



HOUSING AND RESIDENCE LIFE



THE UNIVERSITY OF NORTH CAROLINA AT
PEMBROKE

Residential Handbook 2019-2020

revised August 2019



Housing and Residence Life
One University Drive
P.O. Box 1510
Pembroke, NC 28372-1510
910.775.4253 or 910.521.6228

Dear Residential Students:

The Office of Housing and Residence Life would like to welcome you to campus and your new home. We are pleased to have you as part of our community and excited to have the opportunity to work with you.

On-campus student housing is an integral part of the overall college experience. It is our hope that this will be a productive and exciting year for you. Our goal is to provide you with a comfortable living environment that is conducive to both living and learning. With collaborative cooperation and support, we will be successful in accomplishing this goal. We encourage you to utilize residence life and housing services should they become necessary. Other resources available to you include, but are not limited to, the Center for Student Success, Counseling and Psychological Services, Student Health Services, and Campus Police.

Live-in staff members are available to assist you 24 hours a day, seven days a week. If you need anything, please feel free to call on your Resident Advisor, Community Director, or the staff in the main office. A staff listing is located on our web site.

We hope that you enjoy your stay with us and we wish you the very best in your educational endeavors. If there is anything we can do for you as a resident of UNC Pembroke, please let us know.

Respectfully,

Paul D. Posener
Director of Housing & Residence Life

First Year Freshmen Residency Requirement

First year freshman students at UNCP are required to reside on campus for their initial academic year. Attendance during MayMester, Summer Sessions, summer program at UNCP or programs at other institutions do not apply toward the fulfillment of this requirement. For purposes of this requirement, a first-year freshman residential student is defined as: any incoming student who will not be 21 years of age or over prior to August 1st of the initial enrollment year and who is registered for a course load of 9 credit hours or more. A first year freshman who transfers to UNCP during the spring semester with fewer than 12 hours of credit and falling within the age and course load requirements listed above will be considered first year freshmen and subject to this guideline. AP College credit or Dual Enrollment credits do not apply toward the fulfillment of this requirement.

The first year freshman may request a waiver if the student is 1) married; 2) a parent or guardian with legal custody of children; 3) 21 years of age prior to August 1st; 4) a veteran; 5) a student with a special need (documentation will be reviewed on a case-by-case basis); or 6) Living with parent(s) or legal guardian within the following counties: Robeson, Scotland, Hoke, Bladen, Columbus at the parent/guardian principal residence. A student must complete the “Freshmen Housing Waiver Application and Notarized Letter” form and submit it to the Housing Coordinator in the Office of Housing and Residence Life. A student requesting a waiver should submit the form by the deadline of July 31 for students beginning the fall semester and December 15 for students beginning in the spring semester. A copy of the waiver form may be obtained from the [forms section](#) of the Housing & Residence Life website.

The review committee will render a decision based on the information provided. The student may appeal to the Vice Chancellor for Student Affairs. The decision of the Vice Chancellor for Student Affairs is final and conclusive. The only issue to be considered in any appeal at any level is whether or not the individual’s appeal request fits the criteria listed above.

First year freshman students who meet the residency requirement, but do not submit a Housing Agreement or are not approved to be exempt from the requirement **will automatically** be assigned on-campus housing. The student will be required to pay room and meal charges for the academic year to satisfy the first year freshman residency requirement.

FYRE (First Year Residential Experience)

The first year of college for all students should be an enjoyable experience filled with plenty of opportunities to get involved and meet new people. The First-Year Experience also known as the Freshman-Year Experience is a program designed to help students prepare to successfully transition into and through their first year of college. FYRE programs have both academic and co-curricular components. The First Year Residential Experience program is intended to connect and engage students living in first year residence halls. The goal of FYRE activities and events are to help enhance the first year experience and have a positive impact on student success.

Visit www.uncp.edu\FYRE for more information



Housing & Residence Life Mission

The Office of Housing and Residence Life offers residential students the opportunity to be part of a community that is clean, safe and respectful; a community that is interactive and conducive to academic, educational, and social development.

The department provides qualified staff to help meet the needs of residential students, as well as, a comprehensive programming component. Students who become actively involved in their community will discover a variety of programs and activities to complement their educational pursuits and enhance their on-campus living experience.

Department of Housing and Residence Life

The Office of Housing and Residence Life is a department within the division of Student Affairs. Mr. Paul Posener directs the department, Ms. Cynthia Redfearn serves as the Associate Director of Residence Life, and Mr. Edward Wittenberg is the Associate Director of Housing. Mr. Nelson Locklear serves as the Building and Environmental Services Manager while Ms. Carol Hunt, our Administrative Support Specialist, coordinates on-campus housing. Ms. KaTonya Alford is Housing's Administrative Support Associate. The main office is located on the first floor of Belk Hall and the telephone number is 910.775.4253. Inquires relative to housing assignments should be directed to our Housing Coordinator at 910.521.6228.

Community Director

Currently the department employs six Community Directors. The Community Director is a full-time live-in professional staff person who supervises the Resident Advisors. The Community Director is available to assist individual residents with developing their personal, academic, and social skills. This is done through educational and social programming, role modeling, providing resources and referral information, and developing community living based on consideration for others and the regulations and policies set forth by the University of North Carolina at Pembroke. The Community Director is also responsible for upkeep of the facility and works closely with the Director, Associate Directors, and the Housing Coordinator.

Resident Advisors

Our Resident Advisors are full-time undergraduate students who have been selected because of their personal qualities and skills. Resident Advisors have been trained in such skills as crisis intervention, paraprofessional counseling, and conflict mediation. Resident Advisors are resource people who can assist you with where to go for information and with any questions or problems that might arise. The residence life staff is dedicated to making the buildings "community" oriented.

Alcohol Free Environment

Alcohol-free environments are designated areas of a residence hall where the use and possession of alcohol is prohibited. Residents are required to sign a pledge refraining from the use and possession of alcohol. Limited space is available, with hall assignments being made on a first-come, first-serve basis.

Smoke Free Environment

The University of North Carolina at Pembroke (UNCP) is dedicated to maintaining a healthy work and learning environment. UNCP values the individual rights as well as the well-being of all its faculty, staff, and students. On occasion a conflict arises between personal rights and community interests, because smoking is such an issue of contention.

North Carolina law allows universities to regulate smoking at properties owned or leased by a state university. All buildings owned or leased by UNCP, including our residence facilities, have been smoke free for several years now.

Smoking receptacles have been removed from building entrances and relocated wherever possible outside of a 100 foot perimeter around each building.

This policy applies to all University visitors, students and employees – including faculty, non-faculty, staff and student employees. It is the responsibility of every member of the University community to conduct oneself in compliance with this policy.

Check In Procedures

On Move-In Day students will pick up their key at their assigned residential facility during the established move in times. These dates and times are established ahead of time and will be noted on the UNCP Housing and Residence Life Website.

After move-in students will be required to fill out a Room Condition Form (RCF) online using Roompack. This form notes the condition of the room, common areas and its contents. ***It is important that you complete the Room Condition Form as soon as possible.*** Failure to submit this form in a timely manner could result in residents being charged for damages that may have previously existed.

Check Out Procedures

Since most checkouts occur during final exams, you have two options for check out. Please note the information/procedures listed below for each option. Once you have made your choice (in conjunction with your roommates) follow the appropriate steps to complete your check out. Note that failure to follow the procedures below may result in additional charges. If you have questions, please see your Resident Advisor or Community Director.

Option 1: Express Check-Out

Use this option only if:

- ✓ **There are no damages in your room/suite/apartment**
- ✓ **You do not have concerns about a cleaning fee**

This option allows you to leave as soon as you are finished with your exams. The RA will conduct a damage/ cleanliness inspection at their convenience after you leave. **If you utilize this option, you will be required to sign a statement waiving your right to appeal damage charges.** Follow the steps below to complete an express check out:

- On the Monday exams begin, go to your residence hall receptionist's desk (for Village and Courtyard their respective community buildings) *between 10am and 10pm* to receive an ***Express Check-out Envelope***.
- Move out your belongings, clean your room thoroughly, and then lock the door on your way out. **Note:** this must be done within 24 hours of your last exam.
- Place your room key in the envelope and seal it. Return the signed envelope to where you initially received the express envelope. *Make sure the envelope is sealed properly!*

Option 2: Personal Checkout Appointment

You must sign up for your appointment during Exam Week

Schedule a 15-minute checkout appointment with your RA. Each RA will have a posted appointment schedule for exam week on their room door. Failure to schedule an appointment may result in an improper checkout fee in addition to any charges for

damages/cleaning. Each resident is responsible for submitting their key(s) to their receptionist's area or live-in staff.

Important Notes about Check-Out

- All roommates must thoroughly clean the room. Follow the checklist below in order to minimize the charges. Your room has to be in the same clean condition as it was when you moved in. If your room is not clean you will be assessed a fee!
- Begin discarding some unwanted items you have accumulated throughout the year. For convenience and safety of others, keep all debris and belongings out of the hallways and suite lounges.
- **Recycle bins for clothing** will be available in the hall lobbies beginning approximately one week before exams begin.
- **Containers for electronics; single stream containers for paper, cans, glass, and cardboard;** and dumpsters for unusable and damaged items will be in place beginning the Monday of exams. *Where possible, please attempt to reuse or donate unwanted items.*
- Unless one resident accepts responsibility and documents said responsibility in written form, any/all charges will be divided among all occupants of the room/suite/apartment. In addition, the last resident to checkout of the room/suite/apartment will be responsible for all damages or missing items not already accounted for. Please communicate with your roommate(s) concerning any pending damages. Decide on responsibility now, or be present at the checkout of your roommates.

Abandoned Property

Items/property left behind by a student who has checked out of a room will be considered abandoned. Staff who are responsible for cleaning areas with personal property will adhere to the following procedure:

- a. No property left in student areas should be disposed until at least two days following the closing of student housing. This allows a student and the university an opportunity to discover if personal items have been accidentally forgotten or abandoned.
- b. Following the two day period, university staff will dispose of the items in the trash receptacles provided.

Please note: Students not returning to on-campus housing will receive a refund of the housing deposit that was submitted with the housing agreement. The refund generally takes 4-6 weeks for Student Accounts to process. It is not guaranteed that you will receive a full refund, and you **will only** receive a full refund if the following conditions apply:

- No damage charges to your room
- You have checked-out properly with a staff member
- Keys have been returned
- You do not have an outstanding balance with the University

Please **DO NOT** attempt any repairs to your room. It is easier and less expensive for you to allow our professional staff to make all repairs.

Check Out Cleaning

You and your roommate are responsible for the condition of your room, regardless of who has done what. When it comes time to check-out, both parties have to take responsibility for the condition of the room. Consequently, if no one is willing to take responsibility for any damages or trash left behind, both parties will be billed equally.

The following is a step-by-step list of the procedures you need to follow in cleaning and vacating your room. If you adhere to the following guidelines, it will save you both time and money.

Furniture

All beds should be assembled. However, it is not necessary to un-bunk or re-bunk the beds. Desk chairs should be pushed in under desks and desktops wiped down with a damp cloth. Also, wipe the inside of desk/dresser drawers and remove any drawer paper. No permanent mounted fixture (e.g. towel bars, mirrors, etc.) should be removed.

Floor

Sweep and mop the floor. If conditions exist that were caused from situations beyond normal wear and tear, both residents will be billed equally for any needed cleaning/repairs.

Closets and Doors

Remove all articles, including hangers. Sweep the inside of each closet. Wipe shelves with a damp cloth. All closet doors should be wiped clean with a damp cloth as well. Remove all decals, paintings, etc. from **ALL** doors, walls and windows.

Screens

All window screens should be in their proper place. Any damaged or missing screens should be reported to the Community Director for the facility. Wipe all window ledges with a damp cloth.

Bathrooms (Cypress Hall, Oak Hall, Pine Hall, Village and Courtyard Apartments)

Remove all personal items. Thoroughly clean the shower walls, toilet, cabinets, along with the sink and faucets. In addition, the floor should be mopped. *Please report any loose tiles and/or towel bars and any re-caulking needs immediately.*

Additional information concerning common areas (all Cypress Hall suites, all single suites in Oak Hall and Pine Hall; all units in Village and Courtyard Apartments)

Common areas are shared by all the residents living in the suite/apartment and regardless of who has done what, when it comes time to check out, someone/everyone has to take responsibility for the condition of these areas. The following is a step-by-step list of the procedures you need to follow in cleaning and vacating your suite/apartment. If you adhere to the following guidelines, it will save you money.

Living Rooms

- Sweep or vacuum.
- Sweep or vacuum behind furniture.
- Vacuum inside of upholstered couches, chairs by pulling out cushions.
- Wipe down coffee tables, end tables, etc. with a damp cloth.
- Replace furniture in original positions.

Kitchen (Village and Courtyard Apartments)

- *Refrigerator* – Remove all items. Clean all inside walls and compartments with a damp cloth. Also clean the top and outside of the refrigerator. Clean the freezer and ice tray. Be sure to shut off the ice maker by lifting the handle until it clicks.
- *Electric Range* – The ovens are self-cleaning. If you are uncertain as to how to use this feature, contact a staff member at the apartments.
- *Dishwasher* – Remove all personal items from the dishwasher and sweep out

- any/all food debris. Leave the door open to allow for drying to prevent mold.
- *General Cleaning* – Make sure to clean the counter tops along with the cabinets inside and out. The fan filter and oven hood should be cleaned. Sweep and mop the kitchen floor.
- *Garbage Disposal* – Make sure there is no food left in the disposal. Fill the sink with water and run the disposal. This will remove any debris in the sink and in the pipes.

If no one is willing to take responsibility for any trash left behind in or damages done to the common areas, all residents of the suite/apartment will be billed equally.

Room Change

Once housing records are complete and all students who wish to live on campus have been assigned, an opportunity is available for students to change rooms and/or roommates.

During the academic year, students may request to change rooms and/or roommates at the beginning of each semester. Please note that there is a grace period at the beginning of the semester before a room change will be made. This is to allow time for roommates to make a good faith effort to resolve differences and for the University to assess its housing needs. No resident shall be granted permission to change his/her room assignment without having a Roommate Agreement on file in Roomcompact **and** authorization from the Housing Coordinator in the Housing Office. Coordination with the Community Director(s) for the facilities involved is also required.

Once authorization for a room change has been granted, a student obtains a Room Change Request Form from the main housing office in the Belk Hall and is issued a key to their new assignment. Students **must** return the room key from the assignment they are vacating within **24 hours** or they will be required to pay the lock replacement fee (\$40).

Students desiring to change rooms/roommates after the room change period has ended must meet with their respective Community Director and participate in a mediation process. Any student who changes rooms **without prior approval** will be charged a \$25 administrative fee.

The dates for each semester's Room Change Period will be announced by the department as soon as they are determined.

Consolidation

The University reserves the right to consolidate rooms to ensure full capacity when vacancies occur and may move students to another room when such consolidation becomes necessary. Requests to honor specific roommate, room, or hall assignments are not guaranteed. Residents whose roommate did not enroll for the semester must adhere to the consolidation policy.

To assist students with understanding the department's consolidation policy, the Office of Housing and Residence Life has established the following procedure:

1. For many students, having a roommate enhances their residential experience. If you need assistance in identifying a compatible roommate, please contact your Community Director.
2. Students who do not obtain a roommate may accept the room as a single and agree to pay the single room fee. The student should understand that the single room is for the current semester and is not guaranteed for the next semester. A form to obtain the room as a single may be obtained from the Housing Office in Belk Hall.
3. Students who do not chose the single room option should understand the University reserves the right to consolidate rooms to full capacity. A student who chooses this option may have to move to another room and/or must keep

their room in “move-in ready” condition so a new roommate can be assigned. Students that chose this option may not change the agreement later during the semester.

All room changes must be completed within three (3) calendar days after notification to consolidate.

Health and Maintenance Inspections

Periodically throughout the academic year, the staff will conduct health and maintenance inspections of the residents’ rooms. The inspection is to be coordinated by the Community Directors and Resident Advisors. The Community Director will announce, by posting signs, the day(s) and time(s) during which the inspections will be conducted at their facility. Since it will take longer to conduct an inspection in some rooms than in others, a specific time for each room cannot be established.

Health and maintenance inspections **are not** intended to be a violation of privacy. The following procedure has been established:

The staff member will knock on each door and announce their name, position and intent.

If the student(s) are present, the staff will conduct the inspection.

If the student(s) do not respond:

- The staff member will again knock and announce themselves. On the third attempt, the staff will announce they are “keying into the room” to conduct the inspection,
- The staff member will open the door and conduct the inspection,
- The staff member will lock the door at the conclusion of the inspection,
- The staff member will contact the student via Roomcompact to notify them that the inspection was conducted

During the inspection, the staff will conduct a visual inspection for:

- Items that will attract ants and other insects such as:
 - Uncovered or unsealed food or beverage containers,
 - Empty food or beverage containers that need to be discarded,
 - Unwashed dishes,
 - Dirty sinks, toilets and showers
- Illegal appliances such as:
 - Electric frying pans
 - Open coiled appliances (ex. toasters, toaster ovens)
 - Gas and electric grills
 - Charcoal grills, oil lamps
 - Electric or kerosene heaters
- Unauthorized pets
- Fabric and/or paper touching ceiling lights or any lights
- Overloaded circuits and the condition of extension cords
- Items that block egress from the room
- Damage to and/or misuse of University property

Permitted items include:

- Hot pots (that do not have an open heating element)
- Crock pots
- Coffee makers (with an automatic shut off)

- Tea makers
- Microwaves (with the exception of Belk and North Halls)

In the apartments, use of cooking appliances is permitted in the kitchen area, but must be attended to and monitored when in use. Microwaves in student rooms (excluding Belk and North Halls) and in common areas must be attended to and monitored when in use. In addition, cooking with deep fat cookers and cooking with grease are prohibited in the residence hall rooms.

Items such as: irons, hair dryers, curling irons, hair straighteners, and electric curlers should not be left unattended when in use.

Staff members are not to uncover anything without the permission of the resident unless:

- The item is partially exposed to note a violation.
- The covered item is connected to an electrical outlet.
- The order is that of an apparent violation.

The staff will not judge the room for decorative purposes, but for health, maintenance, and sanitary concerns as identified in this handbook and the UNCP **Student Handbook**. *A room that does not meet the acceptable health, maintenance, and sanitary standards will be re-inspected within 48 hours. Students who do not comply or who have damage to their area will be documented.*

Inclement Weather

During periods of inclement weather, there may be certain periods of time that it is necessary for the University to be closed or class schedules altered. On the day(s) when the University is closed or schedule revised, that decision will be made, if practicable, by 5:30am. Such a decision will be communicated to local radio and television by that time. *For the latest information, please utilize the Emergency Notification Hotline at 910.521.6888 or visit the website at www.uncpalert.com.*

The announcement will be communicated to radio and television stations in the vicinity. No such report means that classes are to be held as scheduled. Announcements may take one of several forms: (1) classes are suspended, but offices will remain open, (2) classes are suspended and all University offices are closed, or (3) class schedules have been altered.

The Director of University Communications and Marketing or designee will make the notification to the various media outlets. Campus Police will also be notified and they will notify the Community Directors. The Community Directors will then notify the Resident Advisors and the residential students.

Know the Terms

Hurricane Intensity: In use since 1975, the Saffir/Simpson scale classifies storms as Category 1-5, based on barometric pressure, sustained wind velocity, and storm surge. A Category 1 is the least destructive, whereas a Category 5 is catastrophic.

Category	Sustained Winds	Damage
1	74-95 mph	Minimal
2	96-110 mph	Moderate
3	111-130 mph	Extensive
4	131-155 mph	Extreme
5	155 mph or greater	Catastrophic

The Eye of a Hurricane: the great spiraling winds of a hurricane surround a relatively calm center called the “eye.” This calm is a deadly deception as maximum force winds and torrential rains border it. Many deaths and injuries have been caused by those venturing out when the eye passes overhead, only to be caught later in the maximum destructive force of the storm.

Hurricane: A type of tropical storm with strong winds circulating around an extreme low-pressure area. When wind speed reaches 74 miles per hour the storms are classified as hurricanes.

Hurricane Watch: Issued when a hurricane may threaten a specified land area within 24 to 36 hours.

Hurricane Warning: issued when a hurricane (winds more than 74 miles per hour) is expected in a specific land area within a 24-hour period.

Tornado: rotating column of air revolving around a low-pressure center, having a vortex several hundred yards in diameter, who’s whirling may reach speeds up to 300 miles per hour.

Tropical disturbance: a moving area of thunderstorms in the tropics that maintains its identity for at least 24 hours.

Tropical storm: a weather formation with distinct circulation and highest wind speeds of between 39 and 73 miles per hour.

Wind shear: intense, upward and downward moving columns of wind

Hurricane Evacuation

All students will be alerted by the University to make preparations for a hurricane. Depending on each resident's personal circumstances, all residents will be encouraged to evacuate campus and go to their homes. If conditions warrant, evacuation of all students is desired. This may not be possible, however, and Residence Life will ascertain and coordinate the status of all remaining students. The following procedures are recommended in order to provide the maximum amount of safety and protection for those students residing in the residence halls.

The University, however, is not responsible for damages to, or loss of, personal property.

Preparation Before the Hurricane Strikes

- All furniture including beds should be pulled away from the windows. Electronic equipment (TV, stereo, computer, etc.) should be unplugged and placed off the floors, preferably in a closet.
- Since the floors can get wet, all articles such as shoes, rugs, clothes bags, suitcases, etc., should be placed on closet shelves or in dresser drawers.
- All loose objects should be placed in drawers or closets. Paper, books, etc., should not be left on tops of desks or dressers.
- Valuables should be placed in safekeeping. Closets and drawers should be closed throughout the hurricane. All doors should be locked when the

occupants are not in the room.

- All windows must be closed tightly. All blinds/curtains should be closed.
- Any resident remaining on campus who owns a car should make sure that the emergency brake is set and their car is placed in park or reverse gear. All windows should be closed and the car locked. All cars should be moved to Parking Lot 14 (the parking lot in front of the gym).
- Each student should provide his or her own flashlight in case of power failure. Do not use candles or other flame-type lighting under any circumstances; fire is uncontrollable during a hurricane. Use battery powered lighting only.
- Residents who are unable to evacuate should provide their own snack items. UNCP Dining Services will provide food when it is possible for students to come to the cafeteria. If food must be brought to the halls and apartments, the Housing staff will coordinate with UNCP Dining Services as to time and location. Grills and any other use of flammable items are forbidden.
- Please be advised that residents who are unable to evacuate may be asked to relocate to another facility on campus for safety and security reasons.
- If you vacate your residence prior to the storm, please make sure all windows and doors are secure.

Procedures During the Hurricane

- It is essential that all remaining residents stay indoors throughout the entire hurricane. Residents must not leave their assigned facility until directed to do so by a professional Housing staff member. During the storm, for maximum protection, residents are to **REMAIN INSIDE**. If you are not familiar with a hurricane, there is always a lull in the storm when the eye passes through the area. Once the eye passes though, the storm begins again, but from the opposite direction. **STAY INDOORS**.
- Residents should proceed to the lower floor interior corridors of the residence hall(s) and to lower floor units of the apartments. Remain away from danger areas, such as glass windows and doorways in lobby areas.
- Do not attempt to open windows or doors to see what is happening outside.
- Report all accidents, injuries, broken windows, or excessive water to a Housing staff member or Campus Police.
- Remember, telephone calls should be made only in case of emergency. Cell service, if still available, will most likely be limited.
- **“Hurricane Parties”** are only for the movies. **Do not drink alcohol!** Everyone must think clearly during a hurricane. If everyone remains calm, stays inside and observes all instructions and precautions, there is reduced danger.

Tornado Evacuation

For on-campus housing, students should close windows and doors and follow the procedures for the following locations:

- | | |
|--|---|
| Belk & North Halls: | Congregate along second and third floor hallways, bathrooms and stairwells |
| Courtyard & Village Apartments: | Move to a ground level unit and congregare in the living room area staying clear of glass windows. Do not congregare in the stairwells. |
| Cypress, Oak, & Pine Halls: | Move from rooms to ground level and second floor hallway and stairwells staying clear of glass hallway windows and doors |

Residents are instructed to crouch, facing interior walls, with their hands over their heads and their heads between their knees. They are to remain in this position until the all-clear signal is heard. Campus Police are to notify residents when danger is over.

Crime Prevention

Each year many college students across the nation are victimized by crime. The most effective protection is **COMMON SENSE!** You can reduce the risk of crime significantly by keeping room and car doors locked, by recording the serial numbers of valuables, and by not walking alone at night. You should also ask Campus Police about engraving a drivers' license number on valuables. This greatly increases the chance of recovering property, should it be stolen. Campus Police patrols the residence halls and apartments regularly. If you see a crime in progress, or other suspicious activity, call Campus Police at 910.521.6235. Any emergency should be reported to Campus Police in addition to the Resident Advisor and Community Director on duty.

TEN TIPS FOR YOUR PROTECTION

1. Always lock **ALL** your doors and windows
2. Report all suspicious activity or persons to your hall staff or Campus Police
3. Don't leave valuables in plain sight
4. Record serial numbers of all electronics
5. Ask your hall staff or Campus Police for assistance in engraving your valuables
6. Use the buddy system after dark. If you need an escort, contact Campus Police
7. Always tell someone of your plans or whereabouts
8. **NEVER** prop open doors for others
9. Remember, your RA or Campus Police can help with security questions or situations
10. Call Campus Police if you need assistance

Campus Escort Service

Campus Police provides an escort service aimed at pedestrian safety on campus. The hours of operation are primarily from dusk until midnight, but escorts are available upon request from midnight until dawn. To obtain an escort, a student should dial 910.521.6235. Please note escorts are made available to on-campus facilities only.

Building Security/Access

Belk Hall, Cypress Hall, North Hall, Oak Hall, and Pine Hall residents must use their student ID card. The ID card should not be given to non-residents at any time. Non-residents found in possession of and using a residents ID card risk being restricted from the facility, while the resident risks the loss of visitation privileges. Repeated violations of this policy will lead to termination of the housing agreement.

Residents of **Village Apartments and Courtyard Apartments** are issued entrance keys that will also lock and unlock the door to their bedroom. Bedroom keys within the unit will not open the other bedrooms. Use your student ID card to access your respective community building.

Maintenance

The Office of Housing and Residence Life works to keep things running smoothly. The maintenance/physical operation of our residence halls and apartments is the responsibility of this office. Daily housekeeping service is provided for all public or common areas, including, but not limited to, stairways, sidewalks, elevators, computer labs, and laundry rooms. Refurbishing and renovation projects are also scheduled and supervised by the Office of Housing and Residence Life.

All non-emergency maintenance requests (ex. burned out lights, dripping faucets.) should be submitted to the housing website at uncp.edu/housing (through the **Submit**

a Work Request link at the bottom of the page) or reported to a Housing and Residence Life staff member. If you are unable to contact a staff member, contact the Housing Office between the hours of 8:00am - 5:00pm Monday through Friday at 910.775.4253 or 910.521.6228.

Emergency maintenance requests should be reported **IMMEDIATELY** to the Community Director on duty or Campus Police. Emergencies can include but are not limited to: leaks, running water, broken door locks, power outages, no hot water, no A/C, or no heat.

Please remember that Housing Maintenance and Housekeeping staff are authorized to enter all residence hall rooms and apartment units to make repairs no earlier than 9:00am. This authorization also applies to non-requested repairs and preventative maintenance.

Residents are responsible for the proper care of their rooms. Residents will be charged for any damage to their room beyond reasonable use and wear. **Do not** attempt to adjust, alter, or tamper with any mechanical or electrical equipment, or any existing electrical/television cable wiring.

Overnight Guest Policy

Residents having overnight guests should have the advance permission of roommates and are required to inform the Community Director for the facility. Guests must be of the same sex; opposite sex overnight visitation is not allowed. Guests visiting on campus may stay up to two nights. Guests approved to stay longer than forty-eight hours must pay the overnight guest rate. Payment is made at the Housing Office, located on the first floor of Belk Hall. Any overnight guest who has not properly made payment and/or notified the Community Director will not be allowed to remain on campus.

Maximum Room Occupancy

The University visitation policy allows for three guests per resident. The policy must be observed for safety reasons in the event of a necessary evacuation. Should you have questions regarding this issue, do not hesitate to contact a staff member or the Office of Housing and Residence Life.

In Case of Fire

1. Notify Campus Police (910.521.6235).
2. Campus Police will notify the Pembroke Rural Fire Department.
3. If you should discover a small fire (e.g. waste can) and have no doubts as to your ability to extinguish it with a nearby fire extinguisher, sound the fire alarm, follow procedure (see #1 & #2 above) and try to extinguish it. Then evacuate the building immediately.
4. Evacuate the building! Get yourself out and warn others as time permits! Residents are to be a minimum of 150 feet from the building. The following are the designated evacuation procedures and areas established for each housing facility:

Belk & North Halls

- Residents evacuate the building using alternating stairwell exits to avoid congestion in the stairwell
- Residents on the **6th, 4th and 2nd** floors exit using the south side stairwell
- Residents on the **5th and 3rd** floors exit using the north side stairwell
- Residents evacuate the building using the emergency

- doors located off the north and south stairwells
- Residents proceed across the street and congregate between the D. F. Lowry Building and Mary Livermore Library

Cypress Hall

- Residents evacuate the building using alternating stairwell exits to avoid congestion in the stairwell
- Residents on the **2nd and 4th** floors exit using the north side stairwell
- Residents on the **1st, 3rd and 5th** floors exit using the west side stairwell
- Residents congregate across the road at the lawn area behind Village Apartments Building 500

Courtyard Apartments

- Residents evacuate the building using the stairwells located at the ends of the building
- Building 1000 - Evacuate to the volleyball court and basketball court
- Building 2000 - Evacuate to the volleyball court and basketball court
- Building 3000 - Evacuate to the grass area near the maintenance garage.
- Building 4000 - Evacuate to the grass area near the maintenance garage.
- Building 5000 - Evacuate to the grass area near the maintenance garage.
- Building 6000 - Evacuate to the grass area near the maintenance garage.
- Building 7000 - Evacuate to the grass area near the maintenance garage.
- Building 8000 - Evacuate to the grass area in front of building 7000
- Building 9000 - Evacuate to the grass area in front of building 7000
- Building 10000 - Evacuate to the basketball court

Oak Hall

- Residents evacuate the building using alternating stairwell exits to avoid congestion in the stairwell
- Residents on the **2nd** floor exit using the east side stairwell
- Residents on the **3rd and 4th** floors exit using the south side stairwell and exit
- Residents congregate in the lawn area between the University Center and the Jones Health and Physical Education Building

Pine Hall

- Residents evacuate the building using alternating stairwell exits to avoid congestion in the stairwell
- Residents on the **2nd floor** exit using the east side stairwell
- Residents on the **3rd and 4th** floors exit using the west side stairwell and exit
- Residents congregate in the area between the south side of Pine Hall and north side of West Hall

Village Apartments

- Residents evacuate the building using the stairwells located at the ends of the building
 - Building 100 residents proceed and congregate to the parking lot behind their units
 - Building 200 residents proceed and congregate to the parking lot in front of the community building
 - Building 300 residents proceed and congregate to the parking lot in front of the community building
 - Building 400 residents proceed and congregate to the parking lot in front of the community building
 - Building 500 residents proceed and congregate to the parking lot in front of the community building
5. Await arrival of the Campus Police and the Pembroke Fire Department, outside, away from the building. Go to the designated safe location. Communicate the nature, extent, and location(s) of the emergency, if known, to arriving emergency personnel.
 6. The Fire Department will inspect the premises.
 7. Await the “all clear” signal from emergency officials prior to re-entry.
 8. Make sure to inform the Community Director and Resident Advisor if any fire extinguisher equipment was used or fire detection equipment was damaged as a result of the emergency situation, even if a staff member was present at the time of the emergency. This will assist with equipment replacement.
 9. Contact the Community Director, Resident Advisor, or the Housing Office if you have questions relative to a fire or other emergency situation that may exist in your area.

It is very important that you stand away from the buildings and parking lot entrances so that emergency vehicles will have clear passage.

Appliance Usage, Storage of Combustible and/or Flammable Materials

1. Microwaves are *not* permitted in the student rooms of Belk Hall and North Hall. For these buildings, each floor is provided with one microwave in the study lounge. In addition, a microwave is located in the first floor TV lounge.
2. Electric frying pans, open coiled appliances, gas or electric grills, charcoal grills, oil lamps, electric or kerosene heaters, deep fry cookers, and cooking with hot grease are prohibited in the residence hall rooms. Permitted items include hot pots (that do not have an open heating element), crock pots, coffee makers, and/or tea makers. Microwaves in student rooms and in common areas must be attended to and monitored when in use. In the apartments, use of cooking appliances is permitted in the kitchen area, but must be attended to and monitored when in use.
3. Items such as irons, hair dryers, curling irons, hair straighteners, electric curlers should not be left unattended when in use.
4. Use UL approved electric power strips with 6 outlets, rated 15 amps with attached circuit breaker. Keep electric power strips away from water and primary travel areas. **Never** chain electric power strips together. **Never** run electric cords under carpet or rugs or through doorways; damage can occur to the cords creating a fire hazard.
5. The number and type of electrical appliances used directly impacts the safety and convenience of all residents. As appliance usage increases, power outages may result. Avoid use of multiple outlet type adapters or “octopus”

attachments on existing wall outlets. Use good judgment when using electrical appliances in the bathroom and other areas where water is present. Avoid the likelihood of electrical overloads and the risk of electric shock in these locations.

6. Open flames (such as candles and incense) are prohibited.
7. Storage of combustible materials is prohibited.
8. Halogen lamps are prohibited.

Right of Entry/Search and Seizure Policy

The University reserves the right to: (a) to enter any room/apartment for the purpose of inspection, maintenance, or repairs; (b) to enter any room/apartment without notice to, or permission of, the resident thereof for the purpose of (1) inspecting for illegal drugs or narcotics and (2) inspecting for firearms, explosives, weapons, or any substances, materials or goods that may constitute a danger to persons in the residence halls or where their possession is a breach of the Housing Agreement, of the standards and regulations of the University, or the laws of North Carolina; (c) to enter any room/apartment when there is reason to believe that the occupants are in serious physical or psychological danger or distress. Such entry and inspection, however, should be made only when the University has reasonable cause to believe that such items or circumstances exist.

University Liability

The University does not assume any obligation or liability for loss or damage to items of personal property, which may occur in its buildings or on its grounds, prior to, during or subsequent to the terms of the Housing Agreement. This includes, but is not limited to, damage, loss, water damage, fire, theft, flooding, etc. No interruption of utility services, heating, and cooling shall be deemed as an eviction or disturbance of students' use of facilities or render the University liable for damages unless the University willfully refuses to supply said services without cause or excuse. The student is strongly encouraged to carry insurance for protection against such losses and claims.

Keys

Each resident will be issued only one room key. If the resident loses the key, promptly notify your Community Director or Resident Advisor. For security reasons, lost keys require replacement of the lock and key. The cost for a lost key (\$40) must be paid to the Housing Office prior to the completion of the work request.

The following policy and procedure has been established to address students that become locked out of their room:

If you are locked out of your room, contact the Community Director on duty. They or a designated staff member will unlock your door (key-in) for you.

- Special circumstances lockouts and lockouts occurring between 5:00pm - 12:00am will be handled by the Community Director on duty.
- Campus Police should be contacted to handle lockouts occurring between the hours of 12:00am - 8:00am.
- Lockouts occurring on weekends (between 8:00am - 12:00am), or special circumstances lockouts (between 8:00am - 12:00am) will be handled by the Community Director on duty.
- You will be allowed two key-in to your room by the staff per semester.
- Subsequent lockouts occurring between the hours of 8:00am - 5:00pm (Mon. - Fri.) will result in the resident being directed to the

- Housing Office to sign-out a loaner key.
- Residents who have exhausted their two (2) courtesy key-ins will be required to complete 5 hours of community service for each additional key-in. Community Directors will determine the nature of the community service and track its completion. Residents who do not complete the required number of community service hours will not be “keyed-in” for subsequent lockouts.
 - Residents will be required to show their key within 24 hours of being locked out. If they are unable to produce the issued room key, it is assumed that the key is lost and the Community Director will submit a request to have the lock and key replaced at the expense of the resident.

You are encouraged to carry your key and ID with you at all times. Also, please remember to always secure your room door as well as your suite/apartment door.

COMMUNITY STANDARDS FOR STUDENT HOUSING

Living in on-campus student housing and with others is exciting, and can be challenging as well. As a resident, you have the freedom to be “yourself” and to explore the richness that a collegiate experience has to offer. You will make choices about what you do, who you associate with, and how you will contribute as a member of your new community.

UNCP has developed community standards that provide a framework to help residents succeed in a community living environment. Learning how to live in and contribute positively to a community takes personal effort and time. Our housing and residence life staff is here to assist in your adjustments to campus life.

As a member of the community, you agree to abide by and support its standards. The staff will work with residents to affirm a positive living and learning experience and will enforce these standards when necessary. A student whose actions are disruptive, abusive or compromises the safety and security of residents will be held accountable for their behavior. Repeated or serious violations of the Code of Conduct could result in the termination of the student’s housing agreement. Living in on-campus student housing affords you many opportunities and UNCP hopes you will take advantage of them.

General Guidelines

In addition to providing useful programming opportunities, the staff is responsible for holding residents accountable to UNC Pembroke’s policies and regulations. It is important for you to be familiar with the information found in the ***Student Handbook*** and the Code of Student Conduct. These policies and regulations were designed with the best interests of the entire community in mind.

1. Quiet hours are in effect from 10pm to 9am, Sunday through Friday, and from 1am to noon, Saturday and Sunday. Round-the-clock quiet hours will be observed during exam week. Courtesy hours are any hours of the day that are not quiet hours. Students are urged to use common sense when it comes to their noise level during courtesy hours. Violations of courtesy hours or quiet hours could place a student in the position of being dismissed from on-campus student housing. Interpretation of the Quiet Hours and Courtesy Quiet Hours policy shall be made by the staff using the following criteria:

Students should be able to sleep and study in their rooms undisturbed by the noise of others. When quiet hours are in effect, noise originating in student rooms shall not penetrate beyond the confines of their room. When noise originates outside of a student room (hallways, lounges, lobbies, etc.) the

noise shall not penetrate into student rooms, study areas, or other common areas. When courtesy hours are in effect, noise, whether originating inside or outside of a student room, shall not be heard more than two doors away. At no time should noise from a student room permeate to the outside of the building.

2. The residence halls, Courtyard Apartments and Village Apartments are operated by the University to provide convenient, comfortable, and congenial quarters for students. Courtesy, respect for others, and a sense of personal responsibility on the part of residents are needed to attain this purpose.
3. Such courtesies as knocking before entering a room and respecting "Do Not Disturb" signs should be observed.
4. The use of University housing facilities is restricted to residents. It is the obligation of each resident to report immediately any unauthorized visitors.
5. Loitering around on-campus housing facilities after visitation hours have expired is prohibited.
6. No one is to approach residence hall and/or apartment windows from the outside at any time.
7. Residents may not move from one room to another without written authorization (i.e. a Room Change Form) from the Office of Housing and Residence Life.
8. University furniture may not be taken from the location to which it is assigned and placed in another location. Administrative fee: Twenty-five dollars (\$25) for each piece of furniture moved.
9. All state laws pertinent to the possession and consumption of alcoholic beverages are enforced.
10. Window screens should not be removed from the windows in any residence facility.
11. Games, such as baseball and football, should be played in designated areas and not within the residential facility or within 100 feet of any building.
12. Laundry equipment is for the use of and may be used by residents only.
13. Bed linen, towels, and wash cloths will be provided by the residents.
14. Residents having overnight guests should have the advance permission of roommates and are required to obtain approval from the Community Director on duty. Overnight guests of the opposite sex are prohibited. Guests visiting may stay up to two nights. Guests staying longer than forty-eight hours are required to pay the overnight guest rate.
15. Whenever a student misplaces, loses, or has his/her room key stolen, a replacement fee of \$40 will be assessed to change the lock and issue new keys.
16. An administrative fee of \$50 will be assessed for any act of vandalism. This fee will be in addition to any cost for repairs or replacement and any disciplinary action.

Visitation Policy

The visitation policy for on-campus student housing creates a structure for residents to bring guests into their rooms. Students residing on-campus are expected to view their academic responsibilities as their primary goal; therefore, studying takes preference over socializing in student residences on weekday nights. On the weekend when fewer classes are scheduled, a greater amount of leisure time and social or non-academic activities are usually more prominent. The guidelines for visitation are grounded in the academic schedule and are designed to help balance a student's responsibilities with individual and group needs.

All residents are responsible to escort their guest(s) at all times while the guest(s) remains in the facility and to inform their guest of all University policies and regulations. Hosts are responsible for the behavior of their guest(s), for any damages incurred, and for the adherence to all University policies and procedures. Three guests per resident will be allowed unless permission is granted by a Community Director. Students and their guests are responsible for using the restroom appropriate for their gender. Public restroom facilities are located in the main lobby or Community Buildings of each facility.

The hours of visitation for Belk Hall and North Hall on Sunday through Thursday shall not exceed 10am through midnight and 10am on Friday and Saturday through 2am on Saturday and Sunday. Twenty-four hour visitation is permitted in the lobby and first floor lounge areas. Hallways, stairways, and upstairs lounges/study rooms are not considered twenty-four hour visitation areas.

Visitation for the Village Apartments, Courtyard Apartments, Cypress Residence Hall, Pine Residence Hall, and Oak Residence Hall is open visitation. Open visitation implies that any restrictions are determined by room-, suite-, and apartment-mates according to each other's rights and needs. Respect for the wishes and well-being of those you live with is more important than someone's desire to have guests.

Like most opportunities at the University, visitation is not a right but rather a privilege; as such, it may be suspended at any time for violations of policies or modifications imposed if a student's rights are being compromised. Visitation privileges may be suspended administratively by the Office of Housing and Residence Life or by a judicial officer as a result of disciplinary action.

Incident Report/Documentation

The following procedure has been established to provide guidelines for the Residence Life staff when responding to incidents that violate the housing guidelines. A Resident Advisor will respond to a general violation (quiet hours, excessive noise, visitation, etc.) and make the student aware of the violation. The RA will give a courtesy warning reminding the student of the policy for his/her particular violation. Prior to leaving the resident, the RA will make the student aware that they will be documented and of the consequence for a subsequent violation.

For subsequent violations (Code of Conduct, Housing Guidelines, etc.), the RA will inform the student that the incident is being forwarded to the Community Director for adjudication. Following this, a student involved in another violation will automatically be referred to the Director of Housing and Residence Life.

Termination of Campus Housing by the University

Campus housing is a privilege and not a right. The University will terminate a student's Housing Agreement when their behavior is disruptive or when actions are abusive to the facilities. Violations which compromise the safety and security of residents will result in exclusion from the residence facilities and termination of the Housing Agreement. Termination of the Housing Agreement is not disciplinary in nature but is an

administrative function consistent with providing safe and comfortable accommodations to all residents. However, termination of the Housing Agreement does not preclude disciplinary action by the University for violations of University rules, nor does it preclude civil or criminal proceedings in the courts where such action is appropriate.

Any appeal of the Director's decision to terminate the Housing Agreement must be made to the Vice Chancellor for Student Affairs, whose decision shall be final. The Vice Chancellor decision will be based upon the merits of each individual case.

Living with a Roommate

Learning to live in close quarters with a person you do not know very well can be trying. The challenge for you and your roommate is to create an atmosphere in your room that promotes studying, relaxation, sleeping, privacy, and respect for each other's personal needs and property. If you can meet these challenges you will be on the way to developing a deep friendship. All of the above are more likely to happen if the two of you communicate openly and listen willingly. Start by becoming acquainted with each other's backgrounds, attitudes, habits, and moods so you will know what to expect of each other. The questions on this page will help facilitate sharing. Keep in mind that your roommate is not going to be a carbon copy of you. There will be differences. You will both need to...

- Begin by getting to know your roommate as a person: Hometown? Career goals? Talents? Hobbies? Likes? Dislikes?
- Will alcohol be allowed in the room?
- What about guests dropping by? How often? How late? Weekend visitors?
- What time do you go to sleep and get up? Are you a heavy or light sleeper?
- How much do you study? When do you study? How quiet does the room have to be for you to be able to study?
- What kind of music do you prefer? How loud? Can you use headphones?
- What temperatures do you like the room? How neat and clean do you want the room?
- How do we decide who cleans what and when?
- Which items of your property are OK to borrow? Which are off-limits?
- How will we set up the room? What about food in the room? Do we share?
- Listen to your roommate. Try to understand how your roommate feels.
- Realize there is no perfect roommate. Concentrate on making this roommate relationship work.
- Take accurate messages.
- Appreciate your roommate. Praise, respect, and courtesy are the foundations for any positive relationship. Never take your roommate for granted.
- Do not let little things build up. Talk about minor things when they happen rather than waiting for "the last straw!"
- Avoid being judgmental. You are not your roommate's keeper.
- Be ready to compromise. Set the tone for solving a problem instead of complaining.
- Discuss issues directly with your roommate rather than voicing them to others.
- Ask your Resident Advisor for advice. They are trained to help mediate conflicts.
- Also, make sure to fill out a Roommate Agreement

Staff Intervention

In situations where there is a dispute or conflict between/among residents, those residents are encouraged to work together to resolve that issue. In cases where residents are unable to resolve the issue together, staff can assist in mediating the dispute.

Animals in Residential Communities

The student housing setting is not conducive to the presence of animals; therefore, the university prohibits animals with the exception of freshwater fish, service animals and approved emotional support animals.

Additional information regarding animals under the American Disability Act and Fair Housing Act protection can be found at www.uncp.edu/student-services under the Accessibility Resource Center tab.

Aquariums under ten gallons are permitted and are limited to one per room. During extended holiday hours, power may be shut off which could affect heating and lighting in student rooms. Violations of this regulation will result in the resident documented. The student will be subject for the expenses incurred for the room in violation and the adjoining rooms in the event that the exterminators are contacted. The Animal Control Board will be contacted to remove the animal if a student continues to violate this policy.

Alcohol Policy

The university's alcohol policy permits students of legal age to possess or consume alcohol only within the confines of their residence hall room and apartment unit.

Location of Services

Staff Offices

Director of Housing and Residence Life:	Belk Hall, 2nd floor
Associate Director of Residence Life:	Belk Hall, 2nd floor
Associate Director of Housing:	Belk Hall, 2nd floor
Building and Environmental Services Manager:	Belk Hall, 2nd floor
Housekeeping Supervisor:	Belk Hall, 2nd floor

Please check in at the main office on the first floor, Belk Hall, room 119

Community Directors:

Cypress Hall:	Staff office behind receptionist area
Courtyard Apartments:	In the Community Building
North/Belk Hall:	Staff office behind receptionist area in North Hall
Oak Hall:	Staff office behind receptionist area
Pine Hall:	Staff office behind receptionist area
Village Apartments:	In the Community Building

Please consult the On-Duty schedule board located in each lobby or Community Building if you need to contact the Community Director on duty for your particular facility.

Laundry

Belk Hall:	2nd, 3rd, 4th, and 5th floors
Courtyard Apartments:	Each unit
North Hall:	3rd, 4th, and 5th floors
Oak, Cypress, and Pine Hall:	1st floor in each building
Village Apartments:	In the community building

The laundry facilities are open 24 hours a day. The laundries are equipped with heavy-duty washers and dryers. Please be mindful of the large volume of use and remove your clothes quickly after washing/drying cycles are completed. All mechanical problems with the washers and dryers should be reported to the Community Director who will submit a work request for repairs. Please provide specific information when submitting work requests so the correct machine will be repaired (e.g. dryer #12 will not dry properly).

Drink and Vending Machines

Belk Hall:	Located on the first floor.
Cypress Hall:	Located on the first floor
Courtyard Apartments:	Game Room in the community building
North Hall:	Located on the first floor.
Oak and Pine Hall:	Located in laundry room in each building
Village Apartments:	Laundry room in the community building

All vending machine mechanical problems should be reported to the Business Services office (910.521.6203). Please provide specific information when submitting work requests so the correct machine will be fixed.

Ice Machines

North Hall & Belk Hall:	On the 2nd floor
Oak Hall & Pine Hall:	In the laundry room

Student Mailboxes

The campus post office is located at the Auxiliary Services Building beside the Jones Health and Physical Education Building and is a division of Business Services.

Computer Lab

A computer lab is located in the University Center. This lab contains approximately twenty (20) high-speed computers with Internet access.

Cypress Hall, Pine Hall, and Oak Hall have a limited number of computers available on the first floor of each building; the computers for Village and Courtyard Apartments are located in their respective community buildings. All locations have high-speed computers with Internet access.

Picnic/Grill Area

Bar-B-Q grills are available at the Village and Courtyard Apartments. You may use your own grill but it is unlawful and a fire hazard to use grills close to the buildings. Grills must be used no less than ten (10) feet from the buildings.

Pest Control

All University housing is treated **once** a month. You should report pest problems to your Resident Advisor or Community Director. Be as specific as possible as to the type of pest so the correct pesticide can be used. Please empty your trash on a regular basis to help prevent ants, roaches, etc.

ResNet: UNCP's Residential Computer Network

Free internet access is available through Resnet to students who bring their own computers that meet University systems requirements. To see system requirements, please visit UNCP's Division of Information Technology (DoIT) website at www.uncp.edu/doit/resnet

Data Ports

Each housing facility has one data port per bed. An additional data port is available in the sunrooms at Village Apartments. To activate these ports, please contact the DoIT Help Desk at 910.521.6260 to put in a work request.

Wireless Service

Wireless service is provided in all residence halls and the Village and Courtyard Apartments.