate the conflict or refer it to a relevant administrator. Conflict mediation can include staff-guided (written) roommate or suitemate agreement. If the conflict cannot be resolved, or if a member participating in the agreement violates its terms, the administrator may require an administrative room change and possible Contract Action for one or all involved parties. Residents are encouraged to establish an agreement with all members of their immediate community (within the room and suite/apartment) related to items such as room cleanliness, sharing of personal items, study and sleep schedules, guests, etc., and are encouraged to involve their RA or CA.

S1 SAFETY AND SECURITY

Residents are required to comply with safety and security procedures and observe safety precautions.

a. Report to a Resident Assistant or other University Housing staff incidents or situations that could have an effect on the safety and security of residents.

b. Residents who knowingly allow (and/or accompany) banned guests into the residence halls, endanger the safety of the residence halls. Such behavior is prohibited.

c. Residents should ALWAYS lock room and suite doors. Residents may not tamper with locked doors, admit unauthorized persons into the residence halls or suites, duplicate or alter keys, or lend keys to anyone.

d. Residents are expected to carry their room keys at all times. Residents who lock themselves out of their rooms are able to be “keyed-in” by a member of the University Housing staff. After a third key-in, a lock-change will be done for the suite or apartment, and a $25 lock-change fee will be assessed to the resident’s housing account. (This cost may increase for additional key-ins after the first three.) Residents who feel that they were assessed a charge incorrectly are able to submit an appeal to the Financial Appeals Committee.

e. Tampering with doors (room, suite, lounge, elevator, emergency exit doors, etc.) presents a safety risk and is prohibited.

f. Residents should ALWAYS identify visitors before opening room and suite doors.

g. Residents (or guests) may not tamper with or remove windows or screens, place objects on or hang them from window ledges, or drop/throw objects out of windows. Objects hung out of the windows or set on ledges can easily fall and cause harm to those below. The accidental or intentional throwing, dropping and/or falling of any objects out of a tower window or off the window ledge and/or items placed on the window ledge; and/or removal of screen is a Serious Rule Violation and offenders are subject to immediate contract termination.

h. No person may climb into, out of, or on University buildings or maintenance facilities or walk upon the roof of university buildings; except when emergency access to a fire escape is necessary, or for required maintenance, or when authorized by a university administrator. This is a Serious Rule Violation and offenders are subject to immediate contract termination.

i. Tampering with security cameras is a major security risk. Individuals who damage security cameras are subject to Contract Action and will be financially responsible for repair costs.

j. Trash chutes are for purposes of disposing of trash only. Disposing of large pieces or other large items can create very unsafe conditions.

k. Exiting through emergency exits when an evacuation is not in progress is prohibited.

S2 SEXUAL MISCONDUCT

SEXUAL ASSAULT

The University of Wisconsin-Milwaukee prohibits sexual assault, sexual harassment, and other sex offenses (forcible and non-forcible) on University property or in conjunction with University activities. Wisconsin statutes define these offenses as:

Sexual assault, including acquaintance rape, as described in ss.940.225 and 948.02, is any sexual contact or sexual intercourse with a person without the consent of that person. Consent means words or overt actions by a competent person indicating freely given agreement to the sexual contact or intercourse. Any sexual contact with a person less than 16 years of age, unconscious or unable to communicate, or suffering from mental illness or defect is by law considered nonconsensual (ss.940.225 and 948.02). It is important to preserve sexual assault evidence; therefore, it is recommended that victims seek medical assistance immediately. Victims have the option of notifying law enforcement authorities, but will not be pressured to do so.
SEXUAL HARASSMENT

Sexual harassment, as defined in s.111.32(13) and by UWM’s sexual harassment policy, includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where the two parties are of unequal power. Harassment between equals is also possible. Conduct which unreasonably interferes with an individual’s work or educational performance or which creates an intimidating, hostile or offensive environment for work or learning also constitutes sexual harassment. UWM policy prohibits all sexual harassment including consenting amorous or sexual relationships between an instructor and student or an employee and supervisor.

SMOKING

Smoking (of any type) is not allowed anywhere in the residence halls or parking structure. People who smoke outside the buildings are expected to be respectful of entrances/ exits (and the effect that smoking can have on other people entering and exiting), as well as to dispose properly of cigarettes and related materials. Smoking is prohibited within 30 feet of any entrance or window. At press time, this policy was accurate. However, if during the course of the academic year the UWM Campus becomes completely non-smoking, this university-wide policy will apply to University Housing facilities as well.

SPORTS

Playing sports in public areas, lounges, hallways, or rooms, including in-line skating, skateboarding, bicycle riding, and throwing or dribbling of any kind of object (e.g. softball, basketball, football, Nerf ball, Frisbee, etc.) are not allowed in the residence halls or apartment facilities, or on campus sidewalks, roadways, or parking areas except in areas specifically designated for this purpose.

THEFT AND VANDALISM

Residents are encouraged to promptly notify UWM Police if they suspect that there has been a theft of a belonging.

- Residents and guests are expected to treat the belongings/property of residents, guests, and the property of the residence halls or university with respect.
- Littering is considered a form of vandalism, and is prohibited.
- No person may intentionally take and carry away, use, transfer, conceal, or retain possession of any property without consent and with the intent to deprive the owner, either permanently or temporarily, of possession. This includes cafeteria trays, street signs, “wet floor” signs, etc. unless proof of purchase can be supplied upon staff request.
- No person may deface, alter, destroy, or damage in any other way, either maliciously or carelessly, any property, personal or university, within University Housing facilities.
- No resident or guest may obtain property or services by depositing anything which he or she knows is not lawful money or is an authorized token or ticket (e.g. in vending machines, laundry facilities).

VIOLENT BEHAVIOR

Any behavior that jeopardizes the safety of oneself or another individual is prohibited and will result in Contract Action.

WEAPONS

The possession and/or use of firearms or ammunition (guns-including air, paint, cap, pellet and BB guns), bows and arrows, ninja stars, slingshots, tasers, grenades, knives (other than small kitchen or folding pocket knives - generally this means with a blade size of less than two inches and a width of less than one inch), and any other dangerous weapons are prohibited and will result in significant Contract Action, up to and including Contract Termination depending upon the nature of the violation. Individuals may not display or portray as real any object that resembles a dangerous weapon or use any object in a violent or threatening manner. Possession of any dangerous weapon is a Serious Rule Violation and offenders are subject to relevant legal involvement under Wisconsin statutes and immediate contract termination.
UNIVERSITY HOUSING STATEMENT ON THE FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. Additional details can be found at www.ed.gov/policy/gen/guid/fpco/ferpa/index.html. In accordance with FERPA guidelines, University Housing administrators will not share any resident information, other than directory information, with anyone outside of the University system. This includes, but is not limited to, information about a student’s grades, behavioral history and action, health concerns, current whereabouts, and financial information. (If the person requesting information is a guarantor on the resident’s housing contract, certain financial information can be given.) Exceptions to this Act, regardless of age, will be made in life-threatening situations. University administrators within the University system may decide to share information about residents on a need-to-know basis. Residents who chose to waive their rights to privacy may fill out a Release of Information form, which can be found in the University Housing Residential Programs Offices in Sandburg Halls C120.

CAMPUS INFORMATION

BE ON THE SAFE SIDE (B.O.S.S.)

Be On the Safe Side provides walking escorts and van transportation to UWM as a core component of UWM’s commitment to campus safety. B.O.S.S. functions to promote a safe environment for members of the UWM community to live, work, and study.

Service Area Boundaries:
- Hampton Avenue (North)
- Lake Michigan (East)
- Brady Street (South)
- Seventh Street (West)

When using B.O.S.S., students are asked to:
1. Present a valid UWM I.D. to the driver
2. Wear a seatbelt
3. Be courteous to the drivers
4. Be courteous to the UWM neighborhood while waiting

CENTER FOR VOLUNTEERISM AND STUDENT LEADERSHIP

The Center for Volunteerism and Student Leadership (CVSL) strives to foster an ethic of service and leadership within the UWM campus community by promoting and supporting volunteerism that addresses human and societal needs.

FIRST YEAR CENTER (FYC)

The First Year Center is the one stop where students can find all the information about valuable resources on campus. The mission of the First Year Center is to provide quality comprehensive services to new freshmen and transfer students enrolled at UWM. The Center is also home base to the Campus Ambassadors/Mentors who meet one-on-one and maintain communication with their first-year students and assist in the development of targeted first-year programming.
GOLDA MEIR LIBRARY
The UWM libraries consist of several libraries and departments. All UWM Libraries, departments, and collections are housed within the Golda Meir Library building. The Library is open to all UWM students and materials may be checked out using a UWM student ID.

LESBIAN, GAY, BISEXUAL, TRANSGENDERED RESOURCE CENTER
The Lesbian, Gay, Bisexual and Transgender (LGBT) Resource Center at UWM strives to connect to various resident populations and the community at large through embracing diversity. The LGBT Resource Center works to increase awareness, education and presence of LGBT issues on the UWM campus, as well as providing a resource for students and community members wanting to learn more about LGBT issues. The LGBT Resource Center provides a safe-space for all LGBT students and their allies at UWM.

LINKS
LINKS Peer Outreach and Mentoring Center offers students the opportunity to help their peers who need support and guidance. The focus of LINKS is on the retention and graduation of historically targeted racial/ethnic and disadvantaged groups, i.e., African Americans, American Indian, Chicano/Hispanic/Latino, Asian American and metropolitan Milwaukee students who are from low income and first generation college families.

NEIGHBORHOOD HOUSING OFFICE
The UWM Neighborhood Housing Office (NHO) and Community Outreach and Assistance to Student Tenants (COAST) Leaders provide direct outreach and advising to help students find quality off-campus housing and roommate(s) through education, referral, and support. We promote healthy living and civic responsibility to connect students with UW–Milwaukee and the surrounding neighborhoods.

The NHO maintains an online listing service of rental units, individuals who are looking for roommates, rooms for rent, subleases, and general off-campus living information located on our website. These properties are not inspected or approved by the University.

NORRIS HEALTH CENTER
Norris Health Center assists students in identifying, understanding, and responding to their most urgent health issues. Students are eligible to use Norris Health Center if they are currently enrolled for a class credit at UWM and have paid the student segregated fee. Students are required to show a valid Resident ID Card. Fees are charged for some services, such as outside laboratory tests, pharmacy prescriptions and injections.

ROBERTO HERNANDEZ CENTER
The Roberto Hernández Center (RHC) is committed to increasing the presence of Latinos at UWM, specifically students, faculty, and academic staff. The goal is to deliver effective advising and mentoring to UWM Latino students by faculty and staff in order to foster their retention and guide them to expediently complete degree requirements.

STUDENT ACTIVITIES OFFICE
The Student Activities Office is designed to meet the needs of individual students and over 250 student organizations. The Student Activities Office can assist with student organization needs and help students make the most of their extracurricular experience at UWM.
The Tutoring and Academic Resource Center (TARC) offers tutoring for over fifty different 100, 200, and 300 level courses including math, English composition, and large lecture courses. Services are free to currently enrolled UWM students. Students can apply for weekly tutoring sessions or receive assistance at walk-in help desks in the Composition Corner (Bolton 180) or the Math/Science Center (Bolton 180). Weekly tutoring sessions are also held in Sandburg Commons C204.

The University Police department is located at the base of West Tower in Sandburg Halls. The police provide law enforcement on the UWM campus and often respond to resident emergencies. UWM Police frequently provide programs for residents regarding personal safety.

*Note: Calling 911 from a cellular phone will contact the Milwaukee Police Department, not the UWM Police Department.

The Women’s Resource Center (WRC) enhances awareness and understanding at UWM of the diversity of women’s lives and experiences and the role gender plays in everyone’s life. The WRC promotes and supports the health and well-being of women juggling school with other responsibilities and help students to address their problems, recognize their individual and collective power, and achieve their full educational, career and personal potential at UWM and beyond. The WRC builds partnerships and advocates for change to create a campus climate that enhances the quality of life for all members of the University community.

The UWM Writing Center offers personal, one-on-one assistance on papers and with writing skills in a friendly, impartial atmosphere.

**TUTORING AND ACADEMIC RESOURCE CENTER**

**UNIVERSITY POLICE**

**WOMEN’S RESOURCE CENTER**

**WRITING CENTER**

**IMPORTANT PHONE NUMBERS**

**EMERGENCY**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Emergency Call</td>
<td>9-911 (from a campus phone)</td>
</tr>
<tr>
<td>Campus Police (Non-Emergency)</td>
<td>(414) 229-4627</td>
</tr>
<tr>
<td>Milwaukee Fire Department</td>
<td>(414) 347-2323</td>
</tr>
<tr>
<td>Milwaukee Police Department</td>
<td>(414) 933-4444</td>
</tr>
<tr>
<td>Sexual Assault Treatment Center</td>
<td>(414) 219-5555</td>
</tr>
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**UNIVERSITY HOUSING**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>University Housing Main Office</td>
<td>(414) 229-4065</td>
</tr>
<tr>
<td>University Housing Fax</td>
<td>(414) 229-4127</td>
</tr>
<tr>
<td>Sandburg Main Desk</td>
<td>(414) 229-6123</td>
</tr>
<tr>
<td>RiverView Service Desk</td>
<td>(414) 229-3595</td>
</tr>
<tr>
<td>Assignments Coordinator</td>
<td>(414) 229-6586</td>
</tr>
<tr>
<td>Resident Account Manager</td>
<td>(414) 229-6587</td>
</tr>
<tr>
<td>Computer Operations</td>
<td>(414) 229-4606</td>
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<tr>
<td>Residential Programs Office</td>
<td>(414) 229-5712</td>
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<td>NRHH Office</td>
<td>(414) 229-6313</td>
</tr>
<tr>
<td>SHAC Office</td>
<td>(414) 229-6313</td>
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<tr>
<td>Security (Sandburg)</td>
<td>(414) 229-6123</td>
</tr>
<tr>
<td>Security (RiverView)</td>
<td>(414) 229-3595</td>
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**RESTAURANT OPERATIONS**

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<thead>
<tr>
<th>Restaurant</th>
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</thead>
<tbody>
<tr>
<td>Palm Gardens</td>
<td>(414) 229-5610</td>
</tr>
<tr>
<td>Sandburg Café</td>
<td>(414) 229-5123</td>
</tr>
<tr>
<td>RiverView Café</td>
<td>(414) 229-3539</td>
</tr>
<tr>
<td>Gasthaus</td>
<td>(414) 229-6319</td>
</tr>
<tr>
<td>Kenwood Inn</td>
<td>(414) 229-6649</td>
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**STUDENT UNION**

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bookstore</td>
<td>(414) 229-4210</td>
</tr>
<tr>
<td>Information</td>
<td>(414) 229-4825</td>
</tr>
<tr>
<td>Neighborhood Housing</td>
<td>(414) 229-6999</td>
</tr>
<tr>
<td>Parking and Transit</td>
<td>(414) 229-5644</td>
</tr>
<tr>
<td>Student Association</td>
<td>(414) 229-4366</td>
</tr>
<tr>
<td>Union Theater</td>
<td>(414) 229-4070</td>
</tr>
<tr>
<td>Credit Union</td>
<td>1-800-533-6773</td>
</tr>
</tbody>
</table>
CAMPUS INFORMATION
BOSS (414) 229-6503
Bursar (414) 229-4526
Financial Aid (414) 229-4541
Klotsche Center (414) 229-5287
Legal Clinic (414) 229-4140
Library (414) 229-4785
Norris Health Center (414) 229-4716
Athletics Information (414) 229-4593
Testing Center (414) 229-4689
Theater Box Office (414) 229-4308
Weather/Class Information (414) 229-4444

LOCAL
Columbia Hospital (414) 961-3300
Domino’s (414) 332-6888
FedEx 800-463-3339
Jimmy John’s (414) 967-9014
City of Milwaukee Night Parking (414) 286-8300
Papa John’s (414)278-5646
Pizza Hut (414) 278-0007
Pizza Shuttle (414) 289-9993
Post Office 800-275-8777
UPS 800-742-5877
William Ho’s (414) 963-9781

TRANSPORTATION
A-1 Transportation (414) 264-4550
Airport Connection (414) 769-2444
American United Taxi (414) 220-5000
Amtrak 800-872-7245
Badger Bus (414) 276-7490
Milwaukee County Transit System (414) 344-4550
RiverView
3rd Floor

Key
- Offices
- Program Spaces
- Facilities
- Dining

Entrance from Circle Drive
Elevator to Parking Garage
Stairs to 2nd Floor
Elevators
Stairs
Resident Rooms
Study
Lounge
C-Store
Grind
Mail
Resident Rooms
Study
Lounge