

University of Hawai'i at Mānoa

Student Housing Services

Residence Hall Handbook

2009-2010

Student Housing Services

MISSION STATEMENT

Student Housing Services is an integral part of the educational program and academic support services of the institution. The mission of Student Housing Services includes:

1. Providing reasonably priced living accommodations that are clean, attractive, well maintained, comfortable, and include safety features.
2. Ensuring the timely and efficient administration of the program through effective management.
3. Providing a living-learning environment that promotes responsible citizenship and academic success by offering programs and services that are grounded in human development and student development theory.
4. Offering a food service program that provides a variety of nutritious and high quality meals, in pleasant surroundings and at a reasonable cost.

This Residence Hall Handbook belongs to:

Name: _____

Hall: _____

Room/Apartment #: _____

Phone: _____

Email: _____

In case of Emergency, contact: _____

General Security Tips for Residence Hall Living

1. A large number of thefts from unlocked residence hall rooms occur while the residents of the room are on the same floor, but have just stepped out for one minute. It takes approximately eight seconds for someone to walk into an unattended room and remove something, such as a wallet or jewelry. Residents should lock their door even when only going to the bathroom or to the room next door.
2. Lock the door when in the room, especially when asleep.
3. Try to take showers only when there are other residents on the floor.
4. Never leave handbags, billfolds, jewelry, or other valuables unattended in rooms, showers, or lounges. Put them away in a safe place (under lock and key, if possible).
5. Strangers loitering in or around residence halls should be reported to the hall staff.
6. Do not prop open residence hall doors that are supposed to be closed.
7. Try not to leave small items of value in the room during vacations and long holidays.
8. Residents receiving annoying or obscene phone calls should notify Campus Security at 956-6911, or the resident's hall staff at once. It may be a prank, but you never know. (See pages 26-27 for more details.)
9. Do not let strangers into the room or building.

Roommate Rights

- The right to read and study free from undue interference in the resident's room.
- The right to sleep without undue disturbance from noise, guests, roommates, etc...
- The right to expect that roommates will respect each other's personal belongings.
- The right to a clean environment in which to live.
- The right to free access to one's room and facilities without pressure from roommate(s).
- The right to personal privacy.
- The right to host guests at agreed upon times, and with the expectation that guests are to respect the rights of the host's roommate and other hall residents.
- The right to be free from intimidation, fear, and physical or emotional harm.
- The right to refuse requests without having to feel guilty or selfish.
- The right to expect reasonable cooperation in the use of the room's telephone/internet access and a commitment to honor agreed-upon payment procedures.
- **The right to expect that any and all disagreements will be discussed in an atmosphere of openness and mutual respect, and that it is acceptable when any roommate feels it is necessary, to involve a residence hall staff member in such a discussion.**

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Emergency Numbers

Campus Security:	956-6911
Police, Fire, Ambulance:	911

Repairs

Cable TV (Oceanic):	625-8200
Internet Connection:	956-6800
Telephone Line:	0 or 956-8111

The University of Hawai'i at Mānoa is an equal opportunity/affirmative action institution and is committed to a policy of nondiscrimination on the basis of race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, and veteran status. This policy covers admission and access to and participation, treatment and employment in the University's programs, activities, and services. For more information on equal opportunity and affirmative action policies and complaint procedures, contact:

Students: Francisco Hernandez, Vice Chancellor for Students, 956-3290 (V/T)

Employees: Mie Watanabe, EEO/AA Director, 956-6423

Students with Disabilities: Ann Ito, KOKUA Program Director, 956-7511 (V/T)

The right is reserved to revise, delete, supplement or otherwise amend any of the policies and procedures of Student Housing Services at any time and without prior notice. The right to all such changes are effective at such time as the proper authorities determine and may apply not only to prospective residents, but also to those who already are residing in the residence halls. This Handbook was prepared to provide information and does not constitute a contract between any resident, student, or staff and Student Housing Services or the University of Hawai'i system.

Most photos used in this Handbook were provided by University Relations/Creative Services, Bob Chinn, and Student Housing Services.

IMPORTANT CONTACT INFORMATION

GENERAL INFORMATION

Main Number 956-8177
Fax: 956-5995
Address: 2569 Dole Street
Honolulu, Hawai'i 96822
E-Mail: uhmsh@hawaii.edu
Website www.housing.hawaii.edu
Cashier Hotline 956-5178
ResNet Support Line 956-6800
http://resnet.hawaii.edu
Off-Campus Housing (OCH) 956-7356
www.housing.hawaii.edu/och
Resident Family Relations (RFR): 956-8300
www.housing.hawaii.edu/resfam

ADMINISTRATIVE STAFF 956-8177

Director: Michael Kaptik
Associate Director for Residential Life:
Nick Sweeton
Assignment/Conference Officer:
Laurie Furutani
Educational Development Officer:
Karen Blakeley
Acting Administrative Officer (Fiscal)
Sheri Mizuguchi
Personnel Officer Lori Higashiyama
Information Technology Specialist:
Alvin Cabatingan

RESIDENCE HALL INFORMATION

HALE ALOHA COMPLEX 956-6299

Residential Life Coordinator Bradley Kane

Hale Aloha 'Ilima

Residence Director: Stephanie Hairgrove
Community Desk: 956-7948
Staff on Call Cell: 620-1017
Address: 2575 Dole St
Honolulu HI 96822

Hale Aloha Mokihana

Residence Director: Denise Khaw
Community Desk: 956-6281
Staff on Call Cell: 620-1021
Address: 2583 Dole St
Honolulu HI 96822

Hale Aloha Lokelani

(closed for renovations)

Hale Aloha Lehua

(closed for renovations)

MAUKA/MAKAI COMPLEX

956-5992

Residential Life Coordinator Ku'ulei Pau

Hale Laulima

Residence Director (RD): Stephanie Welin
Community Desk: 956-6060
Staff on Call Cell: 620-1013
Address: 1837 East West Rd
Honolulu, HI 96822

Hale Kahawai

RD: Welin

Community Desk: 956-6020
Staff on Call Cell: 620-1013
Address: 1825 East West Rd
Honolulu, HI 96822

Gateway House

Residence Director (RD): Ali Norton
Community Desk: 956-6181
Staff on Call Cell: 620-1009
Address: 2563 Dole St
Honolulu HI 96822

Johnson Hall

RD: Norton

Community Desk: 956-6100
Staff on Call Cell: 620-1011
Address: 2555 Dole St
Honolulu HI 96822

Hale Ānuenue

Community Desk: 956-6154
Staff on Call Cell: 620-1016
Address: 2741 Varsity Pl
Honolulu HI 96826

Frear Hall

Residence Director: Tim Flynn
Residence Director: Elizabeth Leach
Community Desk: 956-0497
Staff on Call Cell: 620-1014
Address: 2569 Dole St
Honolulu HI 96822

HALE WAINANI APARTMENT

COMPLEX 956-6056

Residential Life Coordinator: Mike Immings
Community Desk: 956-6110
Staff on Call Cell: 620-1006
Address: 2591 Dole St
Honolulu HI 96822

HALE NOELANI APARTMENT

COMPLEX 956-6056

Residential Life Coordinator: Josie Hatfield
Community Desk: 956-6019
Staff on Call Cell: 620-1023
Address: 2585 Dole St
Honolulu HI 96822

Chapter 1: Residential Life Services and Information

I. RESIDENTIAL LIFE STAFF

STAFF ON-CALL

There is a Student Housing Services staff member on-call at all times. During the weekday, the Residential Life Coordinators are on-call (8:30 am - 4:30 pm). The Resident Advisors are on-call during the weekday evenings, weekends and state holidays (4:30 pm - 8:30 am the next day). Listed at the community desk of each hall is the contact information for the staff member on-call. The staff on-call can be reached by contacting the community desk during desk hours or by calling the staff on-call cell phone. A complete list of phone numbers can be found at the beginning of this handbook. All emergencies and policy violations should be brought to the attention of the staff on-call.

The staff on-call is responsible for conducting security checks of both the inside and outside of the facility, assisting the Community Desk Coordinators in the closing/opening of the community desk and securing the hall at closing. They are also responsible for responding to policy violations, lockouts of residents, any emergencies, and calling for additional support services when necessary.

Residential Life Coordinator (RLC) / Administrator-On-Call (AOC)

The Residential Life Coordinator is a full-time, professional staff member. The RLC is responsible for the overall day-to-day operation of an area or group of halls. The RLC is generally available and on-call between 7:45 am - 4:30 pm on weekdays and can be reached at the office or by contacting the area secretary. After regular work hours, weekends and holidays, the RLCs assume an Administrator On-Call (AOC) role on a rotational basis. The Administrator On-Call oversees any crisis or emergency situation in the residence halls and apartments.

Residence Director (RD) / Administrator-On-Call (AOC)

The Residence Director is a full-time, professional, live-in staff member. The RD is responsible for the overall day-to-day operation of a hall. The RD supervises the Resident Advisors and community desk, advises the Residence Hall Association, and oversees educational programming, physical plant, emergencies, and discipline. The RDs assume an Administrator On-Call (AOC) role on a rotational basis. The Administrator On-Call oversees any crisis or emergency situation in the residence halls and apartments.

Hall Directors (HD)

The Hall Director resides within the hall and is responsible for assisting the Residential Life Coordinator in the daily operation of that hall. The HD supervises the Resident Advisors and community desk, advises the Residence Hall Association, and oversees educational programming, physical plant, emergencies, discipline.

Resident Advisors (RA)

The Resident Advisors reside on each floor of the residence halls and are primarily responsible for a group of residents. The RAs are the primary resource persons for the residents in the hall. The RAs assist residents with the Roommate Living Agreement and help to mediate roommate or floor conflicts. They also provide the residents with fun and educational programs. The RAs assume on-call responsibilities, which include documenting incidents that occur, reporting malfunctions, cleaning issues in the building, and responding to emergency situations.

Community Desk Coordinators (DC)

Community Desk Coordinators work at the community (front) desks in the halls. They serve as a resource for residents and provide various services to assist the residential community.

ResNet Support Specialist (RSS)

The ResNet Support Specialist provides support to ensure a working network connection. ResNet Support Specialists may also provide general computer support. They assist with activities relating to technology, monitor computer labs, consult residents on appropriate computer conduct and report violations to the Information Technology Specialist.

Counselor-In-Residence (CIR)

The Counselors-In-Residence (CIR) are graduate level interns within the Counseling and Student Development Center. They live in the residence halls and are available for crisis intervention. Counselors-In-Residence are also available for consultation, educational programs, and referral for personal counseling.

II. GETTING INVOLVED/RESIDENTIAL ORGANIZATIONS**Educational Programming**

Student Housing Services arranges various programs and activities throughout the year designed to enhance residents' out-of-classroom experience. Many of these programs are held in the halls or on campus. In addition, trips to concerts, theaters, sporting event(s) and sight-seeing tours can be arranged. Residents are encouraged to attend these programs as each activity provides an opportunity to take a break from the pressures of academics and fosters interaction with fellow residents. Information regarding upcoming events is posted. Residents of the floor are encouraged to get involved in program planning and can contact their RA for further details.

Floor/ Hall Meetings

On a periodic basis, RAs will hold floor or hall meetings to inform residents of upcoming events, to explain basic community rules, regulations, and expectations, and to communicate information from Student Housing and/or the University. These meetings offer the resident the opportunity to ask questions about housing policies and to meet staff members and other residents. Questions, comments, suggestions and constructive criticism are welcomed.

Student Housing Services reserves the right to implement mandatory training and/or meetings with all residents when deemed necessary or appropriate.

Residence Hall Association (RHA)

Each resident can volunteer to be a member of their RHA. The association works closely with the hall staff to develop and implement programs and activities which meet the needs of the residents. The RHA also represents the concerns and issues of hall residents to the Student Housing Services staff and administration. Involvement in the hall association provides residents with the opportunity to meet many people and to be involved in decision-making.

III. HOUSING ASSIGNMENT INFORMATION

Announcement for 2008 Assignments: Effective Fall 2008 students must meet the following requirements or their assignment priority will be affected. Requirements will include, but are not limited to:

- Student must be in good disciplinary standing with the University of Hawai'i.
- Students with disciplinary records must have completed all sanctions.

If the student applicant does not meet these requirements upon SHS receiving their housing application, their application will be handled as follows:

- Incomplete judicial sanctions – application will not be processed.
- Late completion of judicial sanctions – application will be placed after the last “on-time” applications.

Check In Procedures

- Sign in and date the Occupancy Record Form (ORF) and Registry.
- Receive hall check-in information, detailed assignment information of room/apartment, telephone number, name and phone number of RA, hall address, and mailbox combination (when applicable).
- Receive appropriate keys (room/apartment and/or front entrance key(s), mailbox, desk drawer).
- Receive the Residence Hall Handbook and other informational flyers.

Room/Apartment Condition Form (RCF/ACF): Room/Apartment Condition Forms must be filled out and returned to the RA or the community desk within 24 hours of check-in. Report deficient items needing repairs to the staff or community desk. Note all damages or deficiencies on this form. Any additional deficiencies or damages at the time of check out will be subject to charge.

Check Out Procedures

Approximately two to three weeks prior to the end of the semester, the hall staff will begin posting information in preparation for check outs. Specific details for end of semester check outs will be distributed via a memo in the resident's mailbox and/or a floor meeting. **Please remember, the resident is responsible for reading and following ALL instructions. Specific instructions will vary from hall to hall.** It is important that all procedures are followed or the resident may be subject to financial penalties. If a room is not completely vacated, or abandoned items are not reclaimed, a packing and storage fee of a minimum of \$50 per person will be assessed. If a resident is checking out prior to the end of the semester, please contact the hall staff for specific instructions.

When the staff comes to the room/apartment, they will check the resident's room/apartment for completion of items such as the following:

- All personal belongings must be removed (prior to room inspection). Trash must also be removed and properly disposed.
- Room/Apartment must be cleaned. Remove all decorations. Sweep and vacuum the floors. Remove debris. Dispose of boxes in ground floor trash dumpster.
- Windows must be closed, drapes drawn, and all appliances emptied and cleaned.
- All furniture must be placed in the original position.
- Hall staff will assess for any damages.
- Hall staff will sign the Room/Apartment Condition Form.
- Turn off lights, lock doors. No returning to the room/apartment once check out is completed.
- Return any vacuum cleaners, hand trucks and any other hall equipment borrowed from the community desk.

At the time of checkout the resident will also be required to do the following:

- Sign out on the Room/Apartment Condition Form.
 - Sign out on the Occupancy Record Form.
 - Turn in all keys.
 - Leave a forwarding address.
 - Update mailing address and contact information in MyUH Student Account.
- Any charges will be billed to the resident's MyUH Account.

Damage Assessment Costs

The most common assessments are (costs are subject to change without notice):

Improper Check out	Cost
Failure to sign up for check out	\$10.00
Failure to check out at assigned time	\$15.00
Failure to sign out at community desk	\$5.00
Failure to turn in keys at check out	At Cost
Late check out: after deadline	\$5.00/hour (\$35.00 max)
Packing/Storage fee per person	Minimum of \$50.00 per resident

Item	Cost
Dirty Room (not vacuumed, not dusted)	\$66.00
Dirty Apartment (not vacuumed, not dusted)	\$70.00
Wall and Carpet Damage	\$15.00 first square inch, \$1.50 each additional inch
Removal of Stars/Stickers	\$1.00 each
Lost CorKey (room, front entrance)	\$50.00 1st replacement \$100.00 subsequent replacements
Lost Mailbox, Desk Drawer Key	\$10.00 per key
Telephone Jack Replacement	\$250.00
Trash Can Replacement	\$15.00

Inter-Hall and Intra-Hall Transfers

Inter-Hall transfer is a request to move to another hall or another type of accommodation. Intra-Hall transfer is a request to move to a similar type of accommodation within the same hall.

Detailed information and forms will be distributed after hall opening. Residents will be required to fill out and submit the appropriate forms. Residents may not move until they have received approval from the Housing Office. If approved, the effective date of the transfer will be established by the Housing Office. See the Housing Calendar for tentative deadline dates (dates subject to change).

Residents transferring to another hall or room without prior authorization will be subject to a fine of \$100 per person and other disciplinary action.

Room Assignments and Changes

Residents are informed of their room assignment upon check in. Student Housing Services reserves the right to assign and reassign rooms/apartments during the year with advance notice.

- Residents must be aware that vacant spaces within a room or apartment are subject to assignment at any time. Vacant spaces must be left clear and must contain the appropriate furnishings in the event that an individual is assigned to that space.

- Some room/apartment reassignments may be made during the semester to consolidate bed spaces for more efficient usage. Residents may not make room changes unless authorized by the Housing Office. **A fine of \$100 per person will be charged for any unauthorized room change.**

Sublet

Residents may not sublet their room/apartment for any reason or period of time. A sublet is defined as the leasing of part or all of the room/apartment held under a lease, by the resident.

Payment for Housing Financial Obligations: Damages, Group Assessments, Monetary Fines, Improper Check-Out/In, etc.

Residents will receive a "Billing Statement" form detailing the specific charges. The "Billing Statement" should be submitted with payment. Cash (do not send through the mail), checks, money orders, MasterCard, VISA, and JCB will be accepted. Checks must be made payable to the University of Hawai'i. A \$25.00 service fee plus interest charge will be assessed to all returned checks. Personal checks are not accepted for returned checks. Non-payment may eventually result in eviction and a financial hold being placed on the student's records (which will prevent future registration, withhold grades, transcripts and diplomas), and/or jeopardize future housing assignments. Delinquent financial obligations will be subject to tax refund set off, referral to the Attorney General and a collection agency, or litigation. The charges will be posted to the resident's University account under the MyUH system. Payments may be made through the MyUH website or in person at any MyUH cashier site. The main University cashier's office is located at Queen Lili'uokalani Center for Student Services Room105, 2600 Campus Road, Honolulu, HI 96822-2205. At final checkout for the academic year, the student's security deposit will be released into the MyUH account and applied toward any outstanding charges. Please see the reverse side of the "Billing Statement" form for more detailed information. Appeals to the specific charges must be made in writing by filling out a "Housing Appeal" form within five working days of receipt of "Billing Statement" form. The "Housing Appeal" form may be picked up and turned in to the Student Housing Services office, or downloaded from the Housing website.

Payment for Housing Rental

Upon assignment, each resident will receive an assignment packet. This assignment packet will contain housing acceptance information, a summary of charges, and billing payment information. After we have received the resident's acceptance, housing charges and acceptance payment will be posted to the resident's MyUH account (aka Banner); less the \$75 security deposit. Once posted, subsequent payments may be made through the MyUH website or in person at any MyUH cashier. Students receiving financial aid will have their award automatically disbursed to their University account. Financial aid students are responsible for paying any remaining balance following the disbursement.

If the resident did not yet pay the full balance due, the resident's University balance must be paid in full by the indicated dates (refer to MyUH portal for dates). Failure to pay resident's balance will result in a hold being placed against the MyUH account for future registration and/or housing assignments, and/or termination of the resident's housing contract and eviction.

Cancellations and Refund Procedures

All cancellation requests must be made in writing and may be submitted in person, sent by mail or by fax to (808) 956-5995.

Prior to Hall Opening: Refer to Housing brochure or website for info.

After Hall Opening: Room fees, less pro-rata charges, will be adjusted in the MyUH account for emergency situations or for those who are not accepted by the University. Written verification from appropriate sources will be required.

In cases where the housing contract has commenced and the resident continues to attend any UH Campus, the prorated room cost, plus a fee of \$3 per night remaining in the contract will be assessed. Adjustments will be made in the MyUH account. Any remaining balance will be subject to a refund.

Residents who terminate their housing contract and voluntarily withdraw from any UH Campus, will be assessed the prorated room cost and a \$150 cancellation penalty. Adjustments will be made in the student's MyUH account and any remaining balance will be subject to a refund.

Student Status

On-campus housing is maintained for classified students attending any University of Hawai'i campus, with preference to UH Mānoa students. All residents must be enrolled for a minimum of 12 (undergraduate) or 8 (graduate) credit hours for the duration of their housing contract. Credit checks are routinely conducted with Admissions and Records. Any exceptions must be approved by the Director or Assignment Officer at Student Housing Services.

Construction, Renovations and Repairs

Construction, renovations, and/or repairs of existing and new residence halls and adjacent areas on the UH Mānoa campus are scheduled for the upcoming years.

Renovations and/or repairs of the existing residence halls may occur throughout the year. Every effort is made to expedite this work. Occasionally, we are unable to complete the work and must wait for the following working day. Temporary measures, taken until the permanent repair can be completed, may result in disturbances, disruptions, and inconveniences, including, but not limited to noise, dust, and use of alternate facilities.

By signing the housing contract, the student agrees that he/she has been advised of said work and acknowledges that there will be disturbances, disruptions, and inconveniences.

UHM Medical Clearance

All residents are required to have completed UHM Medical Clearance requirements from Student Health Services prior to check in. Requirements include current TB test and immunizations. Residents who do not complete this requirement by the established deadlines may have their contract terminated without refund. **Contact the University Health Service (956-8965) for specific requirements.**

IV. RESIDENCE HALL SERVICES AND INFORMATION

Bulletin Boards

Please refer to the bulletin boards in the main lobbies and floors for information from Student Housing Services, the University and/or the community. Flyers must be submitted to the community desk and approved by the Residence Director/Hall Director prior to posting. Unauthorized posters/flyers/signs will be removed.

Cable TV

Reporting Problems: Report problems with cable TV to Oceanic's Customer Care Department at 625-8200.

Common Questions:

- **Where can I get a jumper cable to connect my TV?**
Cables may be picked up at the Student Housing Computer Lab (while supplies last). Cables are the property of the Student Housing Services and should be left in the resident's room at check out. There is a limit of one cable per room.
- **I only have a few channels: 2, 4, 5, 9, 11, and 13. Aren't there more?**
Modern TVs have the ability to *auto-tune* available channels. Run the *auto-tune* or *channel discovery* feature on the TV to properly pick up all channels.
- **Can I order pay-per-view or premium services?**
YES, but the resident needs to subscribe to Digital Cable. Do so by contacting Oceanic Cable at 625-8100 or by visiting one of their office locations.

Cleaning

Residents are responsible for the cleaning of their rooms/apartments. A private custodial contractor provides cleaning of the public areas, lounges and common bathrooms (in residence halls only) six days a week.

Community Living Agreement (CLA)

Student Housing Services is committed to educating and working with residents to take ownership of their living-learning communities by establishing Community Living Agreements. The Community Living Agreement is a set of guidelines produced by residents of a particular floor/hall in the beginning of the term through facilitated discussion with their Resident Advisor. The CLA aims at having a respectful community with residents having an active role in the management of their community. It will serve to aid the staff in community development, maintaining policies, and working towards:

- Encouraging respect between and for one another,
- Encouraging respect for the hall and apartment facilities that they are a part of, and
- Respect and comply with housing and student conduct policies, which are set up to support the living-learning environment within each hall and apartment complex.

Cooking Facilities

Most residence halls are equipped with a common area kitchen. The kitchens are generally equipped with a stove/oven, refrigerator, microwave and a sink. Some halls may have additional appliances or amenities. Residents are expected to provide their

own cooking utensils and must clean up after each use. **REMEMBER:** Never leave cooking unattended. Also, everyone shares this area...so please be courteous.

Elevators (Gateway, Frear, Hale Aloha, Noelani, and Wainani)

These buildings have elevators which operate only with the use of the resident's room key (except at Noelani). This system provides additional security. Do not let non-residents of the facility into the elevator. Residents must escort their guests at all times. In the case of a fire do not use the elevators, use the stairways. **Do not abuse the elevator or force the elevator doors open. Repeated abuse has resulted in chronic malfunction causing great inconveniences to the residents and expensive repairs.**

Email

Residents may receive communication from Student Housing Services staff via e-mail. In accordance with executive policy E2.213 (2006) e-mail is an official means of communication within the University. Email may be used for notification of legal action, financial notice, and academic or disciplinary action. All university students are responsible for checking their email account frequently and consistently to remain current with all University communications. Students are expected to monitor and manage their email storage quota to insure that their mailboxes are not saturated and are able to receive new messages.

Equipment

Items may be checked out with picture identification during community desk hours. Residents will only be allowed to check out items from the community desk of the hall they are assigned to. All items must be returned before the end of the day at which time picture identification will be returned to the renter. Time limitations may be set on some items and a late fee may be assessed. Items that may be checked out include: vacuum cleaners, sports equipment, hand trucks, certain kitchen and cleaning supplies, etc... The equipment available will vary with each hall. Items purchased by the Residence Hall Association may require a user charge.

Community Desk Hours (times may change at various halls)

Sunday – Wednesday	9:00 am - 12:00am
Thursday - Saturday	9:00 am - 3:00am
State and Federal Holidays	Closed

Community Desk Phone Numbers

Please refer to the "Important Contact Information" section (on page 4) for a complete list of community desk telephone numbers and addresses. The community desk will NOT release resident's personal information or telephone numbers, but will forward calls to the room/apartment.

Furniture

Lounge furniture is for use by the community and should remain in the lounges. Rooms and apartments are fully furnished.

Keys

Residents are responsible for carrying their key(s) at all times and locking their door when they go out. In some halls, residents will have a drawer with a fastener. Residents may lock these drawers with their own personal padlocks. Padlocks must be removed upon final check out. There is \$5.00 lock removal fee. In other halls a drawer with a lock may be available. The assigned resident may request a key to their drawer. There is a \$10 charge for each lost drawer key.

Spare Keys: Assigned residents may temporarily check out a spare key from the community desk for his/her own room/apartment. Keys must be returned within 20 minutes. Residents will be required to present picture identification. A late fee of \$5.00 will be assessed after the initial 20 minutes and an additional \$10.00 per day for each day the key is not returned. At the discretion of the RD/HD, residents who do not return the spare key can be assessed for a replacement key. After desk hours, the staff on-call must be contacted. Refer to the Community Standards (4-17.2).

Hall Staff will not “key-in” to a resident’s room/apartment to retrieve property for friends, family, guests or other non-registered students of the specific room.

Lost Keys: In order to maintain security to the building and residents, a resident who loses a room/apartment key must report it to the community desk immediately. Residents reporting a lost or damaged key must fill out a Key Replacement Form. Room/apartment door locks will be re-coded when keys are reported lost. Charges for key replacement and re-coding of door locks will be \$50 (1st loss), \$100 (all subsequent losses). Mailbox and desk drawer key replacement cost is \$10 each.

Laundry

Each complex/hall has a common laundry facility area equipped with smart card operated washers (\$1.25 per load) and dryers (\$1.00 per cycle). Smart cards can be obtained from Add/Value machines (accepts \$5, \$10, \$20) located at the community desks of ‘Ilima, Lokelani, Lehua, Lualima, Gateway, Johnson A, Frear, Noelani, and Wainani. For detailed information about laundry services, please see the laundry section of the Student Housing Website, www.housing.hawaii.edu. Any requests for refunds from malfunctioning machines should be made by contacting Web Service directly. Contact information is located on the machines. Any malfunctioning machine should also be reported to the community desk specifying the location and machine number. Claims for damaged articles can be made by contacting the vendor. **REMEMBER:** Never leave laundry unattended. Student Housing Services is not responsible for any lost, missing, or stolen laundry.

Linen

Residents are to provide their own pillows, linens, and towels.

Mail

With the exception of Frear Hall, mail services are provided Monday through Saturday (Frear Hall mail delivery is Monday-Friday only). Mail service is not provided on Sundays and Holidays. Mail is sorted by a mail clerk and placed in the resident’s mailbox. **DUE TO FEDERAL REGULATIONS, NO MAIL WILL BE DISTRIBUTED DIRECTLY TO RESIDENTS BY THE COMMUNITY DESK. Residents are responsible for checking their mailboxes daily.** Student Housing Services,

Residence Hall Association and hall staff will be placing important information in these mailboxes. Residents will be held responsible for such information.

- **Special Delivery, Registered, Certified, and Oversized Packages U.S. Mail-** Our community desk WILL ACCEPT UNITED STATES POSTAL SERVICE deliveries for any of the following U.S. Postal Service mail: oversized, certified, registered, or postage due. Residents will receive a “Special Mail Delivery Note” in their mailbox. Residents will need to bring the notice to the community desk with picture identification and sign for their mail items.
- **Private Mail Service-** Private mail couriers will be allowed to contact the resident from the community desk and/or by leaving a note that will be placed in the resident’s mailbox. Due to liability reasons, mail items from private delivery mail couriers (Federal Express, UPS, US Airborne Courier, etc...) will only be accepted after mail pick-up slips have been signed by the resident. If a mail pick up slip to waive Student Housing liability of the item is not signed, residents will be responsible for arranging a specific time and place of delivery of the private courier items.
- **Outgoing Mail-** Most of our halls have mail drops for outgoing mail. Mail can also be dropped off at one of the mailbox locations on campus.
- **Mail Forwarding-** Upon the completion of an academic year, and/or termination of the resident’s housing contract, resident’s mail will be forwarded to a designated address for 30 days. NO MAIL WILL BE FORWARDED DURING THE WINTER AND SPRING INTERIM BREAKS; Mail will be held in the respective halls until residents return. If a resident is not returning, the resident will be responsible for providing the hall staff, upon checkout, with the resident’s “forwarding address.” Residents will be responsible for notifying ALL campus departments and businesses (banks, credit card companies, magazines, etc...) of their new address. **It is imperative that the resident also update their mailing address on MyUH.**
- **Postage Stamps-** A limited supply of first-class postage stamps may be available for purchase at the community desk. Stamps are provided by the RHA.

Recreational Areas

Recreational areas vary from hall to hall. Most halls have a television lounge. Some halls have a ping-pong area, weight room, and basketball or volleyball courts. At some halls recreational equipment is available for check out at the community desk by the residents of that hall with picture identification.

Recycle

Each hall has a designated recycle area for paper, aluminum cans, plastics, and glass bottles. For specific guidelines and locations of recycling facilities check with the hall staff or community desk.

Refunds

Washer, dryer, pay phone and vending machine refunds may be obtained by contacting the vendors directly. Contact information is located on each machine. However, if a resident uses the same machine again, the money will not be refunded a second time.

ResNet (Computer) Lab

A computer lab is located in the Hale Aloha Complex across from Hale Aloha Mokihana, and is open to all Student Housing Services residents and their guests. Residents must escort their guests at all times. Users must present a valid UH ID before using the lab. The lab has a printer, but there is a charge of \$0.05 per page. There is no copy machine. Users must comply with all posted rules.

Lab Telephone Number: 956-6800

Hours:

Monday - Friday	9:00 am – 6:00 pm
Saturday and Sunday	Closed
State Holidays	Closed

ResNet Support for Computing and Connectivity Issues

Up to date information can be found at the ResNet website, <http://www.housing.hawaii.edu/resnet> or on the ResNet forums at <http://resnet.hawaii.edu>

Repairs: For all computer or internet connectivity issues, please call 956-6800. ResNet provides free limited technical support for all Student Housing Services residents. Be ready to provide the following information:

- Name, hall, room number, telephone number, specific jack location
- Explanation of problem

The ResNet staff will determine how best to correct the problem. All users of ResNet services are expected to abide by the ResNet Policy (4-22.0).

ResNet and UH ITS does not provide support for online virus scanners.	
ResNet	www.housing.hawaii.edu/resources/resnet.cfm
Student Housing Computer Lab	www.housing.hawaii.edu/resources/computerlab.cfm
ResNet Policy	www.housing.hawaii.edu/Resources/resnet.cfm
ResNet support, self-help documents, and links	www.housing.hawaii.edu/resources/support
UH ITS help desk	www.hawaii.edu/its
McAfee Antivirus Software from UH ITS	www.hawaii.edu/antivirus
UH policy on access and acceptable use	www.hawaii.edu/infotech/policies/itpolicy.html

ResNet Support: (808) 956-6800 ITS Help Desk: (808) 956-8883

Neighbor Islands (800) 558-2669

Roommate Relations

Roommate relationships are the foundations for community development. It is not necessary to be best friends or share every aspect of college life together, but it is important that roommates respect each other's rights. Developing a positive

relationship is a process; it does not happen overnight and takes effort. Although this is not meant to be a comprehensive guide to roommate relationships, here are some proactive steps a resident can take to help build that successful relationship.

Step by Step Approach to Building a Successful Relationship

I. Get to Know Your Roommate

Ask questions that will help you learn about each other and build on your similarities. Some specific topics can be discussed that will open the door to a greater understanding of each other, such as:

- Where are you from?
- What are your favorite things to do?
- What is your family like?
- What is your major?

II. Talk About Expectations of Each Other

Now that you know a little about your roommate, it is time to talk about the expectations from each other and set some guidelines for living in the same room/apartment. Be open with your needs and be willing to compromise. There are always issues that may cause disagreements. Several issues that can be discussed can include:

- Alcohol use
- Music/Noise
- Telephone use
- Cleanliness
- Safety and security
- Use of property
- Computer use
- Schedules
- Sleep habits
- Guests
- Study habits

III. Roommate Living Agreement

The Resident Advisor will distribute and discuss a "Roommate Living Agreement" which contains a checklist of important items to discuss with your roommate(s).

Cleaning

- How neat and clean are you used to keeping your room?
- How will housekeeping duties be shared?
- How would you like the room arranged and decorated?

Borrowing

- What items are you comfortable sharing and what would you prefer not to be borrowed or used?
- Will you share food and drink costs?
- Do you mind if guests use items in the room?
- Do you prefer to be asked before someone borrows something?

Study Time

- What time do you typically study?
- Can you study with the TV or radio on? With visitors in the room?

Sleeping

- What time do you typically go to bed or get up in the morning?
- Are you a heavy or light sleeper?
- Can you sleep with a TV or radio on? With visitors in the room?

IV. Talking About Conflict

If the agreements the resident and the resident's roommate(s) reach now, break down later, then speak up! There are ways to complain without alienating your roommate(s). Here are some basic rules for talking about conflicts:

- Speak to your roommate directly; stating issues neutrally and relaying feelings.
- Be calm and cool. When you lose your temper, you can lose the opportunity to resolve your differences.
- Use statements that begin with "I" such as, "I get really frustrated when you don't wash the dishes." Instead of, "You never clean up after yourself!" This way your roommate(s) can see the direct connection between his/her actions and your reactions. (Be careful. Don't let this deteriorate into "I am sick and tired of...")
- Be careful not to make accusations such as, "You couldn't care less about how I feel!" This will only make your roommate defensive. Talk about specific habits and behavior, not about character.
- Put yourself in your roommate's position. Treat your roommate(s) as you hope to be treated. Before you make any demands, think about how you would react to such demands.
- Be willing to offer solutions and compromise, including your Roommate Living Agreement.

V. Seeking Assistance

If the roommates cannot reach a solution, the next step is to ask the Residential Life staff for help or mediation. Resident Advisors, Residence Director/Hall Directors, Residence Directors and Residential Life Coordinators have been well trained to serve as impartial mediators. Roommate transfers are only used after other methods of resolving conflicts have been attempted. Transfers are granted at the discretion of the RLC and RD/HD and are based on space availability.

VI. Roommate Rights

- The right to read and study free from undue interference in the resident's room.
- The right to sleep without undue disturbance from noise, guests, roommates, etc...
- The right to expect that roommates will respect each other's personal belongings.
- The right to a clean environment in which to live.
- The right to free access to one's room and facilities without pressure from roommate(s).
- The right to personal privacy.
- The right to host guests at agreed upon times, and with the expectation that guests are to respect the rights of the host's roommate and other hall residents.
- The right to be free from intimidation, fear, and physical or emotional harm.
- The right to refuse requests without having to feel guilty or selfish.

- The right to expect reasonable cooperation in the use of the room's telephone/internet access and a commitment to honor agreed-upon payment procedures.
- **The right to expect that any and all disagreements will be discussed in an atmosphere of openness and mutual respect, and that it is acceptable when any roommate feels it is necessary, to involve a residence hall staff member in such a discussion.**

Room Entry

Student Housing Services appreciates residents' desire for privacy, particularly in the context of their group living situation, and will do all it can to protect and guarantee their privacy. However, Student Housing Services reserves the right to enter a resident's room/apartment at any time for the following purposes:

- To determine compliance with all relevant health and safety regulations.
- To provide cleaning, repairs/maintenance and/or pest control treatment, etc.
- To conduct an inventory of University property.
- If there is an indication of imminent danger to life, health, and/or property.
- If there is reasonable cause to believe that a violation of University or housing regulations is occurring.
- To verify availability of space.

Service/Work Request ("Pilikia") Procedures

Pilikia: Please report any damages or maintenance repair to the community desk by filling out a "Service/Work Request" form. A printable form may also be obtained online at www.housing.hawaii.edu. Please be specific in describing the problem and location. Submission of the "Service/Work Request" (Pilikia) form authorizes a Building Maintenance Worker to enter the room/apartment to make the necessary repairs. When the repairs have been completed, the Building Maintenance Worker will leave a yellow copy of the "Service/Work Request" form to indicate that the work is complete. If the Building Maintenance Worker is unable to complete the work, then a "Service/Work Request Pending" slip is left for the resident to verify that the problem is being addressed. **Student Housing Services reserves the right for its authorized representatives to enter residents rooms/apartments at any time in the case of emergency or for routine preventative maintenance, inspection and/or repair.** Residents should not attempt to make their own repairs without consultation of the Building Maintenance staff. Unsatisfactory repairs may result in additional damages for which the resident(s) will be responsible. Residents must not call other vendors unless they are willing to pay for them. Most repairs are of no charge to residents, but if repairs are due to carelessness, negligence, or excessive damage, the resident(s) will be charged. Residents are expected to be responsible for the condition of common areas.

After Hours Repairs: Call the staff-on-call for after hour emergencies. Student Housing Services will make every effort to expedite these repairs. Occasionally, we are unable to complete the repair and must wait for the next working day. During these times, temporary measures will be taken.

Repairs/Renovations: Student Housing Services plans to complete major repairs and renovations when the halls are closed. Occasionally, it is necessary to schedule the work while classes are in session. During those times, every attempt is made to keep

the residents informed and to minimize inconveniences. Please refer all questions and concerns to the hall staff.

Storage

Due to the lack of storage space and liability concerns, storage of personal belongings in the halls will not be permitted during winter and summer breaks. Students may make their own arrangements with private storage companies.

Telephones

Each room/apartment has one activated telephone jack with a pre-assigned phone number. Residents are responsible for providing their own telephone. Residents may place local O'ahu telephone calls free of charge.

To place a call to a number in the University system, dial the last 5 digits of the number. Example: to call 956-8177, dial 68177

To place a call outside of the University system, dial 9 + number.

Common Problems:

- **I can make calls but I can't receive calls.** Chances are *call-forwarding* has been turned on. Turn *call-forwarding* off by lifting the phone's handset, and at the dial-tone pressing # then 1.
- **What do I do if my phone has no dial tone?**
 - Make sure the phone is plugged in (and charged if it is a cordless).
 - Try using a different phone – the phone might be damaged and shorting out the circuit. If the problem is specific to a phone, replace the phone.
 - In the apartments, check all jacks and phones. Bedrooms share the same line as the living rooms. A problem in one room may affect the other lines.
 - If there is still no dial tone, contact the Campus Operator by dialing 0.

Repairs: Report any problems to the campus operator by dialing "0". The process may be completed at the community desk if the phone line is unusable in the room/apartment.

1. Provide the necessary information (name, room number, problem)
2. Get a ticket number
3. Go to the community desk and complete a telephone repair form. Without the signed form, the technician may need to reschedule the repair and delay the phone service.
4. After business hours, call 65000.

Pay Phones: Public coin-operated telephones are located in or near the front entrance or main lobbies of the halls.

Long Distance Services: All phone lines in the residence hall are restricted for long distance service. **Illegal charges (collect and third party) made to or received on any of the public or private telephones are considered Federal offenses. Residents will be responsible for all charges.**

Release of Telephone Numbers: For security reasons, the Student Housing Services staff will not release student's room or phone numbers for non-University business. Residents are responsible to give out this information.

Obscene/Harassing Phone Calls: See chapter 2 (Campus Safety) for procedures.

Trash Removal

Residents are responsible for taking their trash down to the trash bins located outside the hall. Hale Aloha, Frear and Wainani F and I residents may also take their trash to the trash chutes located on each floor. Residents (except Noelani and Wainani) may request replacement trash liners from the community desk. Any missing wastebaskets will be charged back to the residents. Due to health and safety reasons, residents may not leave any items (including, but not limited to trash cans/bags, bottles, shoes, hibachis, etc.) in the hallways/lanais outside their rooms/apartments. All trash should be kept inside the resident's unit until the resident is able to take it to the trash bin or chutes. Residents should keep bathrooms and other common areas clean because excessive trash may result in group charges. All glass bottles should be carried down to the hall's recycling area located in each hall and bulky items should be disposed of in the exterior trash bins.

Vending Machines

A variety of drink and food vending machines are provided by the university's food service vendor in the halls. In general, most of the machines are located on the first floor. Report any malfunctions to the community desk immediately. See the "Refunds" section for further information.

Chapter 2 Campus Safety

CAMPUS SECURITY INFORMATION

The following information is provided by UH Campus Security.

Emergency Call Boxes

Located throughout the UH Mānoa campus are emergency call boxes. These phones can be distinguished by the red box and/or blue light. Emergency call boxes connect callers directly to Campus Security 24 hours a day, seven days a week, and immediately identify the location of the call box. Call boxes are activated by simply lifting the handset from the cradle or by pressing the button. Remain at the call box for Campus Security officers.

Campus Security Escort Service

Campus Security will provide a point-to-point escort on campus during the hours of darkness for any individual who is faced with no other alternative but to walk alone. This service can be by walking or by vehicle. Residents may request this service by either calling the Campus Security dispatcher at 956-8211 or by using any of the “blue light” emergency call boxes located throughout the campus. Please keep in mind that this is a service provided for the resident’s protection and is not intended to be basic transportation. We encourage people to use the “buddy” system and to car pool if possible.

General Security Tips for Residence Hall Living

1. A large number of thefts from unlocked residence hall rooms occur while the residents of the room are on the same floor, but have just stepped out for one minute. It takes approximately eight seconds for someone to walk into an unattended room and remove something, such as a wallet or jewelry. Residents should lock their door even when only going to the bathroom or to the room next door.
2. Lock the door when in the room, especially when asleep.
3. Try to take showers only when there are other residents on the floor.
4. Never leave handbags, billfolds, jewelry, or other valuables unattended in rooms, showers, or lounges. Put them away in a safe place (under lock and key, if possible).
5. Strangers loitering in or around residence halls should be reported to the hall staff.
6. Do not prop open residence hall doors that are supposed to be closed.
7. Try not to leave small items of value in the room during vacations and long holidays.
8. Residents receiving annoying or obscene phone calls should notify Campus Security at 956-6911, or the resident’s hall staff at once. It may be a prank, but you never know. (See pages 26-27 for more details.)
10. Do not let strangers into the room or building.

Temporary Restraining Order (TRO)

A Temporary Restraining Order is a court document that provides legal assistance in preventing an individual from contacting another individual, if there is a history of harassment or threatening behavior. If a resident files a TRO, be sure to give Campus Security a clear copy of the TRO, AS SOON AS POSSIBLE. This will allow Campus Security to better prepare their response, and provide accurate support and assistance if called upon. When possible, provide a picture of the person whom the TRO applies, along with a description of any vehicle the subject may own or operate. Campus Security can be reached by calling 956-6911.

Stalking

Stalking is defined as a pattern of behavior that is willful and/or malicious, and involves repeated following and harassing of another person that threatens his/her safety, and/or causes him/her reasonable fear.

Domestic Violence/Dating Abuse

Domestic Violence/Dating Abuse is defined as a pattern of controlling behavior in which an intimate partner, roommate, or other persons living together uses physical violence, and/or emotional, sexual, economic, or cultural abuse to control the other partner in the relationship.

Sexual Assault

The legal definition of Sexual Assault in Hawai'i is "any unwanted, forced, coerced, or tricked sexual activity without the person's consent." A person who is intoxicated cannot legally give consent to sexual activity.

Sexual Harassment

Sexual Harassment is defined as any unwanted behavior that is sexual in nature, or that is based on gender, which alters the conditions of employment or interferes with school, access to university accommodations or work performance.

Sex Offender Registry

To check on the current status of Sex Offenders, go directly to the registry site at <http://sexoffenders.ehawaii.gov/sexoff/>.

Hate Crime

A crime in which whole or part of the motivation by the offender is bias toward the victim's actual or perceived race, religion, disability, ethnicity, national origin or sexual orientation.

Related Resources

Campus Resources:

- | | |
|---|----------|
| • Campus Security | 956-6911 |
| • Counseling and Student Development Center | 956-7927 |
| • Gender Equity Specialist | 956-9499 |
| • Civil Rights Specialist | 956-4431 |
| • Women's Center | 956-8059 |
| • Vice Chancellor for Students Office | 956-3290 |

- Information Technology Services Safety Office (internet stalking) 956-2400
- Lesbian/Gay/Bisexual/Transgender Student Services 956-9250

Public Resources:

- Sexual Assault Hotline 524-7273
- Domestic Violence Hotline 531-3771
- TRO for family/household members 538-5959
- TRO for non-related/non-household members 538-5151

All crimes should be reported to the hall staff AND Campus Security as soon as possible. Campus Security can be reached by phone at 956-8211 (non-emergency) or 956-6911 (emergency) or via the office at 1980 East-West Road, just after the Bio-Medical building.

For additional valuable security service, information, anonymous tips, bomb threats, crime logs and special bulletins visit the Campus Security Web site at www.hawaii.edu/security.

Fire Evacuation Procedures

BEFORE A FIRE: Know the location of all exits from the building.

IF A RESIDENT DISCOVERS A FIRE OR SMELLS SMOKE: Sound the building fire alarm. Know the locations of the fire hose stations and how they operate. Do not attempt to fight a fire due to the hazards associated with the products of combustion and the threat of spreading fire.

WHEN THE FIRE ALARM SOUNDS, ALL RESIDENTS AND THEIR GUESTS MUST LEAVE AT ONCE: Lock the room/apartment door. Use the nearest safe exit. Upon exit from the building, proceed to a “safe” area at least 300 feet away from the building. Check the fire safety instructions on the back of the room/apartment door for specific instructions for that facility. Do not attempt to re-enter the building until residents are told that they can do so by hall staff.

DO NOT USE THE ELEVATOR: Elevator shafts are like chimneys; smoke and heat could enter the elevator shaft thereby asphyxiating the occupants of the elevator.

FEEL THE DOOR THAT LEADS FROM A RESIDENT’S ROOM: If it is hot or smoke is seeping in, do not open it. If a resident becomes trapped and cannot reach the fire exit, keep the door closed and seal off any cracks. Use the telephone to call Campus Security (956-6911) and give the name and location of the building, the floor and room number. If the resident does not have a phone, go to the window and signal for help using a white or light colored pillowcase or sheet. **DO NOT JUMP.** The fire department will assist the resident.

IF THE DOOR FEELS COOL: Open it cautiously. Be braced to slam it shut if the hall is full of smoke or if the resident feels heat or pressure against the door. If the hall is clear, proceed to the nearest fire exit.

IF CAUGHT IN SMOKE OR HEAT: Stay low where the air is better; take short breaths (through the nose), until the resident reaches a safe exit or area of refuge.

IMPORTANT: Be sure fire exit doors and hallway doors are kept closed at all times. These doors prevent the spread of noxious smoke and heat should a fire occur. If a resident observes these doors propped or tied open, please close them and report the occurrence to the hall staff or community desk.

Residents with special needs or those who are unable to wake up to alarms should notify the hall staff of any assistance needs.

Fire Prevention Tips

The following tips will help diminish the probability of fire:

- Never drape anything over lamps or onto lighting fixtures.
- Do not light candles, or have any uncovered flame. These are not permitted.
- Do not leave cooking or any electrical appliance on and unattended.

Fire Safety Equipment

Fire extinguishers, sprinklers, heat detectors, smoke detectors, fire alarms, pull boxes, and exit lights are located on each floor. Fire safety equipment should be used in emergency situations only. See more information in section 4-11.0 (Community Standards).

Personal Property Insurance

All residents are encouraged to obtain a separate insurance policy to cover their personal belongings or to include items on their family's homeowner's policy to cover their property while they are away at school. The University assumes no responsibility for any theft or damage, from any cause, to students' property in the residence halls/apartment complexes.

Phone Calls: Obscene/Harassing

Making threatening, obscene, or nuisance calls is a violation of State and Federal law. If a resident receives them, please report it immediately to the hall staff and to Campus Security. The following information is provided by Campus Security. These calls can often be prevented or avoided by learning and using some simple techniques that may decrease the potential for victimization:

1. **Hang Up.** If the caller doesn't speak, asks inappropriate questions or a resident simply doesn't feel comfortable talking to them, hang up the telephone. When doing so, don't slam the receiver down. This will only let the caller know you are upset and may encourage them.
2. **Blow a Whistle.** A technique that has been known to be successful in discouraging an unwanted caller is to blow a whistle into the telephone.
3. **Keep Cool.** Don't let the caller know you are angry or upset. This is the reaction they may want and will often encourage them.
4. **Don't Try To Be Clever.** A witty response may be interpreted as a sign of encouragement.
5. **Don't Play Detective.** Don't extend the call attempting to figure out who is calling. This may be the reaction the caller wants or needs.
6. **Don't Talk to Strangers.** If the caller asks, "who is this?" or "what number have I reached?" don't give an answer. Instead ask, "Who do you want?" or "What number were you calling?" Don't give out any information to anyone you don't positively recognize or who fails to give satisfactory identification or affiliation. If

the caller asks for your roommate or another member of your family, simply say you'll be glad to take a message and have the call returned as promptly as possible. Under no circumstances should you give the name(s) of others living with you to someone who doesn't already know them.

7. **Don't Try To Be A Counselor.** The annoying or malicious caller probably needs professional help, but he/she may only be encouraged by your concern and will continue calling.
8. **Be Careful Who You Tell About The Calls.** Many calls of this type are made by friends, family members or someone else you know. If they find out you are upset or concerned, the calls may continue.
9. **Place Ads with Caution.** When placing an ad in a newspaper or on a bulletin board, use a post office box number, if possible. If you must use your telephone number, do not list your address. Crank callers are often avid readers of classified ads.
10. **Messages Left On Answering Machines.** If an annoying malicious message is left on an answering machine, do not erase the tape or delete the message. It may be useful if a criminal investigation of the incident is necessary.
11. **Report Annoying or Malicious Telephone Calls.** A recommended form is available from hall staff. Record what time calls were received, what was said, and what the voice was like, etc... Persons who receive annoying or malicious calls should use this form and contact your hall staff, Campus Security and the Honolulu Police Department.

What can be done to end the calls? Residents should keep a log of these calls. The hall staff can provide the resident with a log form to document these calls. Residents should report these types of calls to their hall staff, Campus Security and the Honolulu Police Department. Each situation has its own unique circumstances and the Student Housing Services staff will work with each situation individually to determine the best possible solution. Please contact the hall staff for assistance.

Public Safety Warning

Be forewarned that objects thrown from the residence halls pose a serious threat to the people below and can cause serious injury or death. An object thrown at or towards someone below may be deemed as an attempt on that person's life. Objects such as water balloons and eggs when released from a height can shatter a vehicle's windshield with deadly consequences. See also 4-31.1 for more information

Chapter 3 Campus Resources

I. PARKING INFORMATION

General Regulations

The purpose of these regulations is to properly administer parking and traffic operations. These regulations are intended for the safety and general welfare of the University community. To this end, all regulations will be strictly enforced by UHM Parking Operations.

Parking Regulations: UHM Parking Regulations shall be in effect twenty-four hours daily throughout the year. See the parking website for specific regulations (www.hawaii.edu/parking).

Permit Issuance: Faculty, staff, and students are eligible to purchase parking permits which allow access to University parking facilities and provide a substantial savings compared to daily cash rates. All valid parking permits are issued solely by the authority of UHM Parking Operations and are non-transferable. Parking permits are purchased, exchanged, or returned at the Parking Office. Student parking permits are sold by the semester. Specific registration information is contained in the University's parking website www.hawaii.edu/parking/. Only one permit may be purchased per person and is to be used for only the vehicle(s) for which it is issued. The following items are required to purchase a parking permit:

- Driver's license
- Vehicle registration certificate
- (Faculty/Staff) Verification of employment
- (Student) UHM registration receipt or validated UH Identification Card
- (Student) Student Housing Services payment receipt

A limited number of student parking permits are available each semester. Students are able to reserve a permit online after completing their class registration. If permits are still available, a link to the reservation page will appear at the bottom of the registration confirmation page. Please see the parking website for other types of permits available at the Parking Office.

Purchase of Counterfeit Permits: Warning! Do not purchase a UHM parking permit from anywhere except from the UHM Parking Office. Any student caught purchasing an illegal, counterfeit permit will face disciplinary action under the Student Conduct Code.

Mopeds, Motorcycles, Bicycles

1. All mopeds and motorcycles are required to have a valid parking permit to park in specific areas on campus.
2. Mopeds, motorcycles, and bicycles shall abide by the City and County of Honolulu Traffic Code, State of Hawai'i State-wide Traffic Code, HRS 291-C and UHM Parking Regulations.
3. Motorcycles, mopeds and scooters must park only in designated moped/motorcycle parking areas.
4. Motorcycles, mopeds and bicycles shall not be operated on pedestrian walkways, the mall, courtyards, or within buildings.

5. Bicycles must be parked in bicycle racks in a manner which will not interfere with the safety or normal movement of vehicular or pedestrian traffic.
6. Mopeds, motorcycles, and bicycles shall not be parked or operated in any parking structure.
7. Visitors operating motorcycles or mopeds shall park in designated motorcycle/moped visitor parking areas upon payment of an entry fee at one of the staffed kiosks.

Hale Aloha Driveway Guard Service: Access to Hale Aloha, Hale Noelani and Hale Wainani via the Hale Aloha Driveway is sometimes controlled for three reasons:

1. To provide an increased measure of security for residents and their personal property including bicycles, mopeds and motorcycles
2. To control traffic and make sure that there are no obstructions for fire, police and emergency vehicles
3. To ensure the availability of parking space for those residents with zone 8 and 21 parking permits

At times when a Traffic and Security Officer is stationed at the entrance of the Hale Aloha Driveway (near Lehua), all Zone 8 and 21 permit holders will continue to have access to the parking lots.

As a service to residents and their guests, loading and unloading at these residence halls by vehicles without Zone 8 or 21 parking permits will be as follows:

1. Who:
 - ① Housing residents who do not have zone 8 or 21 parking permits
 - ② Guests of housing residents. Guest(s) must be able to identify who they are visiting.
2. Time Limit: 15 minutes in the Loading/Unloading zone stalls.
3. Registration: All vehicles without a zone 8 or 21 parking permit will be required to **register, identify the resident they intend to visit, and give their driver's license** to the Traffic and Security Officer upon entry to the Hale Aloha driveway for the 15 minute loading/unloading privilege.
4. PASS: After a car is registered, the driver will be issued a Loading/Unloading PASS to leave on the dashboard of the vehicle. This PASS is to be returned to the Traffic and Security Officer when leaving. The driver's license will be returned upon the vehicle's exit. **Vehicles who fail to exit within the appropriate time period will be towed. Owners must contact the Parking Office (956-8899) for their vehicles.** Contact the Campus Security Office (956-6911) for any unclaimed licenses.
5. Violations: Drivers who abuse or violate this privilege will be subject to one or more of the following sanctions:
 - ① Will not be allowed any future loading/unloading privileges.
 - ② Vehicle will be ticketed and/or towed by the UHM Parking Office to an off campus site.

Any resident who harasses and/or fails to comply with the directives of Traffic and Security Officers is subject to disciplinary action including Disciplinary Suspension (eviction) from Student Housing. A non-resident student will be referred to the Vice Chancellor for Students under the UH Student Conduct Code. Non-students will be banned from Student Housing property. A resident is responsible for the behavior of his/her guest(s).

Visitor Parking: Visitor parking is allowed only in designated visitor lots between the hours of 6:30am to 4:00pm, Monday through Friday. A fee is required to enter the campus to access the visitor parking lots. Visitor parking is allowed on a space available basis during the following hours.

Designated Visitor Lots and Hours of Operation

Zone 10 Kennedy Lot	6:30 am – 8:30 pm
Zone 14 Sinclair Lot	6:30 am – 11:59 pm
Zone 20 Lower Campus Parking Structure	6:30 am – 11:59 pm
Zone 22 Dole Street Parking Structure	6:30 am – 11:59 pm

Visitor parking is allowed in the parking lots above Dole Street after 4:00pm and until 6:30am, Monday through Friday and all day Saturday and Sunday. A fee is required when parking in the Upper Campus lots. Visitors shall purchase a visitor ticket from an attendant at the entry kiosk during the upper campus visitor hours. Parking citations are issued to vehicles that fail to display a visitor parking ticket during visitor parking hours.

Parking in the Hale Aloha, Hale Noelani and Hale Wainani lots is restricted to vehicles with parking permits for Zone 8 and Zone 21. Visitor parking is not allowed in these parking lots.

Delivery/Loading: Fifteen minute loading stalls are provided in the Hale Aloha, Noelani and Wainani parking lots. A permit or visitor parking ticket is not required to utilize the fifteen minute loading stalls. These spaces are provided as a courtesy for residents. Vehicles parked beyond the allowable time period are subject to a citation and tow away.

Shuttle Service: UHM Parking Operations provides a free on-campus shuttle bus service for faculty, staff, students and visitors. The Rainbow shuttle bus system consists of various shuttle routes which provide a mode of transportation throughout the campus during the Fall and Spring semesters. Modified routes and schedules operate during semester breaks. Please check the UHM Parking website, www.hawaii.edu/parking/shuttle.html, for the updated shuttle routes.

II. FOOD SERVICE INFORMATION

Dining Hours and Locations

<u>Gateway Cafe</u>			
Monday – Friday	Breakfast	7:00 am–11:00am	
Monday – Friday	Lunch	11:00am–2:00 pm	
<u>Hale Aloha cafe</u>			
Monday – Thursday	Dinner	4:30pm–9:00 pm	
Friday	Dinner	4:30pm-8:00pm	
Saturday	Dinner	5:00 pm–7:30 pm	
Sunday	Dinner	5:00pm-8:00pm	
Saturday-Sunday	Brunch	10:00am-1:30pm	
Note: Hours subject to University approval and may be changed.			

Campus Dining is provided by Sodexo Campus Services, a nationally known college food service management organization. **Participation in the dining program is mandatory for residence hall (dormitory) students and optional for apartment**

residents. Dietary restrictions are not grounds for exemption from a dining plan. Alternate housing should be sought due to special diets. Dining plan applications and collections are handled by Sodexo Campus Services. Any resident who fails to comply with the dining program requirements will be subject to termination of his/her Student Housing Services contract. Dining plan contract and full or partial payments must be submitted to Sodexo on or before the deadline date by mail or in person at the University Dining Services Office located on the 2nd floor of the Campus Center. A \$25.00 late fee will be assessed for contracts received after the deadline. For additional information, please refer to the dining plan brochures, call or stop by the University Dining Services Office located on the 2nd floor of the Campus Center.

Telephone: 808-956-FOOD (3663), 808-956-8721

Fax: 808-956-9671

Available Dining Plans

Residents must select from one of the available dining plans. Dining plans must be purchased each semester. Students returning to the residence halls for the spring semester are required to purchase a new dining plan for the spring.

At the end of each semester, unused blocks will be converted to Retail Points (contact Sodexo for details). Unused points will not expire. However, Retail Points will be forfeited if there is no account activity within one year of the last transaction. Additional blocks and points may be purchased at any time during the semester.

Block Dining Plans: The Block Dining Plan offers the resident the maximum flexibility of dining anywhere and at anytime on campus. Each block represents one meal at the Hale Aloha Café or Gateway Café. Any number of blocks may be used at a meal providing that the card owner is present. This allows the resident to bring guests into the dining hall at a reduced rate from the cash door price. Blocks may be used at on-campus retail locations including the Stan Sheriff Center and Les Murakami Stadium (see Sodexo for details). Sorry, alcoholic beverages may not be purchased with Block Meals or Retail Points.

Each Block Dining Plan includes Retail Points that may be used at any location on campus including the Stan Sheriff Center and Les Murakami Stadium. Again, points may not be used to purchase alcoholic beverages.

Please visit our website at www.uhmdining.com for a description on each of the Block Dining Plans.

Traditional Dining Plans: The Traditional Dining Plans guarantee the resident a set number of meals per week based on the plan that the resident selects. All meals must be used at Hale Aloha Café and Gateway Café. Each plan includes Retail Points that may be used to purchase food (alcoholic beverages are excluded) at any Sodexo Campus Services location on campus including the Stan Sheriff Center and Les Murakami Stadium.

Please visit our website at www.uhmdining.com for a description on each of the Traditional Dining Plans.

Points: Points that are included with each dining plan are additional dollars that are used just like cash at food service locations on campus and are non-refundable. Points remaining from the Fall Semester are transferred to the Spring Semester. Unused points will not expire. However, Retail Points will be forfeited if there is no account activity within one year of the last transaction. A 10% bonus will be given for

additional points purchased. Bonus Points are only valid at the Paradise Palms Café (except Chow Mein Express), Corner Market Café, Hale Aloha Café, Shidler College of Business Coffee Cart, India Café, Papa Links, Da Spot and the concession stands at the Stan Sheriff Center and Les Murakami Stadium.

Dining Cards

New students must come to the University Dining Services Office prior to the first day that meals are served to have their dining plan identification number encoded onto their University of Hawai'i Student ID Card. **Students must present their University of Hawai'i ID Card at each meal.** The University Dining Services Office is located on the 2nd floor of the Campus Center. **Returning students** who do not have a University ID Card or do not have a magnetic stripe on the back of their existing ID card should obtain a new card at the Campus Center Information Office before coming to the Dining Services Office. Lost or stolen cards must be reported immediately to the Sodexo Campus Services Office by calling 956-FOOD (3663). Students will be responsible for any unauthorized use of lost or stolen University of Hawai'i ID Cards. Students who have reported their University ID Card lost or stolen need to get a replacement card at the Campus Center Information Office and have their dining plan identification number re-encoded onto their new card at the University Food Service Office.

Changes

Dining plan changes between Traditional Plans and Block Plans must be made within the first five (5) weeks of the semester. Adding points or blocks may be done any time. Points are NOT refundable and will remain on the resident's MyUH account in the event of any dining plan changes. If changing to a plan of lesser value, the difference will be transferred to the resident's point's account; no cash refunds will be given for the difference between plans. Refunds can be given for plan changes prior to the start of the semester.

Refunds

All cancellation requests must be submitted in writing or in person at the Dining Services Office located on the 2nd floor of the Campus Center. Refunds will be based on the official day of checkout from the assigned residence hall. Full refunds are given up to the first day of meal service. **Once meals have begun, there will be a \$25.00 cancellation fee and only a prorated portion of the dining plan plus \$4.50 per unused block will be refunded.** Points are not refundable. NO REFUNDS WILL BE GIVEN DURING THE LAST THREE (3) WEEKS OF THE SEMESTER.

Financial Aid

Financial assistance or deferred payments will be given to students who are on Financial Aid. Fifty (50%) percent of the dining plan price must be paid by the deadline (students on Financial Aid are not required to pay the 50%). Arrangements can be made for the remaining balance based on the student's award letter or financial situation. Full payment must be made on the remaining balance within the first eight (6) weeks of the semester. Students must apply for deferment in person at the **University Dining Services Office.**

III. ADDITIONAL CAMPUS RESOURCES

Admissions and Records	956-8975
Business Works of Hawai'i Inc	941-1098
Campus Bookstore	956-6884
Campus Center Information Desk	956-7235
Center for Career Development and Student Employment ...	956-8136, 956-7007
CLIC Lab	956-8702
Co-Curricular Activities, Programs and Services	956-8178
Associated Students of UH (ASUH)	956-4822
Graduate Student Organization (GSO)	956-8776
Counseling and Student Development Center	956-7927
Financial Aid Services	956-7251
Games Room	956-7250
Hale Aloha Dining Hall	956-7968
Hamilton Library	956-7204
Hemenway Leisure Center	956-6468
Intramural Sports	956-7694
Kennedy Theater	956-7655
KOKUA Office	956-7511, 956-7612
Learning Assistance Center	956-6114
Lesbian/Gay/Bisexual/Transgender Student Services Office	956-9250
Mānoa Garden	956-6462
New Student Orientation.....	956-3667
Parking Office	956-8899
Program Against Violence To Women (PAVE)	956-7344
Sinclair Library	956-5427
Sodexo Campus Services	956-3663
Sodexo Menu Hotline	956-8855
Sports Ticket Office	956-4484
Stan Sheriff Center Box Office.....	956-4481
Telecom (Operator)	0
University Health Service	956-8965
Vice Chancellor for Students: Dr. Francisco Hernandez	956-3290
Housing Judicial Affairs Officer: Dee Uwono.....	956-3290
Gender Equity Specialist: Jennifer Rose J.D.	956-9977
Civil Rights Specialist: Jill Nunokawa J.D.	956-4431
Weight Room	956-7882, 956-4538
Women's Health Clinic	956-6221
Women's Center.....	956-8059
Writing Workshop	956-7619

Chapter 4: Community Standards

Your on-campus residential experience can be more than a convenient place to sleep and live. It can be a great opportunity to learn about yourself, others and how to truly be part of a diverse community. The student Community Standards are established to help students be part of communities that are inclusive, respectful and conducive to academic pursuits.

Behavior that strays from the goals and mission of the University and Student Housing Services will not be accepted. Any form of bigotry, threats, intimidation, violence, or other forms of harassment or oppression against any member of our community is not welcome and will be addressed by Student Housing Services staff.

Disciplinary action may be taken against any student of the University of Hawai'i at Mānoa community for any misconduct or violation of University and/or Student Housing Services policies and regulations including, but not limited, to the following types of conduct.

A) Violation of rules and regulations as contained in the current Student Housing Services Information Brochure and Application, Community Standards and Residence Hall Handbook and specific hall regulations.

B) Violation of standards of conduct and/or regulations contained in the current University of Hawai'i at Mānoa Handbook, catalog, and UHM Student Conduct Code. The UHM Student Conduct Code can be found on-line at www.hawaii.edu/student/conduct/.

C) If a resident is present during policy violations, that resident may be held responsible and appropriate sanctions may be imposed.

D) All residents are expected to know and comply with all applicable Federal, State and local laws and guidelines.

All residents are responsible for knowing and complying with Student Housing Community Standards and University regulations. Please take time to review all the policies and standards on the following pages. If you have any questions, please ask a Student Housing Staff member to explain the policy.

4-1.0 Alcohol and Illegal Drugs

All residents are expected to know and comply with all State laws and guidelines regarding the consumption of alcoholic beverages on University premises as outlined in the University policy (E11.203 dated Sep 1990) and the Community Standards.

4-1.1 Underage Drinking: It is illegal for anyone under age 21 to drink alcoholic beverages. Residents and/or guests who are not 21 years of age or older may not possess, consume or be under the influence of alcoholic beverages. Possession of an open or empty alcohol container shall be interpreted as being consumed. If alcohol can be seen or smelled, or containers can be heard it can be assumed that a policy violation has occurred.

4-1.2 Consumption: Behavior, such as disruptive or destructive behavior, or conditions necessitating extra care, resulting from unmanageable consumption is prohibited. Any time that alcohol poisoning is suspected, Emergency Medical Services will be called. "Drinking games" or any activity that promotes excessive alcohol consumption are strictly prohibited.

4-1.3 Legal Drinking Age: Residents and/or guests of legal drinking age may possess or consume alcoholic beverages within the privacy of their room or apartment, so long as ALL guests and occupants are 21 years of age and older. In order for a guest of legal drinking age to consume alcohol, the resident host must be of legal drinking age. Resident hosts (see Guests and Visitation 4-15.0) will be held responsible for any guest under the age of 21 who is consuming alcohol on Student Housing Services premises, which includes resident's room/apartments. University or Student Housing Services staff, acting in their official capacity, may request a picture identification to verify resident(s) and/or guest ages (Please refer to "Failure to Comply" in section 4-12.0 for more specific and applicable guidelines).

4-1.4 Prohibited Areas: Alcohol must be consumed within the confines of the resident's room/apartment and without the presence of anyone under the age of 21 years. Any and all alcohol outside the room/apartment is strictly prohibited.

4-1.5 Social Host: Anyone who is of 21 years of age or older is prohibited from distributing alcoholic beverages to anyone below the legal drinking age of the State of Hawai'i. The State of Hawai'i's Social Host Liability Law makes it illegal to host underage drinking in a resident's residence, and holds adults liable if they provide alcohol to a minor who then injures another person. Adults can be prosecuted for giving alcohol to minors. Resident hosts will be held responsible for distributing alcohol to anyone, resident and/or guest, under the age of 21.

4-1.6 Common Source Containers and Bonges: Common source containers and bonges whether empty or full are strictly prohibited and will be confiscated. Common source containers include, but are not limited to, the following: kegs, party balls, water jugs, jungle juice, beer bonges, etc.

4-1.7 Sale and Advertisement: The sale of alcohol for a form of payment or donation is prohibited. The advertisement of parties/gatherings where alcohol will be consumed is not allowed.

4-1.8 Substance Free: Hale Noelani and Hale Wainani G and H low-rise apartments are designated Substance Free. The possession and use of alcohol and tobacco products and illegal drugs by residents or guests in the substance free residence halls/apartments is strictly prohibited. This includes resident rooms and any public area within the hall. Any evidence of alcohol, which includes, but is not limited to, empty alcohol containers and any alcohol paraphernalia is a violation of this policy.

4-1.9 Transporting of Alcohol via Public Areas: Containers of alcohol that are transported through public and common areas must remain unopened.

4-1.10 Illegal Drugs/Controlled Substances: All residents are expected to know and comply with all applicable State laws and guidelines regarding controlled substances. Possession or consumption of illegal drugs or paraphernalia is prohibited. Disrupting the community while under the influence of alcohol and/or illegal drugs is also prohibited. State law prohibits “medical marijuana” on state property.

4-2.0 Appliances

Electrical appliances that are not allowed in the residence halls include, but are not limited to (these appliances are permitted in Apartment Areas, provided they are utilized for their intended purpose): Appliances with open heating elements (such as toasters or hotplates), George Forman type grills, sandwich makers, space heaters, or toaster ovens. Residents in the residence halls are expected to use the community kitchens for any cooking needs. Microwaves must not exceed a stated FCC rating of 700 watts. Microwaves must also be plugged directly into an outlet and have its FCC rating placard intact. Refrigerators must not exceed 6.0 cubic feet. Refrigerators must also be Underwriter’s Laboratory (UL) approved and be kept clean and sanitary. Approved Combinations of microwaves and refrigerators per room include: one microwave and one refrigerator, two refrigerators, or two Microwaves. The University reserves the right to reject any electrical appliance that it considers as potentially hazardous to the safety of students and others.

4-3.0 Arson

Arson is illegal and is defined as the crime of maliciously, voluntarily, and willfully setting fire to a building, buildings, or other property of another or of burning one’s own property for an improper purpose.

4-4.0 Abuse and Assault

A climate of fear or intimidation is not acceptable in our community. All community members deserve to be treated with respect.

4-4.1 Physical Abuse/Assault: Physical Assault is defined as the act or instance which threatens or endangers the physical safety and/or welfare of another individual or group.

4-4.2 Sexual Abuse/Assault: Sexual Assault is any unwanted, forced, tricked, or coerced sexual activity without the person’s consent. Consent means that a person has fully agreed to engage in every type of sexual act performed. Acts of sexual assault include, but are not limited to, indecent exposure; touching of a sexual nature like forced kissing; fondling and/or rubbing up against another person in a sexual way, even if it is over clothes; forced oral, anal, or vaginal contact/penetration with a mouth, tongue, finger, penis, or object.

4-4.3 Verbal Abuse: Verbal abuse toward any community member, including staff members, will be grounds for judicial action. This includes but is not limited to abuse and/or assault made in person, via the telephone and/or via any electronic medium.

4-4.4 Written Abuse: Written abuse toward any community member, including staff members, will be grounds for judicial action. This includes but is not limited to abuse and/or assault made in person, on a person’s property and/or via any electronic medium.

4-5.0 Barbecue Grills

Residents must barbecue within the designated barbecue areas only. See community desk for reservations and instructions concerning community barbecue grills.

4-6.0 Behavioral Misconduct

Behavior that threatens, harms, or causes to place danger on any person(s) or conduct, which is lewd, indecent, obscene or disorderly, is prohibited. This includes intimidation, hazing and disregarding property.

4-7.0 Bicycles, Skates, Skateboards, Scooters, Mopeds

4-7.1 Bicycles, skates, skateboards, scooters, or mopeds be brought into resident rooms and apartments. Motorized equipment containing fuel may not be stored in rooms/apartments.

4-7.2 Bicycles, skates, skateboards, scooters, or mopeds are not to be parked or ridden in public pedestrian areas or any area marked as “no riding” or “no parking” zones. Any bicycles that are left or abandoned after checkouts will be disposed of at Housing’s discretion.

4-8.0 Cleaning Responsibilities

4-8.1 Individual living spaces: To ensure a safe, healthy environment, a reasonable level of cleanliness is expected in individual living spaces and community areas. If the environment in an individual living space is deemed unhealthy, the resident(s) responsible for that space will be required to clean or be billed for the cost to return the space to a healthy level.

4-8.2 Community/Public Areas: To ensure a safe, healthy environment, a reasonable level of cleanliness is expected community areas. Your assistance in keeping community spaces clean, such as restrooms, lounges, and lobbies is greatly appreciated. While Student Housing Services provides regular cleaning services, a community that fails to keep community spaces reasonably clean may lose privileges to that space or receive a community bill for costs associated with pest treatment, repairs, and/or cleaning. Trash left in community/public spaces may result in community billing.

4-9.0 Common and Public Area Guidelines/Loitering

Common and public area guidelines are those that govern any area other than a resident’s hall room or apartment. These areas are governed by all Housing and University rules and regulations.

4-9.1 Loitering: If at any time Student Housing Services staff or their designee such as Campus Security, determines that any common area needs to be cleared of residents, guests, or any activity, residents must comply with this request.

4-9.2 Gatherings: Student Housing Services staff reserves the right to ask resident hosts to discontinue any gathering that does not comply with community standards.

4-9.3 Public area games: The playing of outdoor-type sports and games is prohibited in interior public areas in order to prevent disruption to the community and/or damage to University property and facilities.

4-10.0 Failure to Comply

Students must comply with a University or Housing Official's (including residence hall staff) request when such official is working within the performance of his/her duties.

4-10.1 When requested by a University or Housing Official, residents and guests must present proper identification. Anyone who does not provide this information will be required to leave the housing premises immediately and may be banned from future visitations.

4-10.2 Providing false or misleading information about self or others to a Housing or University Official is prohibited.

4-10.3 Failure to follow instructions during an incident or any other action that prevents or attempts to prevent a staff member from successfully completing their responsibilities is prohibited.

4-10.4 Conduct that is disrespectful or disruptive to staff members attempting to complete their duties will not be tolerated. Such conduct includes the use of verbal or physical threat or harassment.

4-10.5 Failure to complete an assigned judicial sanction within the timeframe assigned is considered a serious violation of policy, and will result in further judicial action.

4-10.6 Residents must comply with Student Housing Services and university posted signs and placards (i.e., no smoking signs, signs designate restroom gender designation, etc). Violation of policy may result in judicial action.

4-11.0 Firearms, Weapons, Explosives

Possession of any type of firearm, weapon or explosives is not allowed in and around the housing communities. Illegal knives are knives that exceed 3 inches in length, butterfly knives, switchblades, concealed knives, and any knife that is not a tool. Other prohibited items include, but are not limited to: air soft guns, slingshots, bow and arrows, axes, machetes, crossbows, bolts, nun-chucks, paintball guns, spears, BB guns, pellet guns, kendo sticks, ammunition, and throwing stars.

4-12.0 Furniture

Residents must be aware that vacant spaces within a room or apartment are subject to assignment at any time. Vacant spaces must be left clear and must contain the appropriate furnishings in the event that an individual is assigned to that space.

4-12.1 Room or Apartment Furniture: All furniture must remain in the designated locations. Missing furniture will be the responsibility of the residents of that room or apartment; replacement costs will be assessed. Furniture that is moved within the room or apartment and is damaged or damages the walls, floor or other furnishings will be the responsibility of the residents of that room or apartment; damage, repair or replacement charges will be assessed. Unless an exception is approved by the Residence Director/Hall Director, extra furniture is not permitted.

4-12.2 Public Area Furniture: Lounge and other public area furniture cannot be brought into resident's rooms or apartments.

4-13.0 Guests and Visitation Policy

A guest is defined as a person other than the registered occupants of that particular residence hall room/apartment. Occupants are allowed to host guests in their rooms/apartments so long as they register their guests by signing in at the community desk. Violating a roommate's right of entry or hindering a roommates' ability to study

and/or sleep within their room is considered a violation of guest privileges. Guests will be held responsible for following all guest policy rules as outlined in the Roommate/Apartment Living Agreement and Community Living Agreement made by the residents.

4-13.1 Host Responsibility: Hosts must be present whenever guests are visiting in the residence hall/apartment and are responsible and accountable for the behavior of their guests.

Non-residents violating University and Student Housing Services regulations are also subject to disciplinary action. All conduct matters concerning a non-resident student of the University will be forwarded to the Vice Chancellor for Students Office.

4-13.2 Overnight Guests: Residents are permitted to have guests in rooms overnight as long as the roommate has given his/her permission. The maximum guest stay is 72 hours. Residents are not allowed to have any overnight guests during the first two weeks or last two weeks of each semester. Under all circumstances, the roommate who wishes to study will have priority over any guest. Please see the Residence Director/Hall Director or hall staff for specific guidelines and forms for overnight guest registration. Any unregistered overnight guest or illegal resident will be assessed a \$30 fee for each night; these fees will be the responsibility of the host.

4-13.3 Cohabitation: Cohabitation is not allowed in the residence halls or apartments. Cohabitation is defined as a person using a room or apartment as if that person were living in the room/apartment, but not actually being assigned as a resident of that room/apartment. Examples of this may include, but are not limited to, keeping clothing and other personal belongings in the room, sleeping overnight in the room on a regular basis and using the bathroom and shower facilities as if they were living in that room/apartment.

4-14.0 Harassment/ Discrimination

Harassment and discrimination of any type will not be tolerated.

4-14.1 Harassment: Harassment is defined as persistently tormenting or irritating another individual, which interferes with the individuals' performance or living environment.

4-14.2 Sexual Harassment: Sexual harassment is defined as any unwanted behavior that is sexual in nature, or based on gender, that has the intent or effect of interfering with an individual's educational performance or living environment.

4-14.3 Discrimination: Discrimination is any conduct that is based upon race, sex, age, religion, color, national origin, ancestry, disability, marital status, arrest and court record, sexual orientation, and/or veteran status, that has the intent or effect of interfering with an individual's educational or work performance.

4-14.4 Stalking: Stalking is defined as a pattern of behavior that is willful and/or malicious, and involves repeated following and harassing of another person that threatens his/her safety, and/or causes him/her reasonable fear.

4-14.5 Bias Incidents: Bias incidents include non-threatening name calling and using degrading language, graffiti or slurs because of a belief or perception about a person's race, color, national origin, ancestry, gender, religion, religious practice, age, ability, sexual orientation or gender identity and gender expression, regardless of whether the belief or perception is correct. Incidents may also include actions against persons both physical and psychological, actions against property, and actions committed verbally and electronically.

4-15.0 Prohibited Items

Many prohibited items are specified in other relevant community standards within this handbook. Other prohibited items include:

- Heaters, dishwashers, washers and dryers
- Dangerous chemicals
- Candles, incense, oil lamps, open flame devices, potpourri pots
- Homemade or modified electrical wiring
- Gas, lighter fluid or any flammable liquid
- Waterbeds
- Use of cooking appliances in residence hall rooms
- Hookahs, bongos, pipes, rolling papers (glass pipes, water bongos, etc.)
- Air conditioners, ceiling fans
- Barbells in excess of 25lbs. each.
- Halogen lights/lamps
- Laser pointers
- Automobile batteries and acids
- Personal Lofts or any other structure
- Items deemed unsafe by Student Housing staff

Prohibited items may be confiscated and/or the resident required to permanently remove the items from housing and university facilities. Student Housing/Campus Security will store these items. Students may retrieve these items only at the end of the semester and after completing the designated sanctions. Should prohibited items be found a second time, they could all again be confiscated and disposed of at the University's discretion. Additional sanctions may also be imposed. Confiscated items that are not retrieved within one week of the last day of the semester will be assumed abandoned and may be discarded.

4-16.0 Pets

Fish are allowed in residence halls and apartments. They must be housed in properly equipped aquariums, 20 gallons or smaller, limit one tank per resident. All other aquatic creatures must be pre-approved by the RLC of the area. No other pets are allowed in residence hall rooms and apartments.

4-17.0 Posting of Signage

All posters, flyers, banners and chalking to be used in any common areas must be approved by the Residence Director/Hall Director of the hall. Posting of any signage which promotes irresponsible behavior on a resident's room/apartment windows and/or exterior doors is prohibited. Student Housing Services reserves the right to remove any posting on a resident's room/apartment windows and/or exterior doors that a reasonable person would find offensive.

4-18.0 Quiet Hours, Noise and Courtesy Hours

4-18.1 Quiet Hours: Quiet hours (the absence of loud noise or distractions) are in effect every evening, from 9 pm to 9 am Sunday through Thursdays and Midnight to 9:00 am on Saturday and Sunday and nights before state holidays in each hall, apartment, and common areas.

4-18.2 Courtesy Hours: At other times (courtesy hours), students are expected to exercise good judgment with respect to making excessive noise that intrudes on the privacy and the needs of others to sleep and study. Noise may be deemed disruptive if it can be heard through a closed door or window. Noise which is disruptive to other residents is prohibited, both inside and outside of residence halls/apartments, and courtesy and consideration for others is expected at all times. Residents are expected

to respond positively to requests to reduce noise, and to respectfully approach others with requests for noise reduction.

4-18.3 Special 24 Hour Quiet Hours: Quiet hours will be in effect during the finals period. Hall flyers will be posted with specific dates. Everyone is responsible for enforcing quiet hours.

4-19.0 ResNet Policy

Student Housing Services encourages responsible computing. Responsible computing is ethical, reflects academic honesty, and shows restraint in the consumption of shared resources. It demonstrates respect for intellectual property, ownership of data, system security mechanisms, and an individual's right to privacy and freedom from intimidation, harassment and unwarranted annoyance. The ResNet policy has been established to provide a set of rules and guidelines for the proper and responsible use of the University of Hawaii and Student Housing Services computing and network resources, effective protection of individual users, equitable access, and proper management of these resources. These guidelines are intended to supplement not replace existing laws, regulations, agreements, policies, and contracts, which currently apply to these services. Users of the Student Housing Services ResNet are bound by the University of Hawaii Executive Policy concerning the Management of Information Technology Resources. The policy can be found at: www.hawaii.edu/infotech/policies/itpolicy.html.

ResNet users are additionally bound by the following rules and regulations intended to preserve the integrity and accessibility of all computing resources:

4-19.1 Residents are responsible for ensuring that their computers are virus-free and secure before connecting to ResNet. Unintentional violations of ResNet policy due to a compromised computer may still result in sanctions.

4-19.2 The residential network may only be used for legal purposes and to access only those systems, software, and data for which the user is authorized. Accessing or providing access to copyrighted material including but not limited to music, movies, and software is prohibited.

4-19.3 The residential network is a shared resource. Network uses or applications that inhibit or interfere with the use of the network by others are prohibited. Examples include file sharing applications, E-mail spamming, unauthorized servers, or any other activity that consumes an excessive amount of bandwidth.

4-19.4 The residential network is provided for uses consistent with the academic mission of the institution. The network may not be used for commercial purposes or for unsolicited advertising.

4-19.5 Data jacks may not be used to provide network access to anyone other than the resident assigned to the data jack. Residents will be held responsible for all traffic passing or originating from their assigned connection. Hardware devices which extend the network such as routers must be secured and properly configured.

4-19.6 Servers of any kind are prohibited without authorization from the ResNet personnel. Examples include Web, FTP, Game, and SMTP servers. In addition, many hardware devices such as wireless routers include software components that act as servers and it is the responsibility of the resident to properly configure any such devices before they are connected to the network.

4-19.7 The network automatically provides network address information via DHCP. Individuals may use only the IP address assigned to them by Student Housing Services. Unauthorized use of a "fixed" or "static" IP address is prohibited.

4-19.8 Any malicious or hostile activities such as port scans, spamming, DOS attacks,

or attempts to gain unauthorized access via the network are prohibited.

4-19.9 Forgery or other misrepresentation of one's identity via electronic or any other form of communication is prohibited. This includes the use of an IP address not specifically assigned to the individual using it, impersonating another user with the intent to slander in public areas, and the use of a forged or false identity in E-mail communications.

4-19.10 Respecting the rights of other users is required at all times on the network. These rights include, but are not limited to, privacy, freedom of expression, and freedom from harassment.

4-19.11 Administrators of the residential network have the authority to control or refuse access to the network to anyone who violates these policies or who threatens the rights of other users. Administrators have the authority to restrict or suspend network access without notice for a user or computer that is believed to have been the source of an alleged violation pending investigation of the violation and satisfactory resolution of the complaint.

4-19.12 Student Housing Services assumes the responsibility for the maintenance of computing resources provided within Student Housing Services facilities. In the event of a loss of service, all reasonable attempts will be made to restore the connection as quickly as possible. Student Housing Services is not responsible for any damages or losses incurred due to the use of the network or from loss of service.

Use of the ResNet constitutes FULL agreement and understanding of this Acceptable Use Policy and any future modifications there to. Violations of this policy may result in termination of connection, disciplinary sanctions, as well as possible legal ramifications. Student Housing Services reserves the right to modify, change, and reformat this document, as it deems necessary without permission or consent of its network users. Copies of this policy will remain available via the ResNet web site.

4-20.0 Safety and Security

4-20.1 Fire Equipment: False reporting of emergencies and/or tampering with any safety devices are prohibited.

4-20.2 Fire Evacuation: All residents must evacuate at the sound of an alarm regardless of whether they believe it to be false.

4-20.3 Locks and Doors: Tampering with or damaging lock mechanisms are prohibited. Additional locks may not be added to doors or other University property or equipment. For the security of everyone, building doors should not be propped open at any time.

4-20.4 Unauthorized Entry/Restricted Areas: No person shall enter or attempt to enter any residence hall or apartment facility without proper authorization. Students are not permitted on residence hall roofs, ledges or overhangs. Students are not permitted to climb in or out of residence hall windows at any level

4-20.5 Misuse of Keys: The possession of keys by anyone other than the person they were issued to is not allowed.

4-20.6 Lock-outs: Residents are responsible for carrying their key(s) at all times. Excessive lock-outs (contacting the hall staff for room/apartment entry) may result in disciplinary sanctions.

4-20.7 If a resident student has not been seen on campus for more than 24 hours and acquaintances do not know where the student may be, please notify Campus Security

at 808-956-6911. Students under the age of 18, will have their parents notified if they are determined missing for more than 24 hours and law enforcement may be notified for any student missing for more than 24 hours. If a student has been seen in the company of an individual(s) indicating that he/she may be in danger, Campus Security and/or the Honolulu Police Department (call 911), should be notified immediately. The University of Hawai'i may choose to contact the student's parent/guardian in the event that a student is deemed to be missing.

4-21.0 Smoking

4-21.1 ALL University residence halls and apartments are smoke-free.

4-21.2 Smoking is also prohibited in 1) interior building courtyards, breezeways, and terraces, on exterior spaces and access ramps, and outdoor dining patios, terraces, and lanais. 2) Within 20 feet of building entrances, exits, air intake ducts, vents, and windows of buildings that are not air conditioned. 3) Within 50 feet of designated pick-up and drop-off points for campus and public bus transportation. 4) Any other areas designated and marked "no smoking" by UHM Personnel.

The University's website contains full details of this policy:
www.hawaii.edu/smokingpolicy.

4-22.0 Solicitation and Sales

Solicitation and sales are not permitted in any Housing facility by residents or non-residents except by authorization from the Director of Student Housing or his/her designee. Such authorization may be made only for items which are of service to the residents and only after a written request has been submitted and reviewed. Students may not act as agents for business firms which entail solicitations or receiving of business offers or goods on University property. University or Student Housing Services communication systems may not be used for selling or offers to sell merchandise, services, etc. Student residences may not be used for business purposes of any nature. Examples of violations include, but are not limited to: posting of materials/advertising in any format without prior approval, using the Housing provided telephone and/or the residence hall address for business purposes, the room/apartment for storage and/or distribution of goods or collection of monies, receipt and distribution of business related materials via the community desk/mailroom, the use of University or Student Housing Services technology resources for business purposes etc. Residents must also comply with all University policies.

4-23.0 Theft

4-23.1 Property: Theft of personal property including computer files, programs, and data, or University property and possession of stolen property is prohibited.

4-23.2 Service: Unauthorized borrowing or unauthorized use of any service, including, but not limited to Internet, Cable TV, telephone, telephone calling cards, tampering with telephone and/or cable lines, food service cards, washing/drying machines, food vending machines, etc. are prohibited.

4-24.0 Vandalism

Vandalism is willful or malicious destruction of property. Students may be assessed restitution for any damages incurred. Damage assessments are based on the cost (materials and labor) to restore to the original state through repair/replacement of the damaged item or area.

Group Assessment: Group assessments may be charged for any vandalism damages to unit/common areas. In situations where the individual(s) does not come forward to

claim responsibility, a group assessment may be levied. The group assessment fee (minimum \$1.00) will include the cost of repairing/replacing the damaged item(s) and the cost of labor (if applicable). When possible, residents will be notified of damage costs and possible group assessments through public notices.

4-25.0 Windows, Balconies/Lanais, Ledges and Building Exteriors

4-25.1 Throwing/discarding of items of any type from windows, balconies/lanais, and ledges is strictly prohibited.

4-25.2 Windows and screens may not be removed. Residents may be assessed charges for the replacement/repair of windows and screens. Sliding screens must be closed at all times.

4-25.3 Erecting of antennas/aerials/satellite dishes or any other objects on the exterior of buildings or grounds is prohibited.

All residents are encouraged to contact hall staff with any questions or concerns regarding community standards.

Chapter 5

Disciplinary Procedures

Student Housing Services staff members, as well as the various governing bodies within the residential complexes, rely on the Community Standards as a guide to help define acceptable behavior on issues related to university and resident property or resident behavior. Residents who violate policies may be held accountable for their behavior. Once an alleged violation of policy is reported, the student(s) alleged to be involved is asked to meet with a Residential Life staff member (Hall Director/ Residence Director/ Residential Life Coordinator/ etc.) to discuss the incident. During this meeting, the administrator may determine whether an individual intervention, community intervention, or judicial hearing is warranted. Student Housing Services officials may refer cases involving possible suspension or dismissal to the Office of Judicial Affairs.

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5-1.0 Disciplinary Process

The primary reason for the Student Housing Services Community Standards is to educate our residents about the responsibilities of living in a community. For a resident who chooses to act in a manner that violates these standards, the disciplinary process is designed to discuss the behaviors inconsistent with the Community Standards, to restore the community and the relationships within, and to assist the resident in accepting responsibility for his/her actions and for the consequences of these actions.

The disciplinary process will not proceed without the following resident rights and responsibilities:

5-1.1 Due Process: Residents are given an opportunity for a fair hearing for conduct alleged to be in violation of University and/or Student Housing Services rules and regulations. A student will have the opportunity to know what allegations/violations are being brought against him/her and have the opportunity to defend himself/herself in a fair and equitable hearing.

5-1.2 Residents Rights: Residents may expect the following:

1. To have knowledge of all charges and have the charges explained clearly and fully at each level of the judicial process.
2. To have an opportunity to give their side of the story and refute statements made by witnesses.

3. To submit name(s) of pertinent witness(es) and other relevant supporting documents for review.
4. To be advised of the appropriate appeal process.

5-1.3 Resident's Responsibilities:

Residents are expected to take responsibility for:

1. Knowing and following the Student Housing Services Community Standards.
2. Acting in a manner that demonstrates integrity and respect for the residential community.
3. Appearing at all the disciplinary meetings and/or hearings. If a resident decides not to appear for any meeting and/or hearing, the disciplinary process will proceed without the presence and input of the resident.

5-2.0 Incident Report

The disciplinary procedure begins when an incident occurs which may be an alleged violation of University and/or Student Housing Services regulations. The hall staff will address the inappropriate behavior. Residence hall staff will document violations and notify the Residence Director/Hall Director and the Residential Life Coordinator via the Incident Report and Statement Forms. **Residents involved in alleged incidents, or are witness to any, may request a statement form from hall staff, which will be submitted along with the incident report.**

5-3.0 Violations of the University of Hawai'i at Mānoa Student Conduct Code

Incidents determined to be alleged violations of the University of Hawai'i at Mānoa Student Conduct Code will be forwarded to the campus Judicial Affairs Office for adjudication under the procedures of the Student Conduct Code. See www.hawaii.edu/student/conduct for more information regarding Student Conduct Code policies and procedures.

5-4.0 Disciplinary Meetings

5-4.1 Initial Meeting:

The resident allegedly responsible for a violation of the Student Housing Services Community Standards only, will be required to meet with a designated Housing staff member. The housing staff will contact the resident(s) for an initial meeting.

In the initial meeting, the housing staff will ask the student what happened in the alleged incident. The resident will be presented with the details of the alleged violations. After listening to the student's perspective of the incident, further action will be determined.

5-4.2 Hearing:

If a violation is determined to be more severe, a student will be required to attend a formal hearing. During the hearing, the resident will meet with a Residential Life staff member. If available, a resident may choose to meet with the Peer Review Board rather than an individual administrator.

If the resident chooses to have a "silent support" person accompany them, they must submit a written request to the Housing staff member no less than 24 hours in

advance of the meeting. The support person may provide support but may not speak on behalf of the resident.

The resident is required to attend the hearing as scheduled or contact the housing staff to reschedule it. Should the resident choose not to attend or reschedule the meeting, disciplinary action can be taken without the resident's input. Action will be based on the information available to the Housing Staff. Responsibility of the violation will be determined by the preponderance of the evidence, defined as "more likely than not" that a violation occurred. During the hearing, the resident will be presented with the details of the alleged violations. The resident may respond to the allegations and present information and/or evidence relevant to the case.

These meetings may be recorded for documentation purposes. This recording/documentation will remain the property of the University and Student Housing Services. The resident is informed of the decision and appeal procedures in the final decision letter.

5-4.3 Peer Review Board:

The Peer Review Board (PRB) is a student-run panel which meets on a regular basis to hear student conduct cases. It is comprised of students from the residence halls/apartments and is advised by professional staff. The purpose of the Board is to provide students with an opportunity to have their case heard and decided upon by a group of their peers, rather than a hearing officer. Please note that in order to appear before the Board, a student must first complete the aforementioned "initial meeting" with a hearing officer.

If a student elects to go before the Board, the Board will have access to all information which is pertinent to the case. This includes the incident report, supporting documentation (statement forms, etc.), the student's judicial history and standing (i.e. any violations you have incurred in the past, previous educational sanctions, current judicial standing, etc.), and notes from the initial meeting with the hearing officer. (This is the same level of access afforded to hearing officers.) Please note that as with any judicial proceeding at UH Manoa, all information will be kept strictly confidential.

Students wanting more information about PRB, including information about why it might be a suitable option, should speak to a Residence Director or Residential Life Coordinator.

5-5.0 Disciplinary Action (Sanctions)

One or more of the following sanctions may be imposed whenever a student takes responsibility or is found responsible for violating the Student Housing Services Community Standards. Sanctions are usually progressive so prior disciplinary sanctions will be considered. Depending on the severity of the incident, a resident could be issued a more severe sanction without a prior disciplinary history. Sanctions are designed to assist in educating students about their responsibilities and consequences.

5-5.1 Disciplinary Warning: Verbal or written warning that a violation occurred, the resident was found responsible, and that continued or repeated violation can result in further disciplinary action.

5-5.2 Conduct Probation: A resident placed on Conduct Probation is expected to demonstrate a willingness to comply with all University and Student Housing Services

regulations. Conduct Probation remains in effect for the period specified by the HD/RD/RLC.

5-5.3 Disciplinary Probation: A resident placed on Disciplinary Probation is expected to demonstrate a willingness to comply with all University and Student Housing Services regulations. Disciplinary Probation is a higher level sanction and remains in effect for the period specified by the HD/RD/RLC.

5-5.4 Suspension: A resident who is suspended from Student Housing Services will have their housing contract immediately terminated. The resident will be prohibited from returning to the residence hall/apartments for a specific length of time. The resident is also trespass banned from all Student Housing premises for the duration of suspension. At the end of this time period, the resident may request to return to the residence halls/apartments pending a review by the Director and Associate Director of Student Housing Services and successful completion of the “Disciplinary Return to Hall Guidelines”. If granted the opportunity to return to Student Housing, the resident will remain on Disciplinary Probation.

5-5.5 Dismissal: A resident who is dismissed from Student Housing Services will have their contract immediately terminated and the resident may not return to the residence halls/ apartments. This may also include a ban from any future access to the residence halls.

5-5.6 Immediate Disciplinary Transfer: If a resident(s) displays any behavior, whether written, verbal or physical, that has the potential to place in danger other members of the residence hall and/or destruction of property, the Residential Life Coordinator of the specified area or his/her designee may immediately transfer a student to a different housing community for such stated cause as they deem appropriate, pending a formal disciplinary investigation. Such accommodations will be based upon the availability of space. This action is taken to prevent danger to the community members and property.

5-5.7 Immediate Interim Suspension: If a resident(s) displays any behavior that poses imminent or potentially imminent danger to himself/herself or others, creates a substantial disruption or severe emotional stress or a potential threat to the safety and security of the members of the residential community, the Director of Student Housing or his/her designee can authorize an Immediate Interim Suspension. Under this sanction, the resident must move out of the residence hall immediately and will be banned from all Student Housing facilities until the disciplinary investigation is completed.

5-5.8 Community Restitution: The student works for Student Housing Services or a University Department for a specified number of hours in a project directly related to the policy violation. Under direct supervision, the student performs his/her community restitution hours without compensation.

5-5.9 Special Project: The student is assigned a specific project or program (relevant to the violation) to be completed by a set deadline. Examples include attendance and/or assistance in educational programs, meeting with University officials (including coaches), research, written paper on a specific topic, addressing student groups, letter of apology, or completing a roommate contract.

5-5.10 Counseling Referral: This may include referral to another department of the University for counseling and/or treatment.

5-5.11 Loss of Privileges: This may include removal of specific hall privileges. Examples include loss of guest privileges, community desk privileges, alcohol privileges, or removal of stereo systems.

5-5.12 Financial Restitution: Payment required as compensation for damage to University and/or private property. (See page 10 for payment instructions.)

5-5.13 Trespass Ban: Person(s) can be banned from specific Housing facilities or all residence halls and/or from loitering near the entrances of any residence hall, parking lot, courtyard or other areas as specified. Any violation of this directive may result in a response from Campus Security, HPD and further disciplinary action.

5-6.0 Appeal of Disciplinary Action

Residents who choose to appeal a disciplinary action must do so by submitting the "Housing Appeal Form" to the Student Housing Services Office (Frear Hall) within **five** working days of the date of notification of the disciplinary action. This form can be found and downloaded to print online at www.housing.hawaii.edu.

The right to appeal must be based on one or both of the following categories:

5-6.1 A procedural error has occurred during the original disciplinary process.

5-6.2 New evidence or an unusual condition, relevant to the case, was discovered and was verifiably not available at the original disciplinary meeting(s).

The Housing Appeal Form requesting an appeal must contain information explaining in detail the procedural error and/or new evidence or unusual conditions related to his/her case. A resident may appeal on one or both of the categories listed above, but may not appeal because they disagree with the disciplinary actions and sanctions. All requests for appeals of disciplinary action will be reviewed by the Associate Director or his/her designee, who will evaluate the appeal to determine whether valid grounds exist to meet one or both of the criteria cited above. Appeal forms that do not contain the appropriate information will be rejected and returned to the resident with sanctions upheld. If an appeal request is granted, disciplinary action will be suspended until the appeal process is concluded. However, any further violations can result in the immediate suspension or dismissal from the residence halls.

The appeal investigation will result in one of the following decisions:

- a) Uphold the original sanction(s)
- b) Revise the sanctions(s)
- c) Rescind the original sanction(s)

Residents have one level of appeal after the original sanction(s) and that decision is final and binding within the University of Hawai'i.

All residents are encouraged to contact hall staff with any questions or concerns regarding the disciplinary process.

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