

THE GUIDE TO COMMUNITY LIVING

FALL 2017 - SPRING 2018

OFFICE OF RESIDENCE LIFE AND HOUSING



WAKE FOREST
UNIVERSITY

NON DISCRIMINATION STATEMENT

Wake Forest University is committed to diversity, inclusion and the spirit of Pro Humanitate. In adherence with applicable laws and as provided by University policies, the University prohibits discrimination in its employment practices and its educational programs and activities on the basis of race, color, religion, national origin, sex, age, sexual orientation, gender identity and expression, genetic information, disability and veteran status. Additionally, the University promotes the full realization of equal employment opportunity for women, minorities, persons with disabilities, and veterans through its affirmative action program. Individuals with disabilities or special print-related needs may contact the Learning Assistance Center at 336.758.5929 or lacenter@wfu.edu for more information.

The following persons have been designated to handle inquiries regarding the University's non-discrimination policies:

Tanya Jachimiak, Title IX Coordinator/Section 504 Coordinator
jachimtl@wfu.edu / 336.758.7258 / sopr.wfu.edu
Suite 2 Reynolda Hall — Provost's Office
Winston-Salem, NC 27106

Athletics

Barbara Walker, Deputy Title IX Coordinator
walkerbg@wfu.edu / 336.758.5869
211 Athletic Center
Winston-Salem, NC 27106

Graduate School of Arts and Sciences

Brad Jones, Deputy Title IX Coordinator,
jonesbt@wfu.edu / 336.758.5512
116A Salem Hall
Winston-Salem, NC 27106

Schools of Business

Matt Imboden, Deputy Title IX Coordinator,
imbodemw@wfu.edu / 336.758.1896
245 Farrell Hall
Winston-Salem, NC 27106

School of Divinity

Shonda Jones, Deputy Title IX Coordinator,
jonessr@wfu.edu / 336.758.5121
108 Wingate Hall
Winston-Salem, NC 27106

School of Law

Ann Gibbs, Deputy Title IX Coordinator
gibbsas@wfu.edu / 336.758.6119
2312 Worrell Professional Center
Winston-Salem, NC 27106

PA Studies

L. Gail Curtis, Deputy Title IX Coordinator, Physician Assistant Program
gcurtis@wakehealth.edu / 336.716.2027
525 Vine Street, Suite 540
Winston-Salem, NC 27101

School of Medicine

Nicole Allen, Deputy Title IX Coordinator, MD Program
chaallen@wakehealth.edu
Commons, 2nd Floor
Medical Center Boulevard
Winston-Salem, NC 27157

Inquiries concerning the application of anti-discrimination laws may be referred to the individuals listed above or to the Office for Civil Rights, United States Department of Education. For further information on notice of non-discrimination, visit <http://wdcrobo.colp01.ed.gov/CFAPPS/OCR/contactus.cfm> for the address and phone number of the U.S. Department of Education office that serves your area, or call 1.800.421.3481.

Welcome!

Welcome to the campus of Wake Forest University! The Office of Residence Life and Housing (RL&H), the Resident Student Association (RSA) and the National Residence Hall Honorary (NRHH) would like to extend a warm greeting to you as you join our residential community.

engage

As a member of the community, many opportunities are available for you to meet new people and make friends. In order to get the most out of your college experience, get involved and make a difference—make your hall a home. Many activities, both social and educational, will be planned for you by your Residence Hall Staff—so be sure to attend. It is a great way to get to know your neighbors. Enhance your college career even further by getting involved in campus leadership. The Resident Student Association is looking for leaders within the residence halls to help us improve campus life for everyone.

know

The information about services, facilities, and policies described in this publication are here for your assistance. Acquaint yourself with the contents and they will be a benefit to you during the year. Refer to this guide if you should ever have a question about residential living at Wake Forest.

ask

The Office of Residence Life and Housing, the Resident Student Association and the National Residence Hall Honorary are here to make your residential living experience the best it can be. Feel free to contact either office, Residence Life and Housing at ext. 5185, (336.758.5185) housing@wfu.edu or RSA at rsa@wfu.edu. We want to work with you to create an engaging and memorable year.



Donna McGalliard
Associate Vice President, Campus Life
Dean, Residence Life and Housing



William Morgant
President, Resident Student Association

Chapter 1

MISSION AND STAFFING

Residence Life and Housing

Angelou Hall, Room 001

ext. 5185 (on campus)
336.758.5185 (off campus)

Operations

- Business Operations
- Deacon OneCard Office
- Facilities and Maintenance
- Off-Campus Housing
- Residence Education
- Residence Life
- Room Assignments
- Staffing and Supervision

Wake Forest fosters compassion and caring for others. Its collective strength and character are derived from the values and distinctive experiences of each individual and therefore the richness and diversity of human intellect and culture is affirmed. Furthermore, Wake Forest strives to be a community where goodwill and mutual respect prevail. To that end, hatred and bigotry in any form are rejected and justice, honor and mutual trust are promoted.

Residence Life and Housing Staff

The Residence Life and Housing program is a vital component of student life at the University, since approximately 80 percent of Wake Forest undergraduates live on campus. Residents are supported and assisted by an extensive and well-trained network of professional and paraprofessional staff members. The following is a brief description of the roles and responsibilities of the Residence Life and Housing staff members available to assist you:

Graduate Hall Directors (GHDs)—The Graduate Hall Director is a full-time graduate student responsible for the general supervision and management of an assigned residence hall or group of residence halls. Graduate Hall Directors are available to assist students with various academic, personal, and social concerns. The Graduate Hall Director also supervises the resident advisers assigned to each community.

Graduate Assistants (GAs)—The Graduate Assistant is a full-time graduate student who is assigned to a specific functional area within Residence Life & Housing. Each GA focuses on a unique set of responsibilities and works closely with the professional staff that are also assigned to the same functional area. The GA for Residence Education assists with community development, student staff training, recruitment, and staff selection. The GA for Deacon OneCard assists with the various aspects of managing the student/faculty/staff identification card system and other campus security features. The GA for Housing Operations helps facilitate various aspects of managing the residence halls including student lounge inspections, renovation projects, and facility-related issues. Finally, the GA for Assignments assists with processes such as room selection.

Resident Advisers (RAs)—One of the first staff members you will meet on campus and the backbone of the Residence Life and Housing program at Wake Forest—is the Resident Adviser (RA). One RA is assigned to each residential floor/area and lives with the students as a member of that community. The 126 RAs on campus are carefully selected and trained undergraduates who have been chosen for their commitment to helping and advising their fellow students. Each RA is trained in assisting residents and referring students with academic and personal concerns to the appropriate resources. As a Residence Life and Housing staff member, the RA assumes many roles, such as peer adviser, residence educator, and community leader. In addition, the RA will also assist with crisis management issues, community building, student engagement, facility management, and helping and supporting students. As a community leader, the role of the RA is not to police the residence halls but rather to respond to incidents and issues that create problems and challenges for the community. Additionally, the role of the RA is to ensure that University policies, regulations, and community standards are upheld within the residence halls. Finally, each RA assists residents in responding to conflicts, personal issues, and disagreements that might arise within residential communities. The RA works to build a cohesive floor community where individual residents feel comfortable, valued, and respected. Most importantly, the RA strives to build a community

Mission Statement

The Office of Residence Life and Housing fosters secure, comfortable, inclusive, and engaging communities for learning that prepare students to lead lives of meaning and purpose.

As members of vibrant and diverse residential learning communities, Wake Forest students will:

- Find an authentic sense of belonging
- Successfully navigate citizenship within diverse communities
- Develop the skills, knowledge and perspective to maintain a healthy, balanced life
- Exhibit responsibility for self, others, property, and the environment

A Shared Community

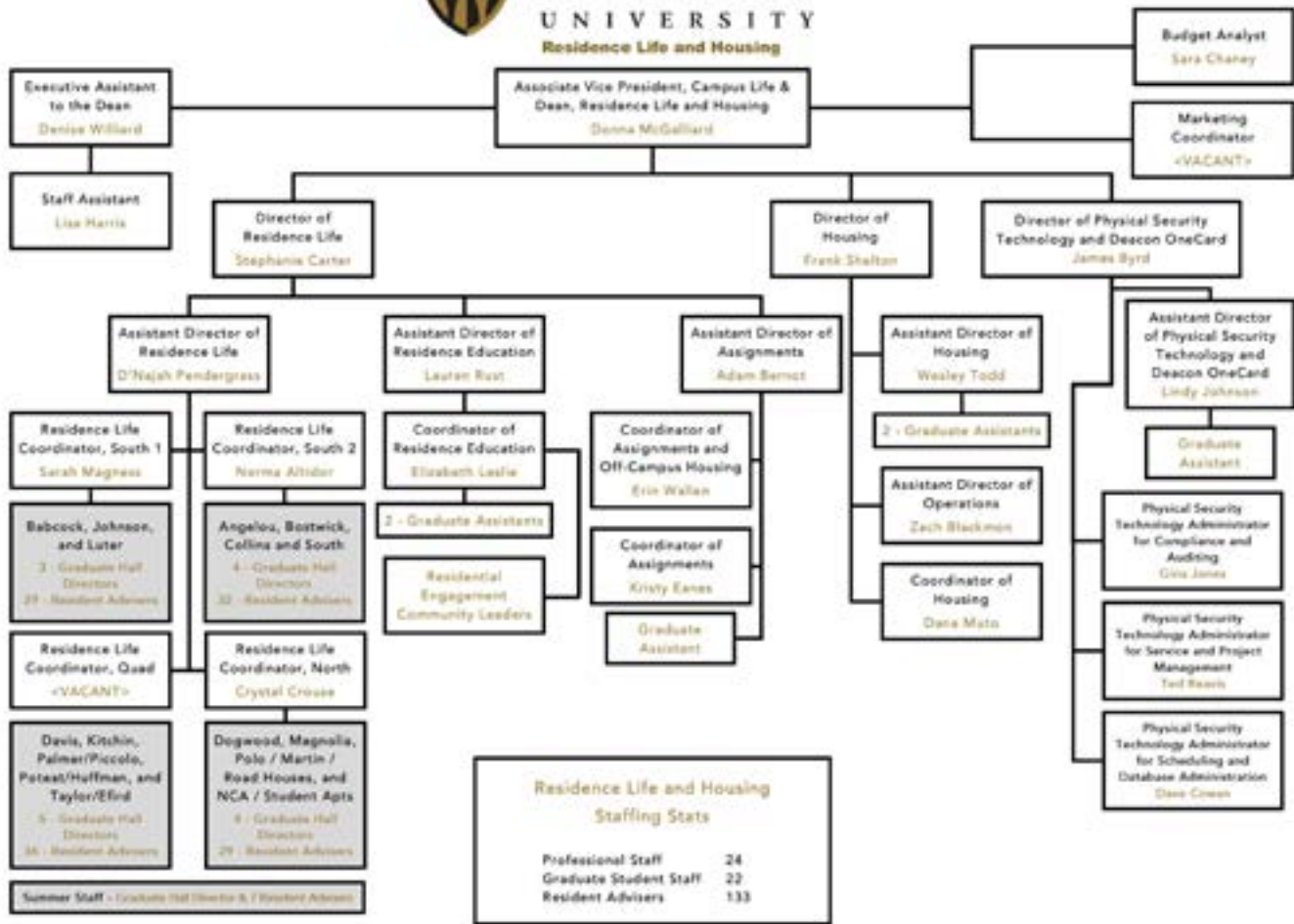
As a campus resident, you share a unique partnership with the Office of Residence Life and Housing, the Resident Student Association, and the National Residence Hall Honorary. Together we develop and maintain an environment that supports the academic experience, encourages intellectual exchange, respects both the individual and community, and emphasizes an environment which contributes positively to the University as a whole. In order for this partnership to be successful, everyone must assist in the goals of providing a safe, enjoyable, and academically focused environment.

The campus is a shared community of diverse people from a variety of backgrounds. As a result, we expect all community members to take advantage of the unique learning experiences that a shared environment brings. Recognizing difference in each other and successfully interacting within those differences is the key to harmony in a residential community. As a responsible member of the Wake Forest community, you should recognize your responsibility to advocate for members of your community and appropriately challenge the unfair, unjust, or uncivil behavior of other individuals or groups.

University Statement of Principle

Wake Forest is a community of men and women that seeks the enlightenment and freedom that comes through diligent study and learning. Its higher goal, however, is to give life to the University motto, **Pro Humanitate**, as the passion for knowledge is translated into compassionate service.

Wake Forest has a tradition that embraces freedom and integrity and that acknowledges the worth of the individual. This heritage, established by the founders and nurtured by succeeding generations, promotes a democratic spirit arising from open-minded discourse.



where everyone knows each other and feels truly at home. For more information about RL&H employment, please consult <http://rlh.wfu.edu/student-involvement/employment/>.

The Residence Life and Housing Central Office Staff—The Office of Residence Life and Housing (located in **Angelou Hall**) is staffed by full-time professionals available to assist students and their families with concerns, issues, or questions that arise throughout the student’s college career.

Residence Hall Office Hours

There is a Resident Adviser (RA) on duty in each community every night of the week (5 p.m.–8:30 a.m.) when classes are in session. The RA on duty is available to assist students, parents, and visitors in any way possible. Should you need assistance in the evening hours, please go by the main desk in your respective community to see who is on duty. Should you need assistance during the day, please feel free to contact any Resident Adviser (RA) or Graduate Hall Director (GHD) available in the community, or come directly to the Residence Life and Housing central office (suite 001, Angelou Hall).

All residence hall/area staff offices are open 10 p.m.–midnight Sunday–Thursday and 10 p.m.–2 a.m. Friday and Saturday. Please stop by your staff office at the beginning of the year to confirm these times and to inquire about the services provided to residents by the staff in your respective building/area. Typical services provided during hall/area office hours include checking out a vacuum cleaner, lockouts, crisis situations, borrowing recreational equipment and supplies, or simply having a conversation with the RA or GHD.

Departmental Grievance Policy

If for any reason a student or constituent believes that they have failed to receive an appropriate response from any member of the Residence Life and Housing staff, or if he/she has failed to receive appropriate service or treatment, a grievance may be filed. By filing a grievance, the situation(s) will be reviewed and responded to by the appropriate departmental and University personnel. Should someone decide to file a grievance, the following two options are available:

1. Submit a written letter, which clearly outlines the nature of the grievance, to the direct supervisor of the individual against whom the grievance is filed. If the name of the supervisor is unknown, contact The Office of Residence Life and Housing at ext. 5185 (336.758.5185) or housing@wfu.edu and request this information.
2. Submit a written letter, clearly outlining the nature of the grievance, to the Dean of Residence Life and Housing, P.O. Box 7749, Winston-Salem, NC 27109-7749. Once the Dean of Residence Life and Housing receives the letter, the individual filing the grievance will be contacted in writing via email or telephone for appropriate follow-up.

Should questions arise regarding the process for filing a grievance with the Office of Residence Life and Housing, please contact the Dean of Residence Life and Housing at the address above or call ext. 5185 (336.758.5185).

Release Statement

Every residential student at Wake Forest University (“WFU”) agrees

to the following information by accepting their assignment to live in campus housing and participating in Residence Life and Housing events. I understand that participation in Residence Life and Housing events in which I elect to participate along with certain students, faculty, or staff of Wake Forest University, may expose me to certain risks or dangers. The events may include, but are not limited to, hall programs (movies, games, meals, etc.), off campus trips (movies, meals, shopping, Wake Forest away games, etc.), or sporting events (hiking, bowling, paintball, canoeing, intramurals, etc.).

Examples of the potential dangers and risks include minor injuries such as abrasions or scrapes, major injuries such as broken bones, and life-threatening injuries such as spine, head and neck injuries or heart failure. These examples are not intended to be all-inclusive, but merely to exhibit my awareness of the risks inherent in my participation in the events. The agreement states:

I understand that WFU does not require me to participate in any activities of the events; I voluntarily choose to participate and I voluntarily assume the risks. Understanding these risks and understanding that participation in the activities of the events may subject me to physical exertion, I hereby state that I am physically fit to participate in the activities surrounding the events.

I will allow WFU to take actions it believes will protect my health and safety during the events. I agree to pay the costs that may result from those actions. I will not ask for money or services from WFU. No one will bring a lawsuit against WFU for actions taken to protect my health and safety.

I further release WFU, its officers, trustees, employees, students, and agents from any and all liabilities, claims, or demands for damages for personal injury, disability, property damage, or other loss of any kind that I may sustain as a result of my participation in the events, except for claims arising from the gross negligence of WFU.

Building Histories and Descriptions

All residence halls are coed facilities.

South Campus Residences

Angelou Residence Hall is named in honor of poet, actress, author and civil rights activist Dr. Maya Angelou. She was also the Reynolds Professor of American Studies at Wake Forest University from 1982 until 2014. Angelou Hall is a stately 76,110-square-foot, five-story building designed to house 224 first-year students on the south side of campus. The residence hall opened in January 2017.

Babcock Residence Hall is named in honor of one of the University's most generous benefactors, Mary Reynolds Babcock. With her husband, Charles Babcock, she donated over 300 acres to Wake Forest College as the site of the new campus. Built in 1961, this corridor-style residence hall houses 249 first-year students.

Bostwick Residence Hall is named after Jabez A. Bostwick, a Standard Oil official of New York, who was an important benefactor to the University. Built in 1955, this corridor-style residence hall houses 199 first-year students. The formal parlor in Bostwick is an ideal place to study and socialize.

Collins Residence Hall is named for William A. Collins Jr., the owner of a group of funeral homes and a major benefactor of student scholarship funds. He established a scholarship fund for students from Virginia in 1994. Built in 1985, this corridor-style building houses 233 first-year students. The TV lounge and kitchens help make Collins Hall an enjoyable place to live. Collins also houses a Catholic Community, Hillel, and Muslim Students lounge.

Johnson Residence Hall is named for the University's first Dean of Women, Lois Johnson. She presided over the arrival of women students in 1942 and defended their rights to equality with men. Dean Johnson retired in 1962. Built in 1955, Johnson is a corridor-style building

housing 199 first-year students.

Luter Residence Hall is named for Joseph Luter, a 1961 graduate of Wake Forest. Best known for establishing a sausage empire, he is one of the University's most generous benefactors. Built in 1971, the combined corridor/suite-style residence hall houses 285 students. A diverse living environment, Luter houses first-year and upperclass students and includes large TV, study, and social lounge spaces.

South Residence Hall built in 2010, is the first LEED certified building on the Reynolda Campus. It houses 199 first-year, coeducational students in a corridor-style layout with a classroom, media room, multiple study lounges and a recreation space.

Hearn Plaza - Quad Residences

Davis House Residence is named for Egbert L. Davis. Davis was a 1904 law school graduate and a business entrepreneur; he also was chair of the Board of Trustees of North Carolina Baptist Hospital. Built in 1955, Davis Residence Hall is a suite-style facility that houses 285 students, as well as a Subway sandwich shop and Greek/student organizations. There is a study/activity lounge to accommodate a variety of activities.

Efird Residence Hall is named after J.B. Efird, the founder of the Efird department store chain. Built in 1955, the residence hall was made possible through a gift of \$100,000 from the Efird Foundation. Efird houses 83 students and is connected to Taylor Residence Hall.

Huffman Residence Hall, built in 1955 and recently renovated Fall 2016, is named after Frank O. Huffman. A 1901 graduate of Wake Forest, he was a leader in the North Carolina furniture industry. The building's construction was made possible through the donations of Mr. Huffman's family members. The corridor-style residence hall houses 76 students and is connected to Poteat Residence Hall.

Kitchin House Residence, built in 1955 and newly renovated, was named for the ninth president of Wake Forest University, Thurman D. Kitchin. A 1905 graduate of Wake Forest, he guided the University administration through economic depression and many other challenges. It was during Kitchin's administration that the University accepted an offer from the Z. Smith Reynolds Foundation to relocate the campus from Wake Forest, North Carolina, to Winston-Salem, a move that was accomplished ten years later in 1956. It also was during this time that women were first admitted to the University (1942). Kitchin House Residence houses 270 students. Within this facility, there are Greek lounges, the Baptist Student Union (BSU) lounge, the campus ministry offices, the Deacon Shop, and two study/activity lounges. The open courtyard in Kitchin allows students to enjoy a variety of recreational activities.

Palmer Residence Hall is named in honor of Wake Forest athlete Arnold Palmer (golf '54). The complex was originally built in 1982 for the housing of athletes; it now houses a diversity of upperclass students. This 60-student complex is located behind the campus stadium. Recreational facilities at the complex include basketball and volleyball courts. Ample study and social lounge space is available in this corridor-style facilities.

Piccolo Residence Hall is named in honor of Wake Forest athlete Brian Piccolo (football '64). The complex was originally built in 1982 for the housing of athletes; it now houses a diversity of upperclass students. This 64-student complex is located behind the campus stadium. Recreational facilities at the complex include basketball and volleyball courts. Ample study and social lounge space is available in this corridor-style facilities.

Poteat House Residence is named after William Louis Poteat, who was an 1877 graduate of Wake Forest. President of the University from 1905-1927, he is best known for his defense of the teaching of evolution during a time when the topic was extremely controversial among scholars and theologians. Built in 1955, Poteat Residence Hall is a suite-style, upperclass facility that houses 228 students. Zick's, a pizza parlor and

RESIDENCE HALL STAFF DIRECTORY 2017-2018

All phone extensions begin with 336.758.XXXX

Angelou Hall

Hall Director: Laurie Kenyon
Apartment ext. 4138 or Office ext. 5652
7 Resident Advisers
224 Residents
First-year

Babcock Hall

Hall Director: Evan Sieges
Apartment ext. 4999 or Office ext. 5563
10 Resident Advisers
249 Residents
First-year

Bostwick Hall

Hall Director: Christopher Aragon
Apartment ext. 1752 or Office ext. 5638
8 Resident Advisers
199 Residents
First-year

Collins Hall

Hall Director: Angel Woodrum
Apartment ext. 1750 or Office ext. 5930
10 Resident Advisers
233 Residents
First-year

Davis House

Hall Director: Khalif Timberlake
Apartment ext. 5587 or Office ext. 5600
7 Resident Advisers
285 Residents
Upperclass

Dogwood Hall

Hall Director: Hannah Smith
Apartment ext. 7847 or Office ext. 7848
7 Resident Advisers
245 Residents
Upperclass

Efird Hall

Hall Director: Sierra Kohler
Apartment ext. 5586 or Office ext. 5652
2 Resident Advisers
83 Residents
Upperclass

Huffman Hall

Hall Director: Latricia Giles
Apartment ext. 5666 or Office ext. 6137
2 Resident Advisers
76 Residents
Upperclass

Johnson Hall

Hall Director: Alexis Fintchre
Apartment ext. 1747 or Office ext. 1257
8 Resident Advisers
199 Residents
First-year

Kitchin House

Hall Director: T Taylor
Apartment ext. 5681 or Office ext. 5277
7 Resident Advisers
270 Residents
Upperclass

Luter Hall

Hall Director: Heather Richardson
Apartment ext. 1749 or Office ext. 6091
11 Resident Advisers
285 Residents
First-year and Upperclass

Magnolia Hall

Hall Director: Gabbie Pulsinelli
Apartment ext. 7856 or Office ext. 7857
7 Resident Advisers
237 Residents
Upperclass

Martin Hall

Hall Director: Devon Stewart
Apartment ext. 8528 or Office ext. 6278
2 Resident Advisers
95 Residents
Upperclass

North Campus Apartments

Hall Director: Morgan Wehrkamp
Apartment ext. 1853 or Office ext. 1873
4 Resident Advisers
190 Residents
Upperclass

Palmer Hall

Hall Director: Mattie Gibbons
Apartment ext. 7008 or Office ext. 4858
2 Resident Advisers
60 Residents
Upperclass

Piccolo Hall

Hall Director: Mattie Gibbons
Apartment ext. 7008 or Office ext. 4858
3 Resident Advisers
64 Residents
Upperclass

Polo Hall

Hall Director: Devon Stewart
Apartment ext. 8528 or Office ext. 6278
4 Resident Advisers
194 Residents
Upperclass

Polo and Rosedale Residential Houses

Hall Director: Devon Stewart
Apartment ext. 8528 or Office ext. 6278
3 Resident Advisers
73 Residents
Upperclass
(Theme, Special Interest Communities, and traditional housing)

Poteat House

Hall Director: Latricia Giles
Apartment ext. 5666 or Office ext. 6137
6 Resident Advisers
228 Residents
Upperclass

South Hall

Hall Director: Chase Martin
Apartment ext. 7861 or Office ext. 7860
7 Resident Advisers
199 Residents
First-year

Student Apartments

Hall Director: Morgan Wehrkamp
Apartment ext. 1853 or Office ext. 1873
2 Resident Advisers
110 Residents
Upperclass

Taylor House

Hall Director: Sierra Kohler
Apartment ext. 5586 or Office ext. 5652
7 Resident Advisers
243 Residents
Upperclass

A list of resident adviser telephone and room numbers is located at the RA office and/or at the front desk of each residence hall or area.

student social space, and a Greek organization are in Poteat.

Taylor House Residence is named after the sixth president, Charles E. Taylor (1884-1905). Taylor led the school through an era of expansion with the addition of the School of Law in 1894 and the medical school in 1902. His interest in Wake Forest's appearance led to the designing of campus walkways. Built in 1956, Taylor is a suite-style residence hall housing 243 students. The University bookstore, two fraternity towers, and the Campus Grounds Coffee House are located in Taylor House. A study/activity lounge allows for study, gatherings, and group activities.

North Campus Residences

Dogwood Residence Hall built in 2013 and completing the residential community near Polo Residence Hall, was designed to add suite-style housing for 245 upper-class undergraduate students. The building features study lounges, student organization lounges, kitchens on every floor and a media room.

Magnolia Residence Hall built in 2013 and completing the residential community near Polo Residence Hall, this residence hall was designed to add suite-style housing for 237 upper class undergraduate students. The building features study lounges, student organization lounges, kitchens on every floor and a media room.

Martin Residence Hall, completed in 1994, and named for University benefactor Zeno Martin (BA, '26), expanded the boundaries of what was once considered the main campus. Martin Hall, a combined corridor/suite-style building with living rooms and kitchenettes, houses 95 upperclass students. The building accommodates multiple Greek blocks and a Greek organization lounge.

North Campus Apartments built in 1954, were converted to student housing in August 2008 and house 190 students in 9 buildings. The apartment style units provide 3 to 4 students with a kitchen, living/dining room, 1-2 bathrooms, and single and double occupancy bedrooms. The

apartments have centralized lounges/RA office, and laundry facilities in each building.

Polo Residence Hall built in 1998, houses 194 upper-class students in a combined apartment/townhouse-style combination, the majority of the residence hall is comprised of single rooms. Within each townhouse, four students share a kitchen, living room, and two baths. The individual apartments each house two students that share a kitchenette, living/dining area, and one double occupancy bedroom. This private residential area has been constructed with additional common area space for studying, group activities, and residential area functions. The building houses multiple Greek organizations and two lounges for student use as well as small offices available for student organization usage. The cornerstone of the building is the main lobby, which is a two-and-a-half-story rotunda for studying, meeting, and socializing.

Polo Road Houses built from 1935 -1937, these homes are located on Polo Road and Rosedale Circle with specific Theme and Interest Communities. Theme and Interest housing is evaluated yearly, and students may develop their own programs.

Student Apartments, built in 1956, are located in the north residential hall community. Arranged in an apartment complex setting, they accommodate 110 upper-class co-ed students. Each apartment contains a living room, kitchen, two single occupancy bedrooms, and one bathroom.

(Some information for this section was taken from "A Walk Through Wake Forest," Jack D. Fleer, editor; 1984 Wake Forest University, Winston-Salem.)

Chapter 2

CAMPUS INVOLVEMENT

Wake Forest University is committed to supporting the educational needs of its students. In order to be successful, a comprehensive approach is necessary to assist students in reaching their full potential and to encourage their complete and holistic development.

As a department, the Office of Residence Life and Housing supports the University's mission by providing programmatic initiatives for the social, educational, cultural, and community service needs of the students living on campus. The programs, activities, and experiences which are provided in the residence halls are central to community life at Wake Forest. A student's sense of connection to the Wake Forest community is fostered in the residence hall experience.

Getting Involved in Your Residence Hall

Living in the residence halls provides countless opportunities for involvement. The Resident Advisers (RAs) plan programs for both individual and building-wide residential communities, and the Resident Student Association (RSA) and National Residence Hall Honorary (NRHH) provide opportunities for leadership development as well as social and educational activities. One exciting way that first-year students can become involved in their residential community is through their Area Council. An important facet of the Resident Student Association (RSA), the first-year community boasts an Area Council comprised of residents who meet with the Residence Life Coordinators for their residence halls and work to improve their residential experience. Your involvement is limited only by your desire and initiative. The residence

halls provide a great environment to make the most of your Wake Forest experience. When you become involved in the many activities that occur in your building, you learn new and valuable information and meet new people.

Community Development in the Residence Halls

Fostering the development of a healthy and vibrant residential community is central to the job responsibilities of a Resident Adviser at Wake Forest, and is a practice which affects every other aspect of the job in a positive way. A central component of the RA position is striving to create inclusive communities where residents feel a sense of belonging and take pride in and ownership of their social and physical surroundings. Under the guidance of the RAs and GHDs, residents living in a positive community are more likely to healthily address concerns with one another and less likely to escalate behaviors to problematic or destructive levels.

Wake Forest Residence Life and Housing emphasizes the implementation of quality community development strategies, such as relationship-building conversations, passive programming, and programming and events, as essential to the overall college experience. In addition to getting to know residents, the staff of each community organizes a variety of cultural, educational, recreational, or community service opportunities and events. Many of these events are organized by your RA for the members of your floor/area; others are planned by the staff for the benefit of the entire community. Your RA will be interested

in your input on implementing new ideas for your community. As a resident, you are welcome to initiate or assist in the planning of any event sponsored by the building staff. Bring your suggestions to your RA, and he/she will assist you in implementing the initiative.

Faculty Fellows Program

First-year residence halls will also benefit from the presence of our Faculty Fellows. Each first year residence hall have three Wake Forest faculty members designated to a specific community. Faculty Fellows engage and connect with residents through a variety of activities, events, and programs. Faculty Fellows may collaborate with a building's Resident Adviser staff or they may develop their own unique experiences to share with residents.

Residence Life and Housing Student Leadership and Involvement

The Resident Student Association (RSA) exists to serve the unique needs of the students who live on campus. The organization acts as a representative voice to Residence Life and Housing and to the administration of the University. RSA strives to offer leadership opportunities and foster an essential link between the residential population and the campus administration.

RSA works to improve the quality of life for residents through many avenues. This is done most significantly through the planning and sponsoring of large-scale community programs on campus, as well as fulfilling selected building improvements requested by residents. The organization also works with trusted vendors to make programs and services such as linen packages, care packages, and diploma displays available to residents. RSA provides the Residence Life and Housing office input on the room selection process, building renovations, policy implementation, and other issues raised by students. RSA also plays an important role specifically within the first year residential community through a system of Councils through which interested residents work with Graduate Hall Directors, RAs, and Faculty Fellows to plan programs for the community. The Area Council members are an important part of the larger Resident Student Association and play an important role in their community.

RSA is governed by an executive board. The RSA executive board includes a president, a finance and administration chair, two programming chairs, a resident advocacy chair, and a national communications coordinator. RSA is advised by professional staff members in the Office of Residence Life and Housing.

In addition to the many programs, activities, and service projects sponsored, RSA also serves as a primary campus organization for student

leadership training. Belonging to a national network of RSAs at colleges and universities around the country, the Wake Forest University RSA regularly attends state, regional and national leadership conferences where they have received awards and recognition for involvement and campus programs. All members of RSA are eligible to take part in these exciting conference trips, which are fun and provide great leadership training. Contact an RSA member for more information or visit <http://rlh.wfu.edu/student-involvement/resident-student-association/>.

The National Residence Hall Honorary (NRHH), established in 1965, is a service and recognition organization of the National Association of College and University Residence Halls, Inc. The purpose of NRHH is to give national and local recognition to students who have made outstanding contributions to the residential communities on their campuses. The membership in Wake Forest University's chapter consists of no more than one percent of the top students living on campus. Students who are involved in their residence halls and spend time and energy to improve life on campus for themselves and others are marked as likely new members. NRHH exists to honor those students who have given outstanding service to the Wake Forest community and provide them with more avenues for involvement. NRHH is governed by an executive board that plans service and recognition opportunities for the membership. NRHH is advised by professional staff members in Residence Life and Housing.

Other Student Leadership Opportunities

There are many student organizations on campus and it would be difficult for students not to find something that interests them. Students may become involved in organizations related to their academic discipline, intramurals, special interest groups, and/or other leadership opportunities. Additional student organization information and leadership opportunities and information can be found on the [Dean of Students](#) website.

Chapter 3

ROOM ASSIGNMENTS/CHECKING IN AND OUT

Room Assignments and Meal Plans

The room assignment process, along with the various housing options available to students, is designed to give students a substantial amount of flexibility and diversity in choosing a housing arrangement.

Eight semesters of on-campus housing are guaranteed for residential students who pay their tuition deposit by the published deadline each semester and do not lose housing eligibility due to disciplinary or academic deficiency, a move off campus, failure to participate in the room selection process or a change to part-time status. Additionally, all first-year, second-year, and third-year students are required to live on campus. In mid-spring of each year, students who are eligible for and who want to live in the residence halls during the following year participate in the Fall room and dining selection process. Selection of an assignment is completed during the selection housing process and the submission of

the electronic Housing and Dining Agreement for the following year. Meal plans are required for all students living on campus. Plans are selected by the student during the Fall room and dining selection process or on the housing application for incoming students. If a student fails to select a meal plan, one will be assigned to the student. See Wake Forest Dining Services at <http://wakeforest.campusdish.com> for more information.

Housing and Dining Agreement

A. University Obligations

1. The University will provide the assigned room from the day the student is officially notified to report by Wake Forest College, until 24 hours after the student's final academic examination for

the spring semester or after termination of student status, except during stated recesses of the College. A graduating senior may delay vacating the room until 7 p.m. on Commencement day.

- In the event of mechanical difficulty (air conditioning, heat, hot water, and other equipment) or interruptions of electrical power or water service, the University will make reasonable efforts to restore service. However, there shall be no abatement in residence hall charges because of such failure.

B. Student Obligations

The student will:

- use the room as his/her residence during the applicable academic year in accordance with this agreement.
- exercise reasonable care in the use of the room and the facilities of the residence halls, and know and abide by all regulations pertaining to the residence halls of the University, whether such regulations are now in effect or will be enacted in the future.
- hold harmless the University from any suit, action at law, or other claim whatsoever resulting from or arising out of any injury to the student's person or property while a resident of a residence hall under this agreement.
- pay to the University the cost of replacement or repair for any breakage or damage to the room, its fixtures or appurtenances, and a pro rata share for damages to commonly-used property when the identity of persons responsible cannot be reasonably determined.
- pay charges for both semesters in a timely manner in the amounts prescribed by the schedule of payments as issued by Wake Forest University for the type of room assigned.

C. Refund Policy

- The University will refund a portion of the student's payments upon withdrawal from the University according to the University Tuition and Fees Refund Policy, Schedule of Adjustments for Withdrawal or Continuous Enrollment for the following reasons:
 - the student graduates;
 - official withdrawal from the University;
 - the student is granted continuous enrollment status.
 Any withdrawal for reasons above terminates the student's rights under this agreement.
- If it is determined by the University that the student's health renders group living hazardous, then this agreement shall terminate upon notice to the student. The University will make a pro rata refund of the housing fee paid.
- If the student is suspended from the University or removed from University housing as a result of a disciplinary proceeding, the student is not entitled to a refund.
- If a student, who is currently enrolled in the College, breaches the Housing and Dining Agreement by not occupying the assigned room or by vacating the room prior to the end of the spring term as specified in section A.1, the student is obligated to pay charges for both semesters. If no additional unoccupied space will result from the breach, then the Office of Residence Life and Housing may grant approval in advance to charge only pro rata charges for the room.

D. General Conditions

- The University reserves all rights in connection with the assignment and reassignment of rooms. Additionally, any student whose actions are found by the University or its designated agent to be detrimental to the welfare of a student living group or in violation of University rules and regulations as set forth in the current [Student Code of Conduct and Judicial Handbook](#) or Residence Life and Housing publications, may be required to withdraw from the housing assigned without further University obligation.
- If a student is assigned a room for the next academic year and is academically ineligible to continue at the end of the first summer

session immediately preceding, the room assignment will be canceled. If the student attends the second summer session and is permitted to return in the fall, the student may request placement on a waiting list, but housing is not guaranteed.

- If a student's relationship with the University and/or Office of Residence Life and Housing is severed as part of a judicial sanction, policy violation, or other incident, that student will not be eligible to participate in any phase of the housing assignments process until the University has granted readmit student status and that he or she is otherwise in good standing with the University.
- In the event this agreement is used for assignments after the fall semester has begun, it will be effective for the remainder of the academic year.
- The University is not responsible for the loss or damage to items of personal property of the student in residence halls or on its grounds before, during, or subsequent to the period of the agreement.
- The student grants permission for the entry and inspection of the assigned room by any authorized University personnel or agent according to policies in the current Student Handbook or Residence Life and Housing publications. Said purposes include, but are not limited to, completion of work requests or the repair and/or maintenance of the facility, inspection for fire and safety violations, and to enforce University policies and regulations including, but not limited to, alcohol and drug violations

Release from Housing and Dining Agreement

All students residing in campus housing must electronically sign the Housing and Dining Agreement. This is a binding agreement between the University and the student for campus housing and meals during the entire academic year. Any student wishing to be released from the Housing and Dining Agreement must submit a written appeal to the Office of Residence Life and Housing via online form. Appeals are not automatically granted and are reviewed on a case-by-case basis. All students who are approved to be released from housing will automatically be reclassified as non-resident students and forfeit their right to eight semesters of guaranteed on-campus housing.

Students who are scheduled to graduate in December must still be released from their Housing and Dining Agreement. All petitions for release are due during the spring room change period (dates posted in the fall) to avoid housing charges from accruing on the student's account. Students should contact the Office of Residence Life and Housing if they have any questions regarding the Housing and Dining Agreement. All students who are approved to be released from their Housing and Dining Agreement and remain registered at the Reynolda Campus must register their address with the Office of Residence Life and Housing.

Room Rates

An official listing of the various room charges is listed in this guide. The rates and billing information are also communicated to all students when they select their room. Any discrepancies in billing for room rent should be brought to the attention of the Office of Financial and Accounting Services. A student who moves from his/her original room

RESIDENCE HALL ROOM RATE STRUCTURE 2017-2018

Description of Room	*Price per Semester
Singles/Apartments All residence hall singles, Polo and Martin rooms, and all apartments (including apartment doubles) *	\$5,367
Doubles All residence hall and theme doubles (excluding all apartments)	\$4,506
Triples All residence halls (excluding all apartments)	\$4,003

assignment into a room that is less or more expensive will be charged a pro-rated amount for his/her room rent based on the number of weeks the student lives in each room. The Office of Residence Life and Housing will determine this amount and notify Financial and Accounting Services of the change in status to update the student account. Any student who leaves the University is liable for the entire room rent until he/she has officially checked out of the building with the hall staff and has returned the keys. Refunds of room rent are granted based only on the guidelines listed in the Housing and Dining Agreement.

Housing Requirements

Students are required to live in campus housing for six semesters (Fall and Spring), which is typically all first-year, second-year and third-year students. Student who study abroad during the Fall or Spring semester and transfer students who have lived on campus at another college or university are given credit for that time toward the residency requirement.

First-Year Student Living Options

First-year students are assigned housing with roommates based on the personal preferences selected on the housing application completed online after admission to the University. All selections chosen are only preferences, and no guarantees can be made that an exact roommate match will be found based upon these preferences. Single and double rooms are randomly assigned based upon availability and when preferences can be honored.

Assignments are made to enable students to experience the diverse nature of the student body at Wake Forest without regard to race, color, sexual orientation or religious affiliation. Specific roommate and/or building requests are not considered.

Upperclass Student Living Options

Upperclass students participate in a room selection process each year during the spring semester. More information about this process is available from the Office of Residence Life and Housing at <http://rlh.wfu.edu> and during the spring semester.

Some of the housing options available to upperclass students include:

Block Housing for groups of upperclass students. This option allows groups of students who would like to live together in adjacent rooms on the Quad or North Campus to select designated blocks of housing.

Residential Engagement Communities, Theme Housing and Interest Housing, promote a direct link between residential, academic and extracurricular life for students at Wake Forest University. The Residential Engagement Communities program is designed to provide students with common educational endeavors or extracurricular interests the opportunity to live together in campus housing. By focusing on a specific area of residential living, these communities profoundly impact the experiences of students on campus. The Residential Engagement Communities program increases students' opportunities to pool resources and learn from each other and has proven to be an effective living/learning tool.

- Each Theme or Interest Community is required to recruit a faculty/staff adviser to work with the for the entire academic year.
- The group must create a purpose statement to outline the reasons for the community's existence.
- A set of goals must be submitted for the upcoming year, and revised each year that the community seeks reapplication. This statement must specify how the community will enhance the learning of its members, as well as contribute to the Wake Forest community and beyond.
- Each Theme Community will have a student leader (Theme Programming Advisor) who lives within the theme to coordinate

programming initiatives and complete program requirements in partnership with their faculty/staff advisor. It is the responsibility of each Theme Community to identify an individual who will serve in this capacity.

- Each Interest Community will have a student volunteer (Community Liaison) who lives within the community and acts as a liaison to Residence Life and Housing. It is the responsibility of each Interest Community to identify an individual who will serve in this capacity.
- Applications for Residential Engagement Community opportunities are received by Residence Life and Housing early in the preceding spring semester. The application process includes a student created presentation about the community and their plans for the upcoming year.
- Returning communities must re-apply annually. Acceptance into the program is not guaranteed.

For more information about specific Residential Engagement Communities or how to become involved, contact Residence Life and Housing at 336.758.5185 or visit <http://rlh.wfu.edu/>.

Second Round Assignment Selection

The number of rooms available on campus during the fall room selection process does not always meet the demand for housing, resulting in a group of students who are unable to select a room during the first round selection process in the spring. These students are put on a guaranteed housing list and are given the opportunity to select an assignment as space opens during the summer. There are no guarantees for roommate, building or specific room can be made.

Reallocation of Space

Every year, due to changes in the student body and special interest groups that need housing, the Office of Residence Life and Housing reevaluates current housing patterns and reallocates space accordingly. Due to these reallocations, residents are unable to homestead their room assignment for the following year.

Medical Documentation for Special Housing or Dining Requests

Recognizing that Wake Forest University has a three-year residency requirement and the University views living on-campus as integral to a liberal arts education and the Wake Forest experience, we have a variety of housing and dining options on campus which can accommodate the vast majority of medical issues. In order for Wake Forest University to meet the needs of students on-campus and provide reasonable and appropriate accommodations, students who have a documented disability(s) or a chronic medical condition(s) that require special on-campus housing or dining accommodations must submit appropriate documentation of the condition to the Director of Student Health Service. It is recommended that you print out this document and share it with your healthcare provider when requesting documentation.

Students wishing to request housing and dining accommodations should navigate to [WIN](#), then select Virtual Campus>Residence Life & Housing>Housing Accommodation Request. This page will provide the necessary forms and further instructions on obtaining accommodations.

Timeline:

Students with disabilities requesting housing and/or dining accommodations should proceed as normal with registration for each process until a decision regarding eligibility has been reached. Decisions regarding accommodations for these requests can be reached only after appropriate documentation of the disability and supporting data have been received. Evaluating requests take time. Please allow 3-4 weeks upon receipt of all documentation for evaluation and assessment by the

Director of Student Health Service. Consequently, students requesting accommodations should provide this documentation as soon as possible because of the time required to respond to individual requests. Requests for special housing accommodations within 2 weeks prior to a housing selection period may not be considered due to time constraints. Based on a recommendation from Student Health Service, Residence Life and Housing will then determine the accommodations which are provided to the student. Requests for accommodations are reviewed on a case-by-case basis and receipt of the necessary documentation does not guarantee that the accommodations will be granted. If possible, for the Fall term, continuing students should provide complete documentation for consideration by March 1st, and incoming students by June 1st or November 1st for the Spring term.

PLEASE NOTE:

- A desire or recommendation for a geographic change “e.g. Off-Campus” is not normally considered an accommodation
- ADHD and learning disabilities do not merit special housing or dining considerations.
- All residence halls at Wake Forest University are air-conditioned, are non-smoking, and use environmentally-friendly green cleaning supplies. Allergic rhinitis does not usually merit special housing considerations (such as a single room).
- Special housing or dining considerations based on a newly developed psychiatric or psychological condition usually require the development of a therapeutic relationship with a professional staff member at the University Counseling Center and/or documentation from an off-campus therapist.

Study Abroad

Students who plan to pursue overseas or independent study programs must inform the Center for Global Programs and Studies office and Residence Life and Housing. Students participating in study abroad programs who have resident status are guaranteed campus housing when they return.

Those students who are studying abroad in the spring semester must petition to be released from their Housing and Dining Agreement during the spring room change period (dates posted in the fall) to avoid housing charges from accruing on their student account.

Students who do not participate in the fall housing and dining selection process and plan to study abroad during the fall semester will lose their eight semester housing guarantee.

Spring Semester Internships

Students participating in spring semester internships have two options for housing. First, students holding local internships may continue in their fall semester assignment without penalty. There is no proration for housing or dining charges. Second, students can petition to be released from their spring semester assignment in order to complete a long distance internship.

Non-Resident Student Policies

Housing status is determined at the time of admission by the Office of Admissions. Undergraduate students who are admitted with residential status are guaranteed eight semesters of on-campus housing. Non-resident students are not guaranteed campus housing but may request it by application to the Office of Residence Life and Housing. Non-resident students requesting housing are placed on a waiting list in the order of the date of application and offered housing if space is available, after all residential students have received housing assignments.

Students admitted as non-resident students may not participate in

the room assignment process each spring. They may, however, sign up for housing for the following year through the Non-Resident Student Waiting List.

A person does not change his/her status from non-resident to resident merely by moving on campus. To change status, a student must apply for a change to the Office of Residence Life and Housing. Students interested in having their residency status changed should submit a written request, outlining their rationale for the change, to the Residence Life and Housing, via email to housing@wfu.edu by February 1. A minimum of a 3.0 Wake Forest GPA, one full year's attendance at Wake Forest, evidence of co-curricular involvement, and evidence of good disciplinary and financial standing are the minimum standards which must be achieved by the student before a change of status will be considered. The availability of space in campus housing after residential students are housed is the final deciding factor in all situations, regardless of a student's eligibility.

Concession students are defined as dependents of Wake Forest staff and faculty who have three years of continuous service. Concession students who are not accepted as resident students may apply for status change after one year of attendance with a 2.0 GPA and evidence of co-curricular involvement.

Getting Settled/Checking In

Fall: The process for moving in for the fall semester simply requires that you familiarize yourself with information on the website regarding move-in day and follow the instructions that pertain to checking in to your community. Generally, checking in includes meeting the staff on duty, obtaining your keys and the necessary paperwork, and moving your personal belongings into your room. Please pay careful attention to the Residence Life and Housing website or Chapter 4 in this publication for items that you are not allowed to bring. If you have an outstanding University bill, you will not be allowed to check in to your space before clearing your account with the Office of Financial and Accounting Services.

Early Arrival: Students who arrive early without making prior arrangements may not be allowed to check in to their space or may be charged a fee. Early arrivals can only be approved by Residence Life and Housing. Incoming first-year students are not allowed to arrive early unless the student is participating in an approved program (i.e. band, athletics, pre-orientation activity). Requests to arrive early should be made to the sponsoring group/organization.

Room Condition Report: When you move into your residence hall room, suite, apartment, or house, a statement of the “condition” is provided to you. At that time, you are asked to bring to the attention of your Resident Adviser (within 48 hours) any discrepancies between the conditions noted on the Room Condition Report form and those you actually find in your room, apartment, or house. Be sure that your Resident Adviser (RA) documents all of the discrepancies that you may find.

Beginning in Spring 2017, Residence Life and Housing will begin piloting electronic room condition reports via their online housing software. Students acceptance or failure to note conflicting conditions will be used to indicate their agreement with the reported condition of their space.

When you check out, the condition of your room will be compared with the information that was noted on your Room Condition Report form at the time of check-in. You are expected to return your room to its original condition and pay for damages that are present (beyond normal wear and tear) at checkout.

Since you are responsible for the condition of your room, common area, apartment, or house and its furnishings, it is important that you tell appropriate staff about damages or discrepancies at the time of their occurrence. Make sure that changes are noted on your Room Condition

ROOM DIMENSIONS

The measurements for the items in these rooms are general in order to help create a visual image of the rooms in all of the buildings across campus. It must be noted that every room in every building is unique and varies in dimensions, sometimes greatly. We recommend that you **do not use** information on the website chart to help purchase any items that would require specific room dimensions. Wait until you arrive in your room and measure it.

The Polo Area houses were former residential homes that have been converted to Wake Forest University residences. As a result, each of these houses are unique and are not listed on this chart.

Remember that University furniture cannot be removed from individual student rooms. Any additional furniture students wish to bring must be able to fit into the existing room setup. Large pieces of furniture that cannot be incorporated into the current room arrangement are prohibited.

Water beds, regardless of size, are not permitted.

Click on your residence hall for online information including room specifications and floor plan.

[Angelou Hall](#)

[Babcock Hall](#)

[Bostwick Hall](#)

[Collins Hall](#)

[Davis House](#)

[Dogwood Hall](#)

[Efird Hall](#)

[Huffman Hall](#)

[Johnson Hall](#)

[Kitchin House](#)

[Luter Hall](#)

[Magnolia Hall](#)

[Martin Hall](#)

[North Campus Apartments 3, 5, 6, 8, & 10 \(3 person\)](#)

[North Campus Apartments 2, 4, 7, & 9 \(4 person\)](#)

[Palmer/Piccolo Halls](#)

[Polo Area Houses](#)

[Polo Hall](#)

[Poteat Hall](#)

[South Hall](#)

[Student Apartments](#)

[Taylor Hall](#)

Report. This is particularly important when the damage or discrepancy is not your responsibility.

Spring: If you are arriving at Wake Forest University as a new resident student during the spring semester, you should contact the Office of Residence Life and Housing to arrange for a room assignment and specific instructions regarding check-in procedures.

Continuous Enrollment Status: If you are a resident student returning from Continuous Enrollment Status, contact the Residence Life and Housing office in writing, requesting a room assignment. If notification occurs prior to room selection (Fall or Spring) you will be eligible to

participate in that selection process. The Office of Residence Life and Housing cannot assign you to a room prior to official notification from the Office of Academic Advising of your resumed student status.

Readmitted Student: If you are a readmitted resident student, contact the Office of Residence Life and Housing in writing, requesting a room assignment. The Office of Residence Life and Housing cannot assign you to a room prior to official notification from the Office of Academic Advising office of your readmitted resident status. Readmit students are not guaranteed eight semesters of housing but are still subject to fulfilling the residency requirement. Readmitted students who are required to live in campus housing are assigned upon availability of room assignments.

Checking Out

Mid-Semester: Please see your hall director to arrange an official checkout time and room inspection. You must return your room key(s) and remove all of your personal belongings from the room. Failure to follow proper mid-semester checkout procedures may result in an improper checkout fee and lock recore/key replacement. Generally, room rent refunds are not available unless an exemption is covered by the Housing and Dining Agreement.

Mid-Year: Students who know they are not returning to school for spring semester should arrange an official checkout time and room inspection with the Graduate Hall Director of their community before winter break. Students should not wait until they are ready to leave to contact their Graduate Hall Director. Please remove all of your personal items and return your key(s). Failure to follow proper mid-year checkout procedures may result in an improper checkout fee and lock recore.

If you decide that you will not be returning to the University after leaving for winter break, you must contact the Office of Residence Life and Housing immediately to arrange removal of your belongings (please inform your roommate). Refunds of paid room rent will be made in accordance with the official University refund policy. Refunds will not be processed until the Office of Residence Life and Housing has received official notification of withdrawal and all personal belongings have been removed from the assigned room and key returned. Room rent will be charged to the student account, and no transcripts can be released until the account is cleared.

End of Year: Students will receive communications concerning checkout procedures and should follow set procedures for departing at the end of the academic year. Any questions that are not clarified should be directed to the hall staff or Residence Life and Housing.

Revocation of Student Housing

If your housing is revoked during the academic year, you must make an appointment with the Office of Residence Life and Housing in 001 Angelou Hall, within 24 hours of being notified of the housing revocation. A staff member will provide, in detail, the appropriate procedures to follow for checking out of campus housing, the necessary forms to complete to checkout appropriately, assist in scheduling a checkout appointment with your Graduate Hall Director, and relay information to you in regards to future campus housing.

Failure to follow proper checkout procedures may result in an improper checkout fee and lock recore. Generally, room rent refunds are not available for students who have had their housing revoked.

Roommates

You may have come to campus having never shared a room with someone else. Being a good roommate and enjoying living with a roommate will depend upon your ability to listen, communicate, and compromise.

Obviously, you and your roommate are individuals with special interests, hobbies, likes, and dislikes. It is not essential that you are similar in every aspect of college life in order to be good roommates. As with any relationship, conflicts will arise. How you choose to handle those conflicts will determine your success.

Roommates who respect each other's rights and privacy and allow reasonable socialization tend to experience roommate life positively. As a result, all first-year students are required to develop a roommate agreement in the first weeks of school in order to prevent potential conflicts. Your Resident Adviser will guide you through this agreement in August. The upperclass students are strongly encouraged to develop a formal roommate agreement; however, it is suggested that they consider it, particularly if this is the first time they have lived together.

If you and your roommate experience difficulties living together, it may be helpful to contact your RA. By working together with your RA, perhaps you can eliminate the concern. In the end, sometimes no matter how hard you try, it just does not seem to be working out with you and your roommate. It is possible to change rooms during the room change periods if space is available on campus. This occurs a few weeks into each new semester. In order to initiate a change, you and your roommate should contact the Office of Residence Life and Housing to request a change.

Changing Rooms

Mid-Semester: Any student wishing to change rooms in the middle of a semester must initiate a discussion with their RA/GHD. Any room change requested during the room change period, at the beginning of each semester, must be submitted online at <http://rlh.wfu.edu>. Room changes are based on approval and space availability, and students are discouraged from moving in the middle of a semester.

Mid-Year: Students who wish to change rooms at the semester break will receive communication in the fall semester with specific instructions. For students studying abroad, please see the information on study abroad in this publication. All requests are reviewed by the Office of Residence Life and Housing. Communication regarding the decision and specific instructions is sent to the student via email prior to the end of fall semester. If you are approved to move, you must make arrangements to checkout of your old space and remove your personal belongings prior to vacating the space for winter break. If you cannot check into your new space before you leave for break, you must take your belongings home or arrange for off-campus storage and check out of your Fall assignment.

Break Housing

All residence halls are closed during Winter Break. All information related to official University breaks and the status of housing during those breaks is given to each student via their hall staff well in advance of the break period. Please carefully read this material so that you are aware of the regulations that must be adhered to relative to breaks.

It is vital to your personal security that you observe common sense safety precautions if you find a need to stay during a low occupancy housing period over one of the breaks. Avoid isolated areas of your building at all times. Laundry rooms, study or recreation lounges, and basements which are not heavily traveled by others should be avoided. Know the location of the nearest telephone. Immediately report to Residence Life and Housing or University Police all broken doors, locks, alarm stations, telephones, lights, or other repairs that are necessary to prevent a breach of safety and/or security.

More information on breaks and low occupancy housing policies is available from the Office of Residence Life and Housing.

ROOMMATE BILL OF RIGHTS AND RESPONSIBILITIES

As a member of Wake Forest's residential community, the following are the rights you can expect and have a responsibility to maintain:

The right

- ...to study free from undue interference in one's room
- ...to rest without undue disturbance in one's room
- ...to expect that a roommate/suitemate/apartmentmate/etc. will respect one's personal belongings.
- ...to a clean environment in which to live.
- ...to free access to one's room and living space without pressure from those whom the living space is shared with.
- ...to personal privacy.
- ...to host guests so long as guests don't infringe on the rights of others or violate the University's policies.
- ...to be free from fear of intimidation, physical, and/or emotional harm, and racial, sexual, or other prejudicial harassment.
- ...to share grievances with residence hall staff who are available for assistance in settling conflicts.

Chapter 4

COMMUNITY RIGHTS/RESPONSIBILITIES/POLICIES

Community Responsibilities

The purpose of the residential community at Wake Forest is to enhance the academic environment and provide students with a secure, comfortable, inclusive, and engaging residential community. You have the right to expect an environment that is conducive to study, sleep, and socialization.

Many diverse individuals make up the population living in the Wake Forest residential community. As a result of this shared environment, it is necessary for the University to have policies and procedures in place that serve as standards for resident behavior. These policies are designed to protect individual and community rights.

While the policies and procedures noted in this document pertain primarily to the residential community, all students will be held accountable for the policies and procedures outlined in this guide as well as the University's [Student Code of Conduct and Judicial Procedures](#).

Community Expectations

Students should make every effort to develop friendly and respectful relationships with all members of the Wake Forest community, especially those with whom they share a living space. Adjusting to each other's lifestyles as a part of the shared living experience. If a student has difficulty compromising and negotiating with other students, the matter should be brought to the attention of their RA or Graduate Hall Director. Students who deliberately manipulate or disregard the rights of others are subject to disciplinary action.

Students are expected to uphold all University policies and procedures, including those noted in the Housing and Dining Agreement, the University's [Student Code of Conduct and Judicial Procedures](#) and this guide—paying particular attention to the “Roommate Bill of Rights and Responsibilities.” Any violations of these policies and procedures are subject to disciplinary/judicial/honor system actions.

Internet Protocol (IP) Phone Policy

Internet Protocol (IP) Phone Policy All residence hall rooms are equipped with a wireless access point for an IP phone connection. Voice over Internet Protocol (VoIP), is a technology that allows you to make voice calls using a broadband internet connection instead of a regular (analog) phone line.

Students are prohibited from bringing their own land-line due to service not being supported for the device. Students can purchase an IP phone that is compatible with the wireless access point for \$150.00 from the Office of Residence Life and Housing. Using an IP phone allows for students to have phone service and voice-mail activated to a student's room along with call waiting and caller ID. Activation of the IP phone will provide local dial service for the campus and the Winston-Salem community. Long distance telephone service is not provided.

For questions concerning phone and/or network services, please contact the Office of Residence Life and Housing at housing@wfu.edu or 336.758.5185. To request a phone and activation, please visit the [Residence Life and Housing website](#).

Wireless Router Policy

Wireless Router Policy Wake Forest University offers wireless internet access within the residence halls with a Wireless Access Point located in most bedrooms. The Wireless Access Point can be identified as the white box located near the ceiling of most bedrooms. The Wireless Access Point is the student's source for internet and to hook up an IP phone line. Students are not allowed to bring their own internet equipment. The

installation of personal wireless routers, hubs, and/or other cable TV or Ethernet splitters are prohibited. Personal wireless routers may create interference with the wireless access points and impact the network performance of wireless network users. Please do not remove or dispose of the Wake Forest University owned Wireless Access Point in your assigned space. Removing, disposing, damaging, etc. of this Wireless Access Point will result in a \$450 replacement fee placed on a student's account..

Minor Students Housing Policy

On-campus housing for students admitted to Wake Forest is subject to the approval of both the Dean of Residence Life and Housing and the Director of Admissions. The University strives to foster a secure, comfortable, inclusive, and engaging residential community for all students. The Office of Residence Life and Housing will provide Minors who reside in residence halls the same services of other students that reside in university housing. Students who are not eighteen (18) at the time of matriculation are expected to comply with all of the University's policies and procedures as they apply to the residential community.

Student Code of Conduct and Judicial Procedures

A complete explanation of the University's policies and procedures can be found in the University's [Student Code of Conduct and Judicial Procedures](#). All violations of University policies and procedures occurring in the residential community will be forwarded to the Office of the Dean of Students. In the case of a violation of the Housing and Dining Agreement, the Dean of Residence Life and Housing, or his/her designate, will respond administratively (i.e., fines, damages, and/or judicial referral).

Community Policies

University Rights and Policies

A. Campus Crime Act

The Student Right-to-Know and Campus Security Act, signed into law November 8, 1990, and subsequently revised, requires institutions of higher education such as Wake Forest to issue an annual report describing campus security procedures, facilities, policies, crime prevention programs, statistics, and other information. The purpose of the report is to give individuals in the University community the information they need for personal safety and security while on the campus. The most recent annual reports are available online at <http://police.wfu.edu> or at the Residence Life and Housing office.

B. Administrative Withdrawal Policy

A student may be subject to administrative withdrawal from the University when, in the judgment of the Director of the Student Health Service, the Director of the University Counseling Center, or the Dean of Students, and with the concurrence of the Vice President of Campus Life, the student:

1. Engages, or threatens to engage, in behavior that poses a significant danger of causing imminent physical or psychological harm to others, or
2. Directly and substantially impedes the activities of members of the University community, including other students, University employees, and visitors.

The standards and procedures to be followed are on file in the Offices

of the Vice President for Campus Life and the Dean of Students.

C. Withdrawal From the University

A student who intends to interrupt full or part-time status for more than two semesters on a voluntary or medical basis, or any student who is suspended for academic or judicial reasons is deemed to have withdrawn from the University.

A student who initially requests continuous enrollment status, but who has been in that status for more than two semesters (or one year), is re-classified as withdrawn, will no longer have registration privileges and an email account, and must return any outstanding library materials. In addition, any student who discontinues class attendance or does not properly resume full or part-time status, but who has not properly requested continuous enrollment status in advance, will also be deemed to have withdrawn.

A student who discontinues class attendance during an academic term from the College or the Schools of Business without officially applying for continuous enrollment status or withdrawal is assigned failing grades in all current courses, and is deemed to have withdrawn. No withdrawal can be finalized until Wake Forest University ID cards, residence hall keys (if applicable), mailbox keys, and library materials, along with any other pertinent University property items, have been returned to the appropriate offices. Withdrawn students do not retain email and registration privileges. Tuition, fees, room rent, and related charges will not be refunded for findings of responsibility within the undergraduate student judicial review process. Return of Title IV funds will be handled in accordance with federal law.

D. Continuous Enrollment Status

An undergraduate student who needs to interrupt his/her full- or part-time status for personal or medical reasons may petition for continuous enrollment status with the Office of Academic Advising. This status can be approved for one or two semesters. Students approved for continuous enrollment status will not be required to apply for readmission, but must submit a notification of resumption of full or part-time status as follows.

In the case of change to continuous enrollment status granted during an academic term for medical reasons, the student may request that no grades be recorded for that semester. Such requests require the formal support of either the Student Health Service or the University Counseling Center, and the student's standing in courses at the time of departure may be taken into consideration. The Committee on Academic Affairs has final authority on such requests.

For students whose change to continuous enrollment status is based upon mental health needs, it will be understood that a resumption of full or part-time status generally can be accomplished no earlier than one semester or 90 days in the future depending upon the time of year in which the student is granted continuous enrollment status. In all such instances, the student's resumption of full or part-time status is contingent upon a statement from appropriate medical authorities that the medical condition has been sufficiently addressed so that normal study can be resumed. (See Resumption of Full or Part-Time Status).

A change to continuous enrollment status cannot be finalized until residence hall keys (if applicable) and mailbox keys, along with any other pertinent University property items, have been returned to the appropriate offices. However, the student retains active enrollment status with the University, and retains email and registration privileges, and all applicable University policies will continue to apply. Wake Forest University's policy on Continuous Enrollment Status does not exempt any student from the requirements of the Return of Title IV Funds policy; nor does it extend federal student loan deferment benefits. A continuous enrollment fee will be assessed.

E. Family Educational Rights and Privacy Act

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. They are:

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access. Students should submit to the registrar, dean, head of the academic department, or other appropriate official, written requests that identify the record(s) they wish to inspect. The University official will make arrangements for access and notify the students of the time and place where the records may be inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be made.
2. The right to request amendment of the student's education records that the student believes are inaccurate or misleading, or otherwise in violation of the student's privacy rights under FERPA. Students may ask the University to amend a record that they believe is inaccurate or misleading. The student should write the University official responsible for the record, clearly identify the part of the record they want changed, and specify why it is inaccurate or misleading. If the University decides not to amend the record as requested by the student, the University will notify the student of the decision and advise the student of his or her right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.
3. The right to provide written consent before the University discloses personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosures without consent. For example, FERPA permits disclosure without consent to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic, research, or support staff position (including law enforcement personnel and health staff); a person serving on the Board of Trustees; a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks; or a person, company, or governmental unit with whom the University has contracted to perform duties or services involving education records. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the University discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

The following information regarding students is considered directory information: (1) name, (2) address, (3) telephone number, (4) electronic mail addresses, (5) date and place of birth, (6) major field of study, (7) enrollment status (undergraduate or graduate, full or part-time), (8) class level, (9) participation in officially recognized activities and sports, (10) weight and height of members of athletic teams, (11) dates of attendance, (12) degrees and awards received, (13) the most recent previous educational agency or institution attended by the student, and (14) other similar information such as a photograph. Directory information may be disclosed by Wake Forest University, for any purpose in its discretion without the consent of the student. Students have the right to refuse to permit the designation of any or all of the above information as directory information. In that case, the information will not be disclosed except with the consent of the student, or as otherwise allowed by FERPA.

Any student refusing to allow disclosure of any or all of the

designated directory information must file written notification to this effect with the Office of the University Registrar, 110 Reynolda Hall. Forms are available at that office.

If written notification is not filed, Wake Forest University assumes that the student does not object to the release of the directory information designated.

4. The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is: Family Policy Compliance Office, U.S. Department of Education, 400 Maryland Avenue S.W., Washington, DC 20202-4605.

Residence Hall Rights and Policies

1. Residence Life and Housing and/or Facilities and Capus Services may enter assigned rooms at reasonable hours for the following purposes: inspection, maintenance, to repair rooms and/or furnishings, or for reasons of health and safety. Students should be aware that room inspections will take place mid-semester and at winter and spring breaks; all inspection periods will be announced.
2. Students should be aware that health and safety inspections will take place at various points through the academic year, these healthy and safety inspections will be announced.
3. Residence hall rooms may be entered and/or searched by authorized University officials in emergencies when life or property appear to be in danger, or to investigate suspected violations of local, state, federal, or University policy where reasonable cause has been established. Authorized University officials include but are not limited to: residence hall staff, University Police, and other campus officials.
4. Residence Life and Housing has the right to levy and collect fines for violations of the policies and procedures outlined in this guide and/or upon the direction of the Office of the Dean of Students.
5. The Dean of Residence Life and Housing reserves the right to require single occupants living in double or triple rooms to move together in order to open double or triple rooms for others.
6. The University furnishes each student living in University housing with a bed, storage, desk and chair. All University furniture must remain in the room; students are not permitted to remove or store University furniture. Students with a vacancy in their room are not permitted to utilize multiple pieces/sets of furniture; a set should remain clear for each vacancy.
7. Custodial service is not provided for residence hall bedrooms in any residential community. Custodial service is provided for community spaces, including hall/suite bathrooms, in the following residence halls: Angelou, Babcock, Bostwick, Collins, Davis, Johnson, Kitchin, Luter, Martin, Palmer/Piccolo, Poteat/Huffman, South, Taylor/Efird, and Road Houses. Custodial service is only provided for community spaces outside suite/apartment areas in the following residence halls: Dogwood, Magnolia, North Campus Apartments, Polo, and Student Apartments.

Students are responsible for keeping their rooms orderly and hygienic and for cooperating in the upkeep of common areas. Students living in Student Apartments, North Campus Apartments, Polo, Dogwood Hall and Magnolia Hall are responsible for maintaining orderly and hygienic conditions in their bathrooms and kitchen areas. The Residence Life and Housing office reserves the right to levy and collect fines for severe neglect in the upkeep of a room or common area; it also reserves the right to levy and collect fines against a community for common area damages.

8. The University reserves the right to prohibit furniture and fixtures, added by students, if it is determined that those items present a health and/or safety hazard. Only University professional staff members are allowed to make physical modifications to rooms/lounges/building areas. Any violation of this policy may result in fines and/or cost of physical changes and associated labor.
9. The University does not provide storage outside of a student's assigned room for storage outside of a student's assigned room for personal belongings. Hallways and common areas in all residence halls are not approved storage areas and should not be used as such. Additionally, students who live in Road Houses are not permitted to place personal belongings in basements. Personal belongings found in these areas will be removed by the University.

Residential Group Responsibility

An important aspect of the residential experience at Wake Forest University is the opportunity to live in a community setting as part of an organizational block or theme housing group. As a part of this community, some student groups and/or organizations are afforded the opportunity to live together in housing blocks.

Residential groups are defined as a set of students who reside together and are members of a group (recognized or not) which has some organized structure, ongoing experience, and central purpose.

The University's Statement of Mission and Purpose defines Wake Forest as a residential campus with a distinctive nature that is conducive to learning and interaction. The University has an obligation to preserve its distinctive residential character while assuring the general safety and well-being of student residential groups. Residential groups will be held responsible as a collective whole for not adhering to Residence Life and Housing policies and procedures. The failure of an individual community member to adhere to Residence Life and Housing policies may result in the group being held responsible, with possible sanctions.

1. **Included among the responsibilities that residential groups must adhere to:** the enforcement of all fire laws, rules, and specifications; the proper use of fire fighting and prevention equipment; prevention of damage to or destruction of property; and maintaining the residential buildings to provide a sanitary, clean, and safe environment at all times. It is expected that group self-enforcement will be sustained by persuasion, censure, suspension, and/or expulsion, when necessary.
2. **The specific fulfillment of corporate social responsibilities in compliance with University rules include:**
 - a. **Appropriate Behavior and Privacy:** Each residential group is responsible for the maintenance of an atmosphere suitable for study, privacy, and rest, according to the rules of the residential buildings.
 - b. **Alcoholic Beverages:** A residential group is held responsible for any communal activity that encourages its members or guests to drink alcohol excessively; results in any injury to persons or damage to property; violates University policies and procedures; or is in violation of the law. Isolated individual failures in restraint are not chargeable to the group. Any residential group is liable to disciplinary action if it fails to show active concern for or enables unsafe behavior of those who may pose threat of injury to themselves or offense to others.
3. **Lounge Space:** The University provides lounge space for use by recognized organizations on a short-term or long-term basis according to policies established by the Student Life Committee.
 - a. Recognized Student Organizations

b. Independent Student Lounges

4. **Reporting:** It is the group responsibility to promptly report to the appropriate University authority any violations or conditions causing serious illness or injury.

General Resident Student Policies

It is an expectation that once students electronically accept their Housing and Dining Agreement, they understand the rules and regulations of living in campus housing. Throughout the year information is distributed to residents regarding processes and policies. Information is also provided through the use of floor meetings and interaction between hall staff and residents. It is ultimately the responsibility of the resident to read information or to meet with hall staff regarding policies. Residence hall staff will document any violations by means of a Residence Life and Housing incident report or a Room Condition Report.

1. **Air Conditioner Policy** All residence hall rooms are climate controlled; additional air conditioners are not permitted unless approved by Residence Life and Housing.
2. **Community Lounge Policy**
 - a. The lounges in the Residence Life and Housing facilities are provided as common areas for students living in that community.
 - b. A lounge may be used as a social and/or study space for community members.
 - c. Lounges are furnished by Residence Life and Housing. Additional furnishings may not be added by residents. Additionally, lounges are not an acceptable area for storage of personal property (suitcases, boxes, towel racks, bikes, etc.) and/or student room furnishings (i.e. desks, chairs, etc.).
 - d. Residents must assist in keeping lounges clean and orderly. Trashing of lounges and/or the furnishings of them (i.e. leaving trash on the floor, breaking furniture, etc.) is unacceptable. Custodial Services will perform basic cleaning, vacuuming, and dusting on a regular basis. However, residents of the community are responsible for maintaining its cleanliness.
 - e. Residents may not make modifications (i.e. hanging of photos, painting, etc.) to community lounges.
 - f. Lounge furniture may not be removed from the lounge at any time and may not be used in student rooms.
 - g. Residence Life and Housing reserves the right to determine the appropriate use of the lounges. Inappropriate use and/or maintenance of the lounge space may result in fines and/or loss of lounge privileges for the residents in the community.
3. **Contraband Items Policy** Possession of local, state, or federally owned property is prohibited, including street signs, road signs, and equipment owned by the Department of Transportation (unless proof of ownership is provided). Violators will be referred to University Police, and signs will be confiscated by University Police or Residence Life and Housing staff.
4. **Electrical Adaptors and Extensions Policy** Only Underwriter's Laboratories (UL) approved power strips with an on/off switch and surge protection are allowed. All other electrical extensions (i.e. unapproved extension cords, outlet splitters, plug-in air fresheners, etc.) will be confiscated and students will be fined.
5. **Electrical Appliances Policy** In order to ensure maximum health and safety standards in the residence halls, several categories of electrical appliances have been established. They are:
 - a. Appliances that **may not be used or stored in the residence halls** include: toaster ovens, convection ovens, electric skillets, waffle or crepe pans, crock pots,

rice cookers, hot plates, space heaters, electric blankets, fog machines, generators, lava lamps, humidifiers, dehumidifiers, plug-in air fresheners or halogen lamps.

- b. Appliances that **may be used and stored in student rooms** include: flat irons, curling irons, hair dryers, irons, blenders, hot-air popcorn poppers fans air purifiers, and Keurigs/Keurig-style coffee makers.
 - Any of these devices utilized in close proximity to a smoke detector may result in false alarms, please use caution when placing these items in your community.
- c. Appliances that **may be stored in rooms and used in kitchens** include: oil popcorn poppers, coffee makers (other than Keurigs/Keurig-style makers), George Foreman grills (and similar items), toasters, and hot pots of any kind.
- d. Refrigerators that meet University standards (maximum 10 amps/3 cubic feet) are permitted.
- e. Lights may not be covered with any materials.
- f. Neon lights are permitted within the residence halls; they may not be placed in windows or be seen from the exterior of the building.
- g. Only microwaves provided by the University may be used within student rooms. Students may not bring additional microwaves to campus.
- h. Black (darkening or colored) overhead light bulbs are prohibited in student rooms and hallways. These bulbs are permitted in student organization lease lounges only when standard florescent lighting in one area can be activated simultaneously.
- i. Students may install a single strand of UL approved string lights for no more than 90 days so long as this is done without damage to University property and they are not installed through ceiling tiles and/or grid. Lights can only be hung inside student rooms, not outside or in the hallways. If there is damage to the ceiling tiles, grid, or other room property, students may be charged for cost of repair.
- j. Students may not hang anything from or run anything through the ceiling (including ceiling tiles and/or ceiling tile grids) by any means. This includes, but is not limited to, fabrics, string lights or television cables. Any violation of this will result in automatic removal, potential fines and/or judicial fines.

In addition to the repair costs, any violation of these policies may result in a fine. Second offenses will result in additional fines and potential confiscation of the appliance.

6. **Hoverboard Policy** Electronic skateboards, including self-balancing boards/scooters and any other similar equipment are prohibited from being used, stored and/or charged in any University owned or leased residence hall, apartment, or house due to a potential fire hazard. Any violation of this policy will result in automatic removal of the item, potential fines and/or student conduct referral.
7. **Fire Alarm and Sprinkler System Policies**
 - a. Causing false fire alarms, for tampering with fire alarms, fire extinguishers or sprinkler equipment is a misdemeanor under state of North Carolina criminal law as well as a violation of Wake Forest University policy.
 1. Criminally, this offense is punishable by a fine not to exceed five hundred dollars (\$500), imprisonment for not more than six months, or both.
 2. Students found responsible for violations of this policy may face immediate cancellation of the student's Housing and Dining Agreement, without

refund of fees paid; and/or fined \$500..

- b. Any student who does not leave the residence hall during a fire alarm will be subject to a \$100 fine and/or further disciplinary action(s) imposed by Residence Life and Housing and/or the Dean of Students Office.
- c. Students should take special precautions to avoid tampering with or accidentally activating the building sprinkler or fire alarm systems.
- d. Sprinkler heads should not be used as a way to hang items in the room. Students may be fined and held liable for damages that occur as a result of these violations.
- e. The city of Winston-Salem Fire Code requires that students not place any personal items or University furniture within 18 inches of any sprinkler head, including in room closets.

9. Fire Evacuation Policy In the event of a fire, please follow the procedures below:

- a. **Activate the fire alarm and leave the building immediately.**
- b. **Call University Police, 911 from on campus or 336.758.5911 via cell phone and report the following:**
 - i. Your name; the name of the building, location of fire (wing, floor, room); nature of fire (laundry equipment, mattress).
 - ii. Stay on the line for questions, if it is safe to do so.
 - iii. The police dispatcher will contact the Winston-Salem fire department.
- c. **Close all doors leading to the area (do not lock them).**
- d. **Proceed to your community's evacuation and/or triage area outlined below.** Please note that these areas may change; consult Residence Life and Housing staff for more information.
- e. **Wait for further instructions** from Residence Life and Housing staff and/or emergency personnel.

10. Fireworks Policy Fireworks are prohibited under North Carolina state law and are not allowed in Residence Life and Housing facilities. Violations of this policy will be referred to the Office of the Dean of Students.

11. Flammable Materials Policy Flammable materials such as charcoal, lighter fluid, propane, kerosene, gasoline, oil-based paint, tiki torches, sterno and paint thinner are not allowed in Residence Life and Housing facilities (including all lounges and/or common areas). If you have questions about whether something is allowed, please contact the Residence Life and Housing staff. While we do not require any furniture you bring to be flame-retardant, you should do everything to ensure your room is as risk-free as possible.

12. Holiday Decorations Policy

- a. **Holiday Trees:** Live trees and other live decorations are prohibited in Residence Life and Housing facilities. Artificial trees and decorations may be used as long as they are fire retardant and are placed away from radiators, fan coil units, kitchens, lamps, and/or other heat sources.
- b. **Lights:** All holiday lighting and wiring must be undamaged and Underwriters Laboratory (UL) approved. Tree lights are allowed in a single strand for no more than 90 days and should be plugged directly into a power outlet or UL approved power strip. Do not hang lights using staples, nails, or tacks. Residence Life and Housing and/or Facilities and Campus Services staff may inspect all lighting for safety. Inside lights should be unplugged whenever residents leave

the room and should not be left on overnight.

- c. **Decorations:** Holiday decorations may be placed on bulletin boards and room doors. Decorations should not be placed near radiators, fan coil units, kitchens, or other heat sources. All decorations used should be made of nonflammable materials, such as foil, metal ornaments, artificial wreaths, and flame retardant paper. Corridor walls, elevators, and fire exits should not be decorated.

13. Home Owners and Renter's Insurance Policy The University is not responsible for damage to, loss of, or theft of property in Residence Life and Housing facilities, including in the event of unforeseen facility issues. Students are encouraged to obtain insurance through their parent's or guardian's insurance company or purchase individual renter's insurance to cover potential damage and/or loss of their property.

14. Key/Door Security Policy

- a. Each student is issued key(s) upon checking in with Residence Life and Housing. Keys are issued to individual students and are for use by that student only.
- b. If a key is lost, it is the responsibility of the student to inform a Residence Life and Housing staff member within 24 hours. The procedure for replacement of lost or broken keys are as follows:
 - i. **Broken Keys:** Students should inform Residence Life and Housing staff if they have a broken key. There is no cost for having a new key cut.
 - ii. **Lost Keys:** If a key is lost, the door to the room/apartment/house must be re-cored and a new set of keys cut. Students will be charged for the total cost of re-coring as well all new keys.
 - iii. **Key Pick-Up:** The student will pick up the replacement key in Residence Life and Housing located in 001 Angelou Hall during business hours, unless other arrangements are made. If the student is present during a re-core, the student may receive the key directly from the locksmith; the student must sign acknowledging their receipt of the new key.
- c. Each student is allowed two lockouts free of charge per semester. Additional lockouts (beyond two) will result in a \$25 charge per lockout, which will be billed to the student's account.
- d. To help preserve the safety and security of all students, tampering with door security systems (card readers, door closures, etc.) is not permitted.
 - i. Students are not permitted to remove door closures and those violating this policy may be fined and held responsible for costs of repair.
 - ii. All secondary doors are alarm-activated and locked 24 hours a day. Propping of these doors and/or activating alarms is prohibited and may result in fines and/or further judicial action including the loss of University housing.

15. Trashing and Vandalism Policy

- a. Each resident is personally responsible for maintaining and/or assisting in the maintenance of their room, hallway(s), bathroom, and common areas in a clean condition.
- b. Failure to maintain these areas in clean condition may result in a fine. Individual students and/or groups will be assessed a fine for excessive trashing; additional incidents will result in higher fines and/or further disciplinary action.
- c. The Facilities and Campus Services staff may report incidents of excessive trashing and vandalism to the Residence Life and Housing staff as soon as discovered. Residence Life and Housing staff will inspect reported incidents and assess a fine when appropriate. The fine will

be assigned to the entire group of residents when individual violators cannot be identified, or in the case of official housing blocks, assigned to the student organization.

- d. The cost of repairs for acts of vandalism will be assigned to the group when individual violators cannot be identified.

16. Noise Policy

- a. Sunday - Thursday quiet hours: 10 p.m. to 8 a.m.
Friday and Saturday quiet hours: 2 a.m. to noon
- b. Courtesy hours: 24 hours a day/7 days a week.
- c. The residential environment is one meant to be supportive of the academic mission and focus of the University. As such, noise or other activities that are excessively loud or bothersome to other people are strictly prohibited at any time.
- d. During quiet hours all community members should be committed to upholding the spirit and intent of these hours. Playing loud music, loud talking in the hallways/common areas, unregistered social functions, slamming doors, etc., are all examples of activities that should be avoided during quiet hours.
- e. Amplified bands and systems are only permitted in the student organization lounge spaces during registered events.
- f. Personal amplification systems, including stereos and radios, may not be played loudly at any time, be placed in windows of Residence Life and Housing facilities, or be used with the intention of entertaining persons outside the resident's or organization's room/space. While items such as subwoofers are not prohibited, the use of these devices may never infringe upon the rights of others to reside in peace.
- g. On the last day of classes each semester, 24-hour quiet hours are in effect until the end of the exam period. The residential environment should be completely quiet during the exam period.
- h. Residence Life and Housing staff members will, in an effort to maintain an environment conducive to academic pursuits, confront and address all noise issues brought to their attention in the residence hall. In addition, all members of the community are encouraged to actively confront others who may be in violation of the above policy.

17. **Open Flame Policy** Candles, incense, and similar items producing an open flame are not allowed in Residence Life and Housing facilities. Candle warmers and similar hot plate items are also prohibited. Violations of this policy, including evidence of a flame, will result in a fine outlined on page 22 and possibly referral to the Dean of Students Office for further judicial action.

Note: Wax warmers (low wattage; such as Scentsy) are permitted but should not be left on while residents are not in their room and/or overnight.

18. **Pet Policy** Animals are not permitted in the residence halls. Violations will result in a fee to be determined and the animal(s) will be removed from campus immediately. The only exceptions to this policy are fish in tanks of 10 gallons or less. For more information about service and therapy animals please contact Residence Life and Housing.

19. **Posting Policy** In an effort to effectively convey information of importance to the University community, and at the same time to keep the campus free from litter, the following guidelines have been established for the posting within and outside of residential communities:

- a. Locations
 - i. For the purpose of this policy, three locations are

considered:

- a. Within Student Spaces - living spaces used by an individual or group of students, such as bedrooms, suites, and/or apartments. The policies for these spaces include items displayed in windows.

- b. Residential Common Areas - any other space within a residential facility that is not within student spaces (as defined above).

- c. Exterior of Residential Facilities - the exterior and immediate surrounding areas of all residential buildings, including columns, exterior doors, exterior door frames, the exterior of windows, trees, sidewalks, railings, lamp posts or painted surfaces.

b. Methods

1. Within Student Spaces - Items should be hung with painter's tape or command strips. The use of duct tape is strictly prohibited.

- a. Students will be held responsible for damage caused including paint peeling, nail holes, tape residue, etc.

- b. While items may be hung on the interior of windows (for display inward or outward), items may not be hung on the exterior of any window in a residential facility.

2. Residential Common Areas - Postings may be placed on designated community posting boards using thumbtacks, staples, and/or painter's tape. Items posted on any surface other than a bulletin board should be hung using painter's tape.

- a. Postings are prohibited on floors, ceilings, and common area windows.

3. Exterior of Residential Facilities - Postings may not be placed on painted surfaces, stone, brick, or concrete.

- a. Special Displays - Requests may be submitted to housing@wfu.edu for approval for special displays such as homecoming banners, etc. These requests must be approved prior to items being hung/displayed. Approval will come in writing from Residence Life and Housing staff.

4. Residence Life and Housing staff reserve the right to remove any postings that fail to follow these guidelines. Further, Residence Life and Housing staff will remove out-of-date postings.

c. Right to Remove

1. Students must continue to abide by the Student Code of Conduct, the Student Sexual Misconduct Policy or other applicable policies. In the event a student or student organization is charged with a possible violation of the Student Code of Conduct, the Student Sexual Misconduct Policy or other applicable University policy as a result of an item posted, the University and Residence Life and Housing reserve the right to remove such item as an interim measure pending the outcome of the review under the applicable policy(ies).

- d. Wake Forest University reserves the right to revise any policy at any time without notice. This Posting Policy is being adopted on a provisional basis, and will be reviewed for compliance throughout the academic year.

20. Roof and Balcony Policy

- a. Students are not permitted on the roofs of any University buildings. Students seen on any roofs will be fined and/or referred to the Office of the Dean of Students.

- b. Individual students and/or student organizations that have block housing will be billed automatically when students are seen on roofs or screens are removed from windows adjacent to

their suites. They may also be billed for the costs of any needed repairs.

- c. Students are not permitted to jump or climb from the balconies of Residence Life and Housing facilities. Students also are not permitted to throw items (e.g. University property, water balloons, etc.) from the windows or the balconies. Violations of this policy may result in a fine and/or further disciplinary action.

21. Room Displays: Residence Life and Housing encourages students to personalize their room by displaying items in their room.

Realizing that the display of certain items may be considered offensive and disrespectful to some community members, the University requires the use of discretion concerning the content of the pictures, posters, or written materials displayed in rooms and hallways. Residents possessing any materials that the University deems questionable may be asked to remove such items.

- a. Students may not display items in or on exterior windows.
- b. In the interest of encouraging students to be active participants in national elections, the University permits the display of signs endorsing candidates for office for a 10-day period before the day of elections. Students should be trusted to use their good judgment in complying with this exception.
- c. We advise you to use discretion when displaying items. Students are responsible for any damage caused through the display of items.

22. Room Furnishings Policy

- a. Foam mattress toppers are not allowed in residence halls to protect University property and prevent the spread of dust, dander, and mold.
- b. Water beds are not allowed in residence halls because of potential leakage and damage to property.
- c. Students are not permitted to repair damages that have occurred to University property or furnishings. A student may be charged for the additional labor to reverse attempted repairs.
- d. Indoor furniture that is taken outside by students or groups may be considered a trashing violation and removed by Facilities and Campus Services; organizations and/or students will be billed for the cost of removal.
- e. Lounge furniture may not be placed in students' rooms. If lounge furniture is found within student rooms, residents will be documented and may be fined.
- f. Students may not make any modifications or repairs to student rooms (including furnishings and/or facilities). Modifications will only be permitted with written prior approval from Residence Life and Housing or other University offices. All unapproved changes will be returned to their original condition under the direction of Residence Life and Housing staff. Students will be responsible for any associated costs and may be fined for noncompliance.
- g. Students are not permitted to give furniture to any University personnel to store for the academic year. All student room furniture must stay inside of its original room, and may not be disassembled. Students may be charged a fine for replacement/repair costs as well as face possible referral to the Office of the Dean of Students.
- h. Students must not block egress in student rooms or common spaces by using personal property or university provided furniture and fixtures.

Any violation of these policies may result in a fine and/or further disciplinary action.

23. Bed Riser/Loft Policy

Bed Risers:

- a. If students are interested in raising their bed, they must

purchase bed risers that are labeled and listed for purpose and do not exceed 18 total inches in height.

- b. Custom constructed bed lofts, bed risers and cinder blocks **are prohibited** within Residence Life and Housing facilities.
- c. Bed-risers with power outlets are **not permitted**.

Bed Adjustment Policy

- a. Residence Life and Housing will provide one (1) bed adjustment per student for free during the first two (2) weeks of each semester; **students will be charged \$35.00 per request in excess of the one (1) free request.**
- b. All requests must be submitted using the [Bed Adjustment Request form](#) and will no longer be accepted by Facilities and Campus Services Customer Service.
- c. **For Fall 2017, all requests submitted after September 8, 2017, will be billed \$35.00 per request.**

24. Sales Policy

The use of a residence hall room as a sales or service office (including any Internet sales or business) or store room, without permission in writing from the Residence Life and Housing office, is prohibited.

25. Screen Policy

- a. Window screens must be left in the windows and are not to be removed. Windows are not to be used as entrances or exits (except in case of emergencies), and personal belongings are not to be outside of the windows.
- b. A fine is charged for any screen found missing from its window, including screens that are stored in resident rooms.

26. Card Access Policy

- a. All ID card access buildings will be locked 24 hours a day.
- b. All undergraduate students will have access between 7 a.m. and midnight through the use of their ID cards. However, residents of the building/suite will be the only students to have access between midnight and 7 a.m.
 - i. Students who are not residents of that particular hall may enter after midnight only by having a person with whom they are acquainted to open the door for them. The individual who opens the door is responsible for all of those whom they let into the building.
- c. It is a violation of this policy to enter the residence hall using someone else's ID card or to be present without being invited by a specific resident.
- d. Furthermore, it is against University policy to loan out your ID card or bypass the card access system in any way. This includes, but is not limited to, tampering with doors and locking mechanisms. Violations of this policy may result in a loss of housing, being held responsible for costs of repair, and/or other additional disciplinary action(s).
- e. All residents who lose or misplace their identification cards must report it to the Deacon OneCard office within 24 hours. If an identification card is reported lost or stolen during non-business hours, a temporary ID card will be activated, thus canceling the lost ID card.
 - i. Temporary ID cards may be acquired (with another photo ID) from the University Police Dispatch office at Davis Residence Hall outside of normal Deacon OneCard office business hours.
 - ii. A replacement fee of \$35 will be charged regardless of how many times your card is lost, stolen, broken, or damaged. However, undergraduate students may have the replacement fee waived one time for the duration of their enrollment at Wake Forest University.

27. Search and Seizure Policy

Searches of residence hall rooms may be conducted by authorized University officials, including residence hall staff, in emergencies when life and property appear to be in danger or to investigate suspected violations of state or federal law

or University policy where reasonable cause has been established.

28. Smoking Policy All Wake Forest residence halls, apartments, and houses are non-smoking. This includes all interior spaces of the buildings, such as bedrooms, living rooms, bathrooms, recreation rooms, formal parlors, and Greek/student organization lounges. The non-smoking policy extends 50 feet from buildings, including balconies, patios and porches. For purposes of this policy, smoking is defined as the burning, lighting or use of a tobacco product and any other smoking device or equipment, but not limited to cigarettes, cigars, electronic cigarettes (e-cigarettes), hookahs, vaporizers, marijuana and pipes.

29. Solicitation Policy

- a. All solicitation in the residence halls is prohibited for any person or group who is not affiliated with an approved campus organization. Those found in violation will be removed from the residence halls and may face judicial and/or legal action. Any person found soliciting after once being removed from a residence hall will be arrested for trespassing. Persons not affiliated with Wake Forest may be arrested immediately.
- b. Persons who are part of, or are sponsored by a recognized campus organization, may solicit, sell, or distribute materials under the following conditions:
 1. The person or groups must request permission in advance, in writing, from the Dean of Residence Life and Housing or designee. Such requests should include an identification of the participating group and articles to be solicited, sold, or distributed. The request also should identify who will be involved, the inclusive dates, the inclusive times, and the purpose for the project.
 2. Permission will not be given unless the written request is received in Residence Life and Housing at least 48 hours in advance of the proposed first day of the activity.
 3. No disruptive actions, as determined by the Residence Life and Housing staff, may occur during any such activity. The staff reserves the right to terminate any activity which is determined by them to be disruptive.

30. Alcohol and Drug Policy Refer to the [Student Code of Conduct and Judicial Procedures](#) for more information regarding the University's policy on alcohol and drugs.

31. Restricted Areas Policy There are areas in residence halls which are considered restricted access and students are prohibited from entering or attempting to enter these areas. Restricted areas include tunnels, underground passages, attics, and any other area designated as restricted by signage and/or direction from Residence Life and Housing. Students found in violation of this policy may be referred to the Dean of Students Office for Unauthorized Entry..

32. Visitation Policy There are no restrictions on visitation hours unless otherwise determined by the residents of the suite, apartment, house, or hall. All students must follow the visitation and cohabitation policies.

- a. Each student may decide what persons are allowed to be in his or her room. A student may refuse entry to the room by any person except his/her roommate(s).
- b. Each student must respect his or her roommate's right to sleep, study, and be comfortable. A student's guests should never infringe upon these or other basic rights of personal privacy.
- c. Guests in corridor-style buildings (Angelou, Babcock, Bostwick, Collins, Johnson, Luter, South, Palmer, Piccolo, Efird, and Huffman) must use bathrooms designated for their gender or designated gender neutral. Bathroom usage in suite or apartment style buildings (Davis, Kitchin, Martin, North Campus

Apartments, Polo, Polo Road and Rosedale Houses, Poteat, Polo, Student Apartments, Taylor, Dogwood, Magnolia) is determined by the residents of that space. Guest use of suite or apartment bathrooms cannot infringe upon the rights of the residents.

- d. Students are responsible for the conduct of their guests. Guests must abide by all Residence Life and Housing policies and Wake Forest policies and procedures. Guests who do not abide by these rules may be asked to leave campus by a University official.
- e. Each individual resident must assume responsibility for his/her own actions. It is the responsibility of each resident to confront and communicate with other residents of that room, suite, or hall that are failing to assume their own individual responsibility. The Resident Adviser should be called upon when an individual continues to fail to assume responsibility.
- f. Violations of the visitation policy may result in varying levels of penalty.

33. Cohabitation Policy Cohabitation with non-roommates is not allowed under the University visitation policy. Cohabitation is defined as guests sleeping/staying in the room, which infringes on the rights and privacy of residents in the living area for an extended period of time. Specifically, cohabitation is defined as staying four nights, consecutive or otherwise, within any thirty (30) day period. Those persons cohabiting are subject to the penalties of violating the visitation policy, including the loss of housing. Students may contact their Resident Adviser, Graduate Hall Director, and/or the Office of Residence Life and Housing if a guest needs to stay longer than the aforementioned guidelines. Requests are evaluated on a case by case basis by the Office of Residence Life and Housing. At any time, a student has the right to refuse entry to the room by any person except his/her roommate(s).

34. Lounge Use/Reservation Policy Residence Life and Housing is responsible for scheduling all lounge reservations. Individuals, campus organizations and student organizations interested in reserving hall lounge or building lounge spaces should go to the following to submit a request. Residence hall lounges are available for use by recognized organizations, as well as individual student. The sponsoring group or individual must abide by the Residence Life and Housing policies and will be held responsible for any damages and/or policy violations. Please see: <http://rlh.wfu.edu/current-students/policies-and-procedures/space-reservations/> for more information about this policy and for the process of reserving space.

35. Abandoned Laundry Policy: Items left in the laundry room outside of a washer or dryer are subject to removal by Residence Life & Housing (RL&H) staff to eliminate clutter and potential safety hazards. Once collected, RL&H will only retain unclaimed laundry for ten calendar days before donating it to a charitable organization. To claim collected items, please contact your Graduate Hall Director. Wake Forest University is not responsible for the loss or damage to items of personal property.

36. Paint Policy: This policy is intended to prevent damage to residence hall interior and exterior property. This policy applies to all students who want to paint in and/or near Residence Life and Housing facilities for any reason (i.e. coolers, banners, decorative items, etc.). Failure to comply may result in administrative and/or conduct action by the Office of Residence Life and Housing.

1. Painting materials/objects of any kind with any type of paint (spray paint, oil based paint, acrylic, etc.) is prohibited in all residential facilities, lounges, and any/all Residence Life and Housing (RL&H) properties without properly protecting the surface on which you are painting on. This policy applies to any and all students and organizations who want to paint on or around Residence Life and Housing facilities.
2. Spray paint is not permitted for use inside of residential facilities.

Spray paint may only be used outside in a well-ventilated area away from heavy foot traffic, and those painting must properly protect the surface on which they are painting on.

3. Painting with brushes, using acrylic, oil, water based, etc. are permitted inside and outside of residential facilities as long as students are properly protecting the surface on which they are painting on.
4. Those wishing to paint materials/objects (coolers, picture frames, banners, wooden cutouts, etc.) in/near Residence Life and Housing facilities may request butcher paper from the Office of Residence Life and Housing, located in Angelou Hall.
 - a. Those who choose to get butcher paper from the RL&H office must do so during office hours (8:30am-5:00pm, Monday through Friday).
5. Student must dispose of the protective material in a trashcan once they are finished painting.
6. Those found to have painted on university property which damages facilities, ground, etc. will be billed the cost for clean-up (the cost will be determined by maintenance and/or custodial services).
7. Any person or organization that has questions about the painting policy should contact the Office of Residence Life and Housing at housing@wfu.edu or 336.758.5185 and ask to speak with the Assistant Director of Housing.

37. Service and Emotional Support Animal Policy: Requirements and Agreement for Maintaining Service and Emotional Support Animals for Residential Students at Wake Forest University

Introduction

Wake Forest University is committed to compliance with applicable laws and regulations regarding individuals with disabilities. Wake Forest students who seek reasonable accommodations for disabilities should contact the University's Learning Assistance Center & Disability Services.

With respect to a request for a Service or Emotional Support Animal, Wake Forest will determine, on a case by case basis, and in accordance with applicable laws and regulations, whether such animal is a reasonable accommodation on campus. In doing so, the University must balance the needs of the individual making the request with the impact of animals on other members of the campus community. Where it is not readily apparent that an animal is a Service Animal as defined by the ADA, or an Emotional Support Animal under the Fair Housing Act, Wake Forest may require sufficient information and documentation to determine whether the animal qualifies as a Service or Emotional Support Animal under the applicable law. Wake Forest may require that the documentation be provided on the letterhead of the student's treating physician or mental health provider, and permit the University to determine:

- a. That the student has a disability for which the animal is needed;
- b. How the animal assists the student, including whether the animal has undergone any training; and
- c. The nexus between the student's disability and the assistance that the animal provides.

For students seeking reasonable accommodation, an accommodation review process will be undertaken, and may involve additional conversations between the requesting student and the Learning Assistance Center & Disability Services. If a student desires that a Service or Emotional Support Animal live in campus housing, the student must notify Residence Life and Housing by July 1st if an accommodation is needed for the fall semester, by November 1st, if an accommodation is needed for the Spring semester, or at least thirty (30) days prior to the date the accommodation is needed in all other circumstances, so that the University can accommodate the student and the animal. If all

other criteria are met, as set forth by the Learning Assistance Center & Disability Services, the student will be required to meet with Residence Life & Housing staff to discuss how to accommodate the student, the Service or Emotional Support Animal, and the campus community.

Consistent with applicable laws and regulations, a Service or Emotional Support Animal may be prohibited from a University facility or program if the animal's behavior or presence poses a direct threat to the nature of a program or activity, if the animal is disruptive, if its presence would result in substantial physical damage to the property of others or the University, or if the animal substantially interferes with the reasonable enjoyment of the housing of others. In addition, all other requirements of this Policy, as set forth below, must be complied with throughout the period of time when the Service or Emotional Support Animal resides with the student in campus housing.

Definitions:

A Service Animal is defined as any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a Service Animal must be directly related to the residential student's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

An Emotional Support Animal provides emotional support, well-being, comfort, or companionship that is directly related to a residential student's disability. An Emotional Support Animal is not a Service Animal. Unlike a Service Animal, an Emotional Support Animal does not assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times. Emotional Support animals are only permitted to reside in the student's bedroom.

A pet is an animal kept for ordinary use and companionship. A pet is not considered a Service or Emotional Support Animal. Residents are not permitted to have or keep pets in university housing.

A "Student Partner" as referenced in these guidelines refers to the individual who benefits from the Service or Emotional Support Animal's use and training.

The term "Handler" used within this document refers to the Student Partner of the Service or Emotional Support Animal as well as any other person who has been properly designated consistent with the requirement so this Policy and who is in control of the Service or Emotional Support Animal, e.g., a guest or personal attendant.

Animal Behavior

1. The following behavioral requirements apply to domesticated dogs and cats. Student requests for any other animal will be considered on case by case basis. Dangerous, poisonous, and/or illegal animals are not permitted.
2. As noted above, an approved Service or Emotional Support

Animal may reside in University housing with its Student Partner when the animal's behavior and care do not create unreasonable disruptions for other residents, Residence Life staff, and other university community members. Disruptions, including noise levels, will be addressed by Residence Life staff in the same manner as disruptive behaviors are addressed with all students and their guests.

3. Control

a. Service Animals

The Service Animal must be under the control of its Student Partner or Handler at all times while on University property, including within the University Residence Halls/Apartment. It is expected that the Service Animal will be controlled by a leash or harness at all times while on or in University property, unless performance of the Service Animal's work or tasks related to the Student Partner's disability, require the Service Animal to be off-leash/harness. The Service Animal may be off-leash/harness within the confines of the Student Partner's bedroom, but must remain under the control of the Student Partner or Handler and must be leashed/harnessed outside of the bedroom, or if a roommate(s)/apartmentmate(s)/suite(s) requests leashing/harnessing. When the Service Animal is unattended, it must remain in the Student Partner's bedroom.

b. Emotional Support Animals

The Emotional Support Animal must be under the control of its Student Partner or Handler at all times within the student's assigned University Residence Hall/Apartment. It is expected that the Emotional Support Animal will be controlled by a leash or harness at all times while in the Student Handler's assigned University Residence Hall/Apartment. The Emotional Support Animal may be off-leash/harness within the confines of the Student Partner's bedroom, but must remain under the control of the Student Partner or Handler and must be leashed/harnessed outside of the bedroom, or if a roommate(s)/apartmentmate(s)/suite(s) requests leashing/harnessing. When the Emotional Support Animal is unattended, it must remain crated in the Student Partner's bedroom. The Emotional Support Animal is not permitted on or in a University facility other than the Student Handler's assigned University Residence Hall/Apartment.

Animal Health and Well-Being

1. All Service and Emotional Support Animals must have all veterinarian-recommended vaccinations to maintain the animal's health and prevent contagious diseases. Student Partners are expected to submit documentation of vaccinations before July 1 for the Fall semester and November 1 for the Spring semester. The University reserves the right to request updated documentation of vaccinations at anytime during the animal's residency.
2. Service and Emotional Support dogs and cats are required to be licensed and in compliance with North Carolina and Forsyth County laws and ordinances. Please consult Forsyth County Animal Control (<http://www.co.forsyth.nc.us/animalcontrol/>) and the Forsyth County Code, Chapter 6 for more information.
3. The University recommends that Service Animals be registered with the North Carolina Division of Vocational Rehabilitation Services (<http://www.ncdhhs.gov/dvrs/>) or the equivalent agency in other states.
4. All Service and Emotional Support Animals, if taken outside the residence, must wear identification tags with the Student Partner's contact information, an up-to-date rabies tag from the county or state of the student's residence, and, if applicable, additional vaccination information.
5. The University may prohibit the use of Service Animals in certain

locations due to health and safety restrictions (e.g. where the animals may be in danger, or where their use may compromise the integrity of research). Restricted areas may include, but are not limited to, the following areas: custodial closets, boiler rooms, facility equipment rooms, utility rooms, research laboratories, classrooms with research/demonstration animals, areas where protective clothing is necessary, wood and metal shops, motor pools, and rooms with heavy machinery and areas outlined in North Carolina law as being inaccessible to animals. Service Animals are prohibited from kitchens and food-preparation areas (this does not include public dining areas) except those in apartments and other University residential facilities.

6. Service and Emotional Support Animals that are ill should not be taken into public areas. A person with an ill animal may be asked to leave University facilities or remove the animal from campus.

Animal Cleanliness

1. Student Partners and Handlers are responsible for properly containing and disposing of the Service or Emotional Support Animal's solid waste (e.g. feces).
 - a. Indoor Service Animal waste, and/or used litter, must be disposed of in a specified outside trash receptacle. Litter boxes may be placed on mats to minimize contamination of carpeted surfaces.
 - b. Outdoor Service Animal solid waste must be immediately retrieved by the Handler, placed in a plastic bag and securely tied before being disposed of in a specified outside trash receptacle.
2. Student Partners and Handlers are responsible for feeding and watering the Service or Emotional Support Animal within the confines of their bedroom.
3. Service or Emotional Support Animal food should be kept in a closed container within the Student Partner's bedroom.
4. If the Service or Emotional Support Animal vomits, urinates, leaves solid waste, and/or becomes incontinent, it is the responsibility of the Student Partner or Handler to make sure the contaminated area is cleaned up immediately. If the contamination occurs indoors, the Student Partner or Handler should clean-up immediately and contact Facilities and Campus Services (336-758-4255) for additional disinfection. Services to disinfect interior surfaces are required and all associated costs will be billed to the Student Partner.
5. Bathing or cleaning of a Service or Emotional Support Animal is expected to avoid significant odors and/or to manage shedding. Student Partners and Handlers may not use human showers/tubs within the University residential community to bath or clean their Service or Emotional Support Animals.
6. Student Partners and Handlers are responsible for taking effective precautions to avoid flea and tick infestations. If the Service or Emotional Support Animal is found to have fleas or ticks, the Student Partner will be responsible for reporting the issue to Residence Life and Housing, eliminating the fur coat infestation and laundering all pet bedding. Treatment of the Student Partner's living space will be coordinated by Residence Life and Housing and all associated costs will be billed to the Student Partner.

Student Partner Responsibilities

1. The Student Partner must provide the Office of Residence Life and Housing with a completed "Service or Emotional Support Animal Registration Form" and the Veterinarian's Verification that the animal has all veterinary-recommended vaccinations to maintain the animal's health and prevent contagious disease.
2. The Student Partner is responsible for assuring that the Service or Emotional Support Animal does not interfere with the routine activities of the University and residence or cause difficulties for students who reside there. Sensitivity to residents, staff and faculty

with allergies, and to those who fear animals, is an important consideration for the Student Partner in order to ensure a

community environment that supports the individual needs of all who reside or work at the University. When a Student Partner is

Residence Life and Housing Policies	Associated Fees	Page #
IP Phone Replacement	\$150 fine	p. 15
Wireless Access Point damage/removal	\$450 fine	p. 15
Approved Air Conditioner	\$100 Surcharge	p. 17
Unapproved appliances	First Offense: \$50 fine Second Offense: \$100 fine and potential confiscation	p. 18
Unapproved electrical extension	First Offense: \$50 fine and confiscation Second Offense: \$100 fine and confiscation	p. 18
Ceiling tile policy violation	First Offense: \$50 fine Second Offense: \$100 fine	p. 18
Lost or stolen keys	Cost of lock re-core: \$75 (includes 2 keys, \$18 per additional key)	pp. 18-19
Failure to leave during fire alarm	\$100 minimum fee and possible participation in work program	pp. 18-19
Tampering with fire alarm and/or sprinkler system activation	First Offense: \$500 minimum fine Second Offense: Immediate cancellation of Housing and Dining Agreement without refund of fees paid	p. 18
Sprinkler head misuse	First Offense: \$100 minimum fine Second Offense: immediate cancellation of Housing and Dining Agreement without refund of fees paid	p. 18
Possession of flammable materials, candles, incense	Confiscation of items and minimum \$100 fine	p. 19
Door propping	Group: if no individual admits responsibility, each community member will be charged \$50 Individual: if an individual admits responsibility, they receive a \$100 fine, plus the cost of damages and repairs	p. 19
Littering/vandalism	Minimum fine of \$100, plus cost of repairs	p. 19
Noise violation	First Offense: written warning Second Offense: \$50 fine, meeting with GHD, and warning letter placed in file Third Offense: \$100 fine, judicial referral, and loss of housing priority points Additional offenses: loss of University housing	p. 19
Open flame	\$100 fine and possible referral to the judicial system	p. 20
Unapproved animal in residence hall	\$100 fine per animal, plus immediate removal of the animal and all associated fees for cleaning and/or damage	p. 20
Violation of roof and balcony policies	First Offense: \$100 fine plus cost of damages to building materials Second Offense: \$200 fine plus cost of damages to building materials Third Offense: \$300 fine plus cost of damages to building materials	p. 20
Disassembled University furniture	Cost of replacement, repair, and/or reassembly	p. 20
Indoor furniture left outside	\$100 fine	p. 20
University furniture moved from its original location, including lounge or room furniture	\$50 fine per item	p. 20
Modification to room furniture	\$50 fine and associated costs for repairs	p. 20
Bed Adjustment Request after September 9, 2016	\$35.00	p. 21
Unapproved lofts/Bed Risers	\$25 fine, plus removal of loft/bed risers within 24 hours	p. 21
Missing screen	\$50 fine plus cost of damages and/or replacement	p. 21
Visitation/cohabitation	First Offense: written warning Second Offense: \$50 fine Third Offense: \$100 fine and loss of one housing priority point Fourth Offense: Immediate loss of University housing	p. 22

Chapter 5

HOUSING OPERATIONS

Facilities and Campus Services

The Office of Residence Life and Housing works closely with Facilities and Campus Services staff to attend to issues as they arise on campus.

Facilities and Campus Services Staff

Facilities and Campus Services custodial staff members typically work in the residence halls beginning at 7:30 a.m., Monday through Friday. Custodial staff members also remove trash on Saturdays and Sundays when student are in residence. Landscaping crews may begin work earlier in the day when labor is needed or when conditions warrant.

Maintenance crews work in and around the residence halls performing repair requests and preventative maintenance tasks beginning at 9:30 a.m., Monday through Friday. After hours maintenance and custodial crews are available to handle emergencies or issues requiring immediate attention in the residence halls. For those requests, call Facilities and Campus Services at ext. 4255 (HALL) or 336.758.4255.

When a repair request is submitted, the student grants permission for Facilities and Campus Services staff to enter the room. Students do not need to be present nor should the door be left unlocked.

Identifying Facilities and Campus Services Staff

All Facilities and Campus Services staff working in the residence halls typically wear a grey, blue or beige shirt, along with a photo identification tag.

Occasionally, the University will hire temporary staff to assist in the daily cleaning of the halls or perform certain maintenance tasks. Temporary hires do not wear a University uniform, but they are required to wear a photo identification tag or a uniform from the company which has been employed by the University.

To report suspicious individuals, or representatives distributing advertisements from businesses outside the University, contact University Police immediately at ext. 5591 (336.758.5591).

Reporting a Facilities Issue

To submit repair requests for your room, bathroom, apartment, or house, residents can call Facilities and Campus Services directly at ext. 4255 (HALL) or 336.758.4255.

Typical issues that can be reported directly to Facilities and Campus Services include: fan coil unit(s), ie, heating and air conditioning units not operating properly; lights not working; clogged bathroom drains or toilets; leaks; inoperable or broken windows; pest control; and lock issues. When calling Facilities and Campus Services to submit a repair request, please be as detailed as possible in order for staff to analyze the problem fully.

Facilities and Campus Services staff members do not clean individual student rooms, assist in room set-up or take down, or remove or store University furniture or personal property. Issues related to room telephones, cable television, or internet connections should be directed to customer service at Information Systems, ext. 4357 (HELP) or 336.758.4357.

If an issue arises with a student organization lounge within the residence halls, submit a repair request to lounges@lists.wfu.edu.

Filing a Compliment, Concern, or Complaint

Residents wishing to file a compliment, concern, or complaint in relation to Facilities and Campus Services staff should first visit with their Resident Adviser or Graduate Hall Director. Comments will then be forwarded to the appropriate department personnel. If members of

the hall staff are unavailable, either call ext. 5185 (336.758.5185) or visit Residence Life and Housing (001 Angelou Hall) and request to speak to a Residence Life Coordinator. Students may also email housing@wfu.edu.

Lost Keys

If you should lose your key to your room, apartment, or house, contact your Resident Adviser or a member of your hall staff to facilitate the process of having the lock(s) changed. Once a lock core change is performed, the student who has lost their key(s) will be assessed a charge. In most residential facilities, the charge is \$75 per lock core. More information on the University's key policy can be found in this publication in Chapter 4.

Accidental or Intentional Damage

If damage occurs to University property in your room or shared space in a residence hall, first report the incident to your hall staff promptly and contact Facilities and Campus Services at ext. 4255 (HALL) or 336.758.4255. Though the damage to University property may have been done by accident, there is usually a charge associated with the report of the damage that is assessed to the responsible individual(s). If no individual accepts responsibility, the community will be charged.

Students are responsible for the behavior of their guests in the residence halls and may be charged for any property damage or extra clean up required or caused by their guest's behavior.

Laundry Machines

If you have a problem with a residence hall laundry machine, note the number of the machine and contact the vendor of the laundry machines directly by calling 1.800.MAC.GRAY (1.800.622.4729), submit an online repair request, or utilize the online application by downloading the program using the QR code located in each laundry room.

Air Conditioning and Heating Systems

Students may use air conditioning at any time of the year in the following locations: Martin, Palmer, Piccolo, Polo, South, Dogwood and Magnolia Halls; and the houses along Polo Road and Rosedale Circle. All other residence halls use a system that heats or cools an area depending on the outside temperature. When the outside temperature exceeds 60°F, the heat will not come on and the HVAC unit or vent will operate in air conditioning mode and circulate cool air. When the outside temperature falls below 55°F, the heat will automatically come on and the HVAC unit or vent will operate in heat mode and circulate warm air. When the outside temperature is in the 55-60°F range, neither warm nor cold air blow from the HVAC unit or vent—the unit will recirculate room temperature air.

If your room HVAC unit seems to be producing air that is opposite from what the unit should be contact Facilities and Campus Services for a service repair. For HVAC units to operate properly, the unit should not be blocked with personal items or furniture. Filters to all HVAC units are changed twice per year—prior to the opening of the residence halls for the fall semester and during winter break.

Prior to leaving for winter break, residents should set their thermostat to ON and temperature set at 70°F. This process helps to prevent pipes from freezing during the cooler months and winter break period.

Bed Bugs

The University responds proactively to inspection requests related to potential bed bug evidence found in areas on campus. If you believe that a problem may exist in your residence hall room assignment, please contact the Office of Residence Life and Housing (336.758.5185) or Facilities and Campus Services (336.758.4255) immediately. Should you

suspect that you have bed bugs, please contact Student Health Service for an evaluation. Student Health Service will then contact Residence Life and Housing, should an inspection be warranted.

1. Traveling

Please be aware of your surroundings when traveling and take these extra steps prior to unpacking while in locations unfamiliar to you:

- Roll luggage to hard surface areas (such as a bathroom or hardwood floor).
- Check the mattress, including the box springs, for evidence of bed bugs.
- Check the upholstered furniture and bed frame for evidence of bed bugs.
- Always place your luggage on luggage racks or up on dressers, not on the floor or on another bed.
- If you find evidence of bed bugs, request another room, location, or pest treatment for the space to which you have been assigned.

2. Returning To Campus

Prior to packing your belongings:

- Ensure that you do not see evidence of bed bugs in and around your items, including in your suitcase(s).
- If you do find evidence of bed bugs, please contact the University immediately PRIOR to returning to campus so that arrangements can be made to assist with eradication of issue with all items you will bring back to campus.
- If you are returning to a location other than Wake Forest, contact a local pest management company in your area to assist with eradication upon your return.

Medical Issues

Students medically approved to use syringes should properly dispose of used syringes in a Sharps container unit and not in hall or bathroom waste receptacles. These containers can be obtained from Student Health Service. Students who discover bodily fluids in residence hall common areas should not attempt to clean up the fluids. Facilities and Campus Services staff have been properly trained in bodily fluid clean up and disinfection and should be contacted immediately at ext. 4255 (HALL) or 336.758.4255 for proper clean up. Please be sure to make a hall staff member aware of the fluid spill.

Mold Management Plan

Wake Forest University is committed to achieving excellence in providing a healthy and safe campus and supporting environmentally sound practices in the conduct of university activities. It is WFU policy to comply with all applicable environmental health and safety laws, regulations, and requirements. The Facilities and Campus Services office has developed a Mold Management Plan for the University. For more information, visit the website at: <http://facilities.wfu.edu> and <http://rlh.wfu.edu/current-students/residence-hall-safety/>.

Please remember to immediately contact Residence Life and Housing (housing@wfu.edu) and/or Facilities and Campus Services (hall@wfu.edu) if you have any reason to think you have a mold/mildew issue in your room.

Recycling and Energy Conservation

Wake Forest University is committed to preserving the environment. It is expected that students will practice appropriate recycling and conservation habits. Recycling containers are dispersed throughout campus and in all of the residence halls. To conserve energy and reduce

utility charges, residents are encouraged to turn off all lights and electrical devices when not in use.

Office of Sustainability

The Office of Sustainability supports faculty, students and staff in transforming environmentally friendly principles into practices. Office staff and interns work with local and regional community representatives to develop synergies between Wake Forest's sustainability programs and those larger communities.

The Sustainability Office encourages and facilitates the collaborative efforts of faculty, students and staff to generate knowledge, acquire skills, develop values, and initiate practices that contribute to a sustainable, high quality of life on campus, in the Triad, and across the globe. Visit the Office of Sustainability's website at <http://sustainability.wfu.edu/> for more information.

Unforeseen Issues

Though the residence halls are properly maintained throughout the year, an occasional unforeseen facility issue arises (i.e. broken water pipe). In the event of an unforeseen facilities issue, staff will respond to correct the problem as quickly as possible and return the affected area(s) back to its original condition.

The University is not responsible for the loss of or damage to student's personal property. Additionally, in the event of mechanical difficulty (air conditioning, heat, hot water, and other equipment) or interruptions of electrical power or water service, the University will make reasonable efforts to restore service; however, there will be no refund of residence hall charges because of such failure.

Chapter 6

Campus Safety

The Office of Residence Life and Housing staff strives to provide a safe environment in the residence halls. In return, you are asked to take time to think about your own safety by reading this section of the guide. In it, you will find information regarding policies for fire prevention, guests, and building access, as well as general information regarding your own personal safety and security. If you have any questions call your Resident Adviser or Graduate Hall Director.

Safety and security is a concern on every college and university campus; for more information on crime statistics at Wake Forest, please visit <http://police.wfu.edu/crime-stats/>. Additionally, the Winston-Salem Fire Department responds to a number of alarms each month. As a responsible member of the community, we ask you to be aware of the various ways you can protect yourself and others.

University Police

The University Police administrative offices and dispatch are located in Alumni Hall:

Officers are on duty 24 hours a day. Their first priority is your safety and the safety of the campus. If you need to reach an officer in an emergency, you should dial 911 from any campus telephone, or 336.758.5911 from a cell phone, or use an emergency call box located throughout campus (for locations, please visit the emergency call box map).

Remember to report all suspicious behavior to both University Police and your hall staff. Additionally, you are encouraged to become familiar with both the location of your nearest emergency telephone as well as the location of University Police.

Emergency Response

Wake Forest University has initiated various means of communication to report crises to all students, staff, faculty, visitors, and others. More information can be found at Wake Alert <http://wakealert.wfu.edu>.

Register Your Cell Phone Number: New students and current students are asked to register their cell phone numbers through WIN at <https://win.wfu.edu>. Under the “Personal” tab, select “Your Personal Information” and add your mobile number.

Text Messaging and Voicemail System: University Police will send text and voice messages to mobile phones of students, faculty and staff who have registered to receive such messages in the case of campus emergencies.

Outdoor Alert System: The outdoor alert system uses a siren and prerecorded message to warn the Reynolda Campus of emergencies, included weather-related threats such as tornado warnings. Emergency messages announced by the speakers are preceded by a siren. University Police is responsible for activating the outdoor alert system. The outdoor system relies on speakers set up at three campus locations: Davis Field across from Parking Lot B, behind Kentner Stadium near the tennis courts, and along Wingate Road near the Facilities and Campus Services and University Police offices. Additionally, a number of buildings on campus have alarm systems which will announce emergency messages as needed.

Television Alert System: In the event of an emergency, messages will be displayed on the screen of any turned-on television that is tuned to analog channels 2 through 35. All other digital channels will go blank during an emergency notification. In the event that your television loses signal while tuned to other digital channels, please select a channel between 2 and 35 to check for possible emergency notifications.

Evacuation and Triage Areas

University Police automatically receives an alert and calls the fire department when an alarm occurs in any Residence Life and Housing facility.

ANGELOU HALL

Evacuation Area: Lot G (Beside Bostwick)
Triage Area: Courtyard in Front of Building

BABCOCK HALL

Evacuation Area: In between Luter and Babcock
Triage Area: Area Near Volleyball Pit

BOSTWICK HALL

Evacuation Area: In between Bostwick and Johnson (Gully Dr.)
Triage Area: Lot G

COLLINS HALL

Evacuation Area: Across the street from Collins (behind Bostwick)
Triage Area: Basketball court

DAVIS HOUSE

Evacuation Area: Reynolda Hall traffic circle
Triage Area: Grass area in Lot B

EFIRD HALL

Evacuation Area: Grass area in Lot A
Triage Area: Grass area next to Wait Chapel

DOGWOOD HALL

Evacuation Area: Lot Q
Triage Area: Grass area next to R2

HUFFMAN HALL

Evacuation Area: Grass area in Lot P
Triage Area: Grass area next to Wait Chapel

JOHNSON HALL

Evacuation Area: In between Bostwick and Johnson (Gully Dr.)
Triage Area: Area near volleyball pit

KITCHIN HOUSE

Evacuation Area: Grass area in Lot M
Triage Area: Grass area in Lot N

LUTER HALL

Evacuation Area: In between Luter and Babcock
Triage Area: Grass area behind library

MAGNOLIA HALL

Evacuation Area: Lot Q
Triage Area: Grass area next to R2

MARTIN HALL

Evacuation Area: Grass area in traffic circle
Triage Area: Volleyball pit near 1210 Polo Rd.

NORTH CAMPUS APARTMENTS

Evacuation Area: In front of buildings 2, 4, 7, and 9
Triage Area: Sidewalk in front of buildings

PALMER/PICCOLO HALLS

Evacuation Area: Lot U (near WFDD)
Triage Area: Basketball court

POLO HALL

Evacuation Area: Grass area in traffic circle
Triage Area: Grass area next to R2

POLO AREA HOUSES

Evacuation Area: Back yard of houses
Triage Area: Front yard of houses

POTEAT HOUSE

Evacuation Area: Grass area in Lot P

Triage Area: Grass area in Lot N

SOUTH HALL

Evacuation Area: Volleyball court behind Johnson

Triage Area: Basketball court

STUDENT APARTMENTS - A

Evacuation Area: Grass area in traffic circle

Triage Area: Courtyard of Student Apartments—B

STUDENT APARTMENTS - B

Evacuation Area: Grassy area in traffic circle

Triage Area: Courtyard of Student Apartments—A

TAYLOR HOUSE

Evacuation Area: Grass area in Lot A

Triage Area: Grass area in Lot B

The evacuation area is where all students and staff should proceed to during an emergency. The triage area is the location to which injured persons should be taken in case of a major disaster in order that they may be assessed for medical treatment and transported to medical facilities. Emergency personnel will be informed of these areas and respond accordingly.

Securing Your Room

Every hall is equipped with doors and locks. Also, most buildings are secured by a key card access system. In order to help ensure the safety and security of yourself and others, as well as your belongings, please be sure to adhere to the following practices:

1. Never lend your keys or ID card to anyone.
2. Never prop open or otherwise tamper with doors.
3. Always lock the door to your room.
4. Never open a locked exterior door for anyone except your guests.
5. If your keys or ID card are lost or stolen, report it as soon as possible to a member of your hall staff and University Police.
6. Be sure to close and lock all room windows.

Operation ID

In the event that you become a victim of theft, Operation ID is the best way to ensure the recovery of your belongings. Operation ID is a nationwide network set up to identify stolen property. To participate:

- Borrow an engraver from the University Police communications office in Davis Hall.
- Engrave your driver's license number and state abbreviation on your belongings.
- Remember to lock your door.

If any of your engraved items are stolen, they will be traced back to you if recovered.

Three Tips To Help You Recover Stolen Goods

1. Review your family's homeowner's insurance policy. If your possessions are not covered by the policy, consider taking out renter's insurance.
2. Make two lists of your valuables. Include each item's serial number, model number, and approximate value. Leave one list at home and the other with you in a safe place. The lists will come in handy if you have to file a claim with your insurance company.
3. Report any lost or stolen items to University Police and your RA staff as soon as possible. Even if the items are not recovered immediately, you may be helping officers to establish a pattern of crime.

Furniture Safety

If you would like to add furniture to your room, please keep in mind the following:

- If you plan on furnishing your room with a couch or chair, please try to

find one that does not have polyurethane foam padding. This type of padding emits several toxic gases if set on fire.

- Students may not remove ceiling tiles to accommodate additional furniture, placement of room furniture, a loft, installation of a hammock, or to run cable or wires.
- Cinderblocks are not allowed. However, students can use bed risers up to 18 inches. Please refer to the Loft Policy in Chapter 4.

Building Access

All residence hall main entrances are locked 24 hours a day. If you see someone you do not know unaccompanied in your hall, call University Police.

Undergraduate students have access to the residence halls based on the following schedule:

1. 7 a.m. - Midnight - All Wake Forest undergraduate students have access to every residence hall main entrance and Quad building (Taylor, Kitchin, Davis, Poteat) suite door entrances.
2. Midnight - 7 a.m. - Only assigned residents of the particular building or suite have access to the building.
3. Only residents of road houses are able to access their house 24 hours a day.

Fire Drills and Prevention

In an effort to ensure safety and to prevent fire damage, each residence hall and apartment has sprinklers and smoke detectors.

Twice per semester, each hall will participate in fire drills to familiarize residents with evacuation procedures. When a fire alarm sounds, the building must be evacuated.

Fire Marshal Inspections

Throughout the year, the city fire marshal visits Wake Forest to ensure the campus is in compliance with city, county, and state fire codes and regulations. The fire marshal tours all campus buildings, including residence halls, and is given access to all areas. When touring in the residence halls, the marshal will occasionally ask to enter a student's room or, if no one is present, he/she will use a key to enter the room to perform an inspection. Any violations are documented by the fire marshal and a Residence Life and Housing staff member; students are required to comply with the fire marshal's directives. Any documented situation and/or failure to comply may lead to student conduct referral and/or fines may be levied.

Bikes On Campus

The following tips may be helpful in reducing the risk of having your bicycle stolen.

1. Bikes may be registered for free with University Police.
2. During break periods, bikes may be secured in residence hall rooms to prevent theft; bikes may not be stored in common areas of residence halls.
3. Bikes should not be secured in the same location for extended periods of time. Bikes which appear abandoned or are unregistered may be removed by Facilities and Campus Service.
4. If your bike is missing, please contact University Police at ext. 5591 or 336.758.5591

Getting Onto Campus and Gate Protocols

Day and evening shuttle service is available while classes are in session. A shuttle schedule is available at <http://facilities.wfu.edu/transport/ride-the-wake/>.

Safety escort services are provided by University Police for students traveling alone after dark when the shuttle service is not in operation. To request a safety escort, contact University Police at ext. 5591 or 336.758.5591.

In order to monitor vehicular traffic entering campus at night, gates are located at the three main entrances to campus (Reynolda Road, University Parkway, and Polo Road). Traffic is monitored at the Reynolda Road (West Gate) and the University Parkway (East Gate) gates between 10:00 p.m. and 6:00 a.m. seven days a week. The Polo Road gate is closed to vehicular traffic nightly during those hours. The purpose of the of the gates is to serve as a deterrent to criminal activity on campus and to assist the public and University visitors with campus information and parking. Guests may be registered online at <http://polie.wfu.edu/gatehouse/>.

Residents who want to enter campus without being stopped must display front left windshield identification in the form of a gate pass decal (students), a visitor pass, or a University-issued gate pass hang tag clearly visible on their vehicle. Vehicles without such Wake Forest identification will be stopped and operators will be asked their name, destination or for a Wake Forest Identification card.

Students, faculty, and staff may pre-register guests online or by contacting University Police Communications at 336.758.5591. Registration of visitors must be made on the date of the visit.

For more information about gate access and policies, please visit <http://police.wfu.edu/gatehouse/>.

Chapter 7

DEACON ONECARD

The Deacon OneCard is the official Wake Forest identification card used by all faculty, staff, and students. All enrolled Wake Forest University graduate and undergraduate students are required to have a valid Deacon One identification card, whether physically attending classes on the Reynolda campus, attending classes remotely or taking online courses.

The Deacon OneCard office issues new and replacement cards and assigns access permissions to buildings and events. The Deacon OneCard can be used to make purchases on campus via meal plans, food dollars and Deacon Dollars. Meal plans can be obtained by contacting Residence Life and Housing at 336.758.5185 or housing@wfu.edu.

Food dollars and Deacon Dollars can be obtained by contacting Wake Forest Dining Services on campus at 336.758.5607 or <http://www.campusdish.com/en-US/CSSE/WakeForest/>.

The Deacon OneCard Office is located in Suite 001, Angelou Hall, within Residence Life and Housing.

Functions

1. Card Access: All residence halls are locked 24 hours a day for your safety and security. For added safety and security, entries and alarms from the card access system are monitored at the University Police department. As an undergraduate student, your valid Deacon OneCard will allow you access to all residence halls on campus from 7 a.m. until midnight. From midnight until 7 a.m., access will be limited to the residents of the particular residence hall or suite. Your valid Deacon OneCard will also allow you access to the library and the fitness center during their business hours.
2. Deacon Dollars: Your Deacon OneCard account provides you with cashless purchasing power at any dining or other authorized location on the Reynolda Campus. You may establish an account directly with the Wake Forest Dining Services office, located in Room 12, Reynolda Hall cafeteria or through the Student Financial Services office, located in Room 107, Reynolda Hall. Dining locations on campus include: Fresh Food Company (The Pit), Magnolia Room, Benson University Center Food Court, the Subway located on Hearn Plaza (the Quad), the Benson Food Court, Zick's Pizza Parlor, and the Hilltop Market Dining Hall.
3. Event Admission: Your Deacon OneCard may be used at various locations on campus for events such as theater performances, music recitals, concerts, art exhibits, movies, guest lectures, intramural sports, Student Union activities, student government elections, and football games. Some events may also require a fee for entrance.
4. Identification: Your Deacon OneCard has your photo, name, date of birth and University ID number for use as an identification tool similar to a state driver's license or identification cards. For students, it also contains your expected year of graduation and expiration date of the card. It is your responsibility to carry your valid Deacon OneCard with you at all times. You must present your Deacon OneCard to any University official upon request. During emergencies or special instances, you may be required to have your Deacon OneCard visible at all times.

5. Library Privileges: Libraries on campus use the Deacon OneCard bar code as a means of identification for use of library materials including checking out items. You may also be required to show your Deacon OneCard upon entry at the library.

How to Use your Deacon OneCard If the card reader light is red, you will need to use your Deacon OneCard for access. After placing your Deacon OneCard near the reader, the light indicator will turn green and unlock the door briefly if access is allowed to that area. If the reader beeps and remains red, access is not allowed. If access is denied to an approved area during business hours, please contact the Deacon OneCard Office for assistance; after normal business hours contact University Police for assistance.

Deacon OneCard Replacements

1. During Business Hours replacements may be obtained
 - Monday-Friday from 8:30 a.m.-5 p.m. from the Deacon OneCard Office, some evenings/weekends during special time periods of the year.
2. After Business Hours replacement may be obtained by
 - Completing a Deacon OneCard Replacement form found at <http://rlh.wfu.edu/current-students/deacon-onecard>.
3. All students may obtain one new card, with the replacement charge waived one time for the duration of their enrollment at Wake Forest.
4. A replacement fee of \$35 will be charged regardless of how many times your card is lost, stolen, broken, damaged or other circumstances concerning your Deacon OneCard.

Chapter 8

OFF-CAMPUS HOUSING

Application and Review

All first-, second- and third-year students are required to live in campus housing unless accepted through the admissions office as non-resident students. First-, second-, and third-year resident students requesting to be released from the university residency requirement must petition to be approved to reside off campus.

With the understanding that city ordinances state that there shall be no more than four (4) individuals that are not related by blood, adoption, or marriage living together in a single family dwelling unit, Residence Life and Housing will monitor the number of students that are granted permission to reside in residential areas zoned for these units. The office will, at no time, grant permission to any individual(s) to exceed this number nor is there an appeal process to do so.

Students who desire to live off campus in a single-family home will only be approved to live off-campus in single family residences which are registered. Again, it should be emphasized that this initial online submission of address and landlord information is only a request and does not provide authorization to live off campus.

Students whose applications are approved will be sent an email and their local address will be changed in the university records system with an expiration date at the end of the academic year. Those students who are denied will also receive an email that may outline or provide rationale for the decision. Students who have been denied permission to reside off campus may choose to appeal the initial decision to the Assistant Director of Assignments.

Students whose applications are denied and who currently reside off campus are automatically added to the Non-Resident Student Wait List for campus housing.

Students who wish to purchase a meal plan may do so electronically during the online registration process. Meal plan purchases will be processed (booked and fee assessed) once a student application is approved. All meal plan purchases are for the entire academic year. For

Important Information

1. To prevent unauthorized usage, report Deacon OneCards lost, stolen, or stuck in vending machines immediately to Deacon OneCard office during business hours and University Dispatch office at ext. 5591 after business hours. Neither the Deacon OneCard office, Wake Forest Dining Services, nor Wake Forest University will be liable for unauthorized usage of your Deacon OneCard.
2. You are responsible for all transactions using your Deacon OneCard. It is imperative not to allow others to use your Deacon OneCard; to do so is considered a violation of University policy.
3. You are responsible for ensuring your Deacon OneCard is kept in good working condition. With proper care and handling, your Deacon OneCard can last all four years of your undergraduate study without replacements.
4. Any function of the Deacon OneCard may be suspended at the request of an authorized University official.
5. Your Deacon OneCard remains the property of the University and must be surrendered upon departing or replacement.

specific details on all dining membership choices, including the specific meal plans and prices, please visit [Wake Forest Dining Services](#).

Off-Campus Housing Policy

The Office of Residence Life and Housing is responsible for verifying compliance of this policy and administering the off-campus registration and approval process.

The policy was created to provide greater assurance that students comply with the Off-campus Conduct section in the [Student Code of Conduct](#) of the University's social regulations and policies. This rule asserts that "Wake Forest [University] students are responsible for conducting themselves so as to not bring disrepute to the University. Conduct or activity by members of the student body living in, or hosting functions at, off-campus locations which has the effect of unreasonably interfering with the rights of neighbors is prohibited. This standard of conduct recognizes and affirms a responsibility to respect the rights of others appropriate to the setting in which one lives. It also recognizes the duty of Wake Forest students who are residents of off-campus rooms/apartments/houses to control the nature and size of activities carried out in or on their premises consistent with the standards of the University. The University has established policies and procedures regarding eligibility to live off campus. Non-compliance with University policies and procedures subjects a student to disciplinary proceedings, including suspension."

Off Campus Housing Registration

Eligible students choosing to live off campus must register their residential address, thereby declaring their compliance with the University's off-campus housing policy. Enrollment and registration for classes each semester are conditioned upon verification of compliance by Residence Life and Housing. All students living off campus, including those renting at apartment complexes, will be required to provide addresses.

Residence Life and Housing will verify the local addresses for undergraduate students at Wake Forest. Therefore, any undergraduate, resident or non-resident student enrolled in a degree-seeking program desiring to reside off campus must apply to live off campus. Visit the Residence Life and Housing website at <http://rlh.wfu.edu/current-students/you-choose/off-campus> where the off-campus housing application process is explained in detail.

Students currently residing, or desiring to move, off campus must apply each year to comply with the policy and to ensure individual records are updated. Though a student has registered to reside off campus, the application submitted is purely a request, and it should not be inferred that approval has been received. Students whose applications are approved will receive written notification of such action.

Once a student has been approved to reside off campus, the local address that is provided to Residence Life and Housing is valid for one academic year only. Additionally, if a student changes location of residency, they must re-register their address and check to make sure that the location of residency is approved. Continuing enrolled students who do not re-register to reside off campus (prior to the expiration of the original approved local address) will have a hold placed on future class registration processes until approval is received (or may risk having their registration canceled).

Students who previously lost, or lose during the current academic term, campus housing due to judicial sanctions also need to register to reside off campus. Other populations of students who need to also register upon acceptance to the University include transfer or any student classified with non-resident student status.

Chapter 9

ON-CAMPUS SERVICES

Barber Shop

336.759.2443 (Must dial prefix.)
Monday-Friday 9 a.m.–5 p.m.

Benson University Center

336.758.5255
Monday-Friday 7:30 a.m.–midnight (Academic year)
Saturday & Sunday 11:00 a.m.–midnight

Home to the University Post Office, Wells Fargo, Intercultural Center, Office of the Dean of Students, Women's Center, LGBTQ Center, Office of Student Engagement, Benson Center administration, Information Desk, Benson Ticket Office, a multipurpose 260 seat auditorium, lounges, Lost & Found, meditation rooms, student organization offices, the Student Union Collection of Contemporary Art, WAKE Radio, campus student publication offices, a Food Court and much more. To learn more, visit benson.wfu.edu.

Benson Copy Center

336.758.5251 or ext. 5251 from on campus
Fax: 336.758.6074
Monday-Thursday 8:30 a.m.–6 p.m. (Academic year)
Friday 8:30 a.m.–5 p.m.

Located on the 3rd floor of Benson, this full-service copy center offers color copies, poster printing, binding, faxing, laminating, and more. Deacon Dollars, cash, credit card and checks are accepted for payment. Jobs can be sent to copies@wfu.edu.

Students who are discovered to have moved off campus without receiving prior permission will, minimally, have their class registration held (or possibly canceled); risk financial penalties; and be required to submit an application for review. If the application were approved, the student would receive a warning similar to those students who have had a law enforcement officer visit their residence (see Ongoing Review and Sanctions). If the application is denied, options described in the Application and Review instructions apply.

University Jurisdiction and Scope of Review

At the University's discretion, all complaints of alleged student misconduct will be reviewed by the appropriate University authority. Cases deemed as potential violations will be processed within the guidelines set forth in the Student Code of Conduct. As such, final authority for case resolution rests with the University. As a member of the University Area Community Partnership, Wake Forest University will serve as a liaison between members of the local community and the City of Winston-Salem for issues relating to city ordinances or related matters.

Questions

Visit <http://rlh.wfu.edu> for additional information on the off-campus housing policy or to obtain the necessary application to reside off campus. Select the "Off-Campus Housing" link.

The Benson Ticket Office

336.758.4265 or ext. 4265 from on campus
Monday-Friday 10:00 a.m.–5:30 p.m.
benson.wfu.edu/services-3/airport-transportation/

Major event tickets are sold through the Benson Ticket Office, located in the Benson Center. Tickets to area events and attractions such as concerts and airport shuttle reservations are available. Discount tickets to the Grand Movie Theater on University Parkway may also be purchased. Cash, check, MC/Visa and Deacon Dollars are accepted for payment.

Meeting and Event Space

Phone: 336.758.4869 or ext. 4869 from campus
Fax: 336-758-4883
Monday-Friday 8:30 a.m.–5 p.m.

Meeting space must be reserved in advance. Log into DeaconSpace (rooms.wfu.edu) to request a space.

Bookstore

336.758.5145 or ext. 5145 from on campus
Monday-Friday 8:30 a.m.–5 p.m.
Saturday 9:30 a.m.–5 p.m.
Sunday Noon–4 p.m.
Summer Hours Mon.-Fri., 8:30 a.m.–5 p.m.

Located a few paces from Wait Chapel, the Bookstore is a popular destination for Wake Forest students and visitors. The Bookstore is located on Hearn Plaza on the first floor of Taylor House. In addition to its selection of books, literature, and gifts, the Bookstore also carries greeting cards, helium balloons, an ink cartridge refilling system, special order Greek apparel, jewelry, Deacon pride merchandise and school/

office supplies from Office Depot. As a special “perk,” self-service Starbucks coffee is available along with fine teas, refreshments, snacks, and other sundry items.

Textbooks

336.758.3388

Monday-Friday: 8:30 a.m.–5 p.m.

Textbooks, located beneath the Bookstore in Taylor Hall, offers new and used textbooks as well as other course materials for students. Here, students can research publisher information and also request special order textbooks.

Deacon Shops

The Original Deacon Shop

336.758.5606 or ext. 5606 from on campus

Monday-Friday 8:30 a.m.–5 p.m.

Saturday 9:30 a.m.–5 p.m.

Sunday Noon–4 p.m.

Summer Hours Mon.-Fri., 8:30 a.m.–5 p.m.

The Original Deacon Shop on Hearn Plaza offers a large selection of Deacon merchandise for students, alumni, or fans. Wake Forest memorabilia, such as sweatshirts, T-shirts, and tailgating merchandise, is available. The Deacon Shop is located in Kitchin Hall.

The Deacon Shop at Hanes Mall

336.659.3350

Monday-Saturday 10 a.m.–9 p.m.

Sunday Noon–6 p.m.

The Deacon Shop at Hanes Mall is a sports-themed store with much to offer. With the convenience of mall hours, you can shop after work, before or after a day sporting event, or on Sundays when you are in the Winston-Salem area.

The Deacon Shop at Bridger Field

336.758.3767

The Deacon Shop at Bridger Field House is a small, retail store with limited hours of operation. Located within Bridger Field House at BB&T Field, less than three miles off campus, The Deacon Shop at Bridger Field House gives its visitors the opportunity to purchase team-spirit items and brand-name apparel. Open during home football games (3 hours prior to kickoff and 1 hour post-game), special athletic events, and for limited hours during season ticket pick up.

Deacon Dollars

In addition to a dining plan, students may also purchase Deacon Dollars. The Deacon Dollar account is a debit account system on the student ID card that allows purchases throughout campus. For campus purchases at the Bookstore, Benson Food Court, Subway, convenience stores, and all other dining locations, \$1,000 per semester is recommended. Deacon Dollars may be purchased at the Dining Services cashier window, located on the first floor of Reynolda Hall, or through the financial and accounting services office, located in Room 107, Reynolda Hall.

Dining Services

All resident students are required to sign up for a dining plan. Specific meal plan requirements are available at <http://wakeforest.campusdish.com>. Choose the plan that best fits your lifestyle. Plans include:

Block Meals. Covers all-you-care-to-eat dining for breakfast, lunch and dinner in the Reynolda Hall Fresh Food Company and lunch in the Magnolia Room. You receive a certain number of meals per semester,

based on the plan you choose.

Guest Meals. Provided only with the Unlimited Plan.

Food Dollars. Can be used like cash at all retail food outlets such as the Benson Center Food Court, Subway, Starbucks and the campus convenience stores.

Changing a meal plan. The last day to upgrade a meal plan is two weeks after classes begin (and there are no pro-rations). The last day to downgrade a meal plan is by August 1 prior to the beginning of the fall semester. All meal plan change requests should be submitted by email at housing@wfu.edu.

Library

336.758.4931 or ext. 4931 from on campus

Visit <http://zsr.wfu.edu> for hours of operation.

Z. Smith Reynolds Library helps students, faculty, and staff succeed. In addition to 1.4 million volumes in the general collection, and more than 20,000 videos and DVDs, the Library is home to a Starbucks, the University Writing Center, an auditorium, and study rooms that can be reserved online at <http://zsr.wfu.edu/studyrooms>. Librarian faculty teach elective courses on conducting research and are available for one-on-one help throughout the semester <http://zsr.wfu.edu/ask>. The Library's annual “Capture the Flag” and “Wake the Library” events are popular activities.

Office of Sustainability

36.758.4931 or ext. 4931 from on campus

Visit <http://sustainability.wfu.edu> for hours of operation.

The Office of Sustainability supports faculty, students, and staff in transforming environmentally friendly principles into practices. Office staff and interns work with local and regional community representatives to develop synergies between Wake Forest's sustainability programs and those larger communities.

The Sustainability Office encourages and facilitates the collaborative efforts of faculty, students, and staff to generate knowledge, acquire skills, develop values, and initiate practices that contribute to a sustainable, high quality of life on campus, in the Triad, and across the globe. Visit the Office of Sustainability's website at <http://sustainability.wfu.edu> for more information.

Parking and Transportation

Parking Information 336.758.PARK (7275)

All students that wish to park a vehicle in a university parking lot at any time of day or night, including after 5:00 p.m. weekdays, on weekends and during academic breaks, are required to register that vehicle with the Parking and Transportation Office. Vehicle registration is online. To register, go to wfuparking.t2hosted.com or you can visit the Parking and Transportation website at parking.wfu.edu and choose the “Register Vehicle” link. Upperclassmen and graduate student have different options for parking decals, with the prices depending on the location and availability. All first-year students park in the University Corporate Center (UCC) Freshman Student Lot off campus. Parking decal distribution methods and dates will be communicated to students via the Parking and Transportation website.

Vehicle registration is not complete until both decals are displayed on the vehicle per instructions on the back of each decal.

Vehicles violating the parking rules and regulations, which can be found at parking.wfu.edu/policies-procedures-forms/, will receive a parking citation. Some important parking concerns that should interest you include:

1. **Read the Parking Rules and Regulations** online and make a mental note of the regulations. you may only park in designated

student parking. Please direct your visitors to park in general parking areas, to avoid citations.

- 2. Parking rules and regulations are in effect and enforced 24-hours a day, 7 days a week throughout the year, whether school is in session or not.**
- 3. Temporary (14 day) parking decals may be purchased** (limit two per semester) for a fee. If you have a registered vehicle and will be driving a different vehicle for a short time, you can get the temporary decal at no charge that is valid for two weeks.
- 4. Student parking citations will automatically be charged to your student account.** Preregistration and graduation will be blocked if parking fines are not paid in full.
- 5. Citation appeals must be filed online**, according to the directions on the back of the citation. You must file the appeal within 14 days or lose your opportunity to appeal.
- 6. Students may use any 15 or 30 minute parking space on campus** for quick errands, to actively load/unload, etc. whether it is in a general, visitor or employee parking lot. If the time limit is exceeded, a citation will be issued.

Shuttle Service

Shuttle Questions: 336.758.5344

Shuttle Information: <http://facilities.wfu.edu/transport/ride-the-wake/>

Handicapped Service (Day and Evening): 336.758.5591 or ext. 5591

Late night transportation (after 3 a.m.) 336.758.5591 or ext. 5591 from on campus

A daytime shuttle provides safe transportation around campus when school is in session, (except holidays). There is no student shuttle service during the summer months. Monday-Friday, day shuttle service operates on a set route with a set schedule. An evening shuttle service also operates on a set route with a set schedule. Shuttle service schedules are available at <http://facilities.wfu.edu/transport/ride-the-wake/>.

Although every effort is made to operate the shuttle service as scheduled, there may be times when service is suspended due to dangerous driving conditions. Please refer to the website if inclement weather is forecasted.

Student Health Service

336.758.5218 or ext. 5218 from on campus

Clinic Hours:

Fall and spring semesters

Mon.-Fri. 8:30 a.m.-noon and 1:30-4 p.m.

Summer session

Mon.-Thurs. 8:30 a.m.-noon and 1:30-4 p.m.

The Student Health Service is located on the ground floor of Reynolds Gym. The Student Health Service promotes a healthy lifestyle through health education and health maintenance. A physician-directed medical staff offers urgent care, illness care, physical examinations, counseling, limited psychiatric care, allergy injections, immunizations, gynecological services, pharmacy, laboratory, sports medicine clinic, referral to specialists, confidential HIV testing, and travel information. Visit <http://shs.wfu.edu/> for more information about the Student Health Service, health education, and links to online medical information.

Urgent Care Hours A registered nurse with a physician on-call is available 24 hours a day when school is in session during the academic year.

Emergencies: CALL 911 University Police will send WFU Emergency Medical Technicians (EMTs) and if needed will contact the Forsyth County Emergency Medical System (EMS) for community emergency response or ambulance assistance.

Summer Storage

336.758.5281

Summer storage is NOT available in the residence halls or houses. Please contact Wake Forest Mail Services for storage options at 336.758.5281 or silvermm@wfu.edu.

Telecommunication and Cable Television Services

336.758.4357 or ext. HELP from on campus

Telephone Services

All residence hall rooms are equipped with a wireless access point for an IP phone connection. Students are prohibited from bringing their own land-line phone due to service not being supported for the device. Students can purchase an IP phone that is compatible with the wireless access point for \$150.00 from the Office of Residence Life and Housing. Using an IP phone allows for students to have phone service and voice-mail activated to a student's room along with call waiting and caller ID. Activation of the IP phone will provide local dial service for the campus and the Winston-Salem community. Long distance telephone service is not provided. To request for activation please contact Residence Life and Housing. To make a request, after arrival to campus, students living in residence halls must send an email message to the Information Systems service desk. This email must include student name, student number, building name, and room number. For questions concerning phone and/or network services, please contact the Office of Residence Life and Housing at 336.758.5185.

Cable Television

The on-campus housing package includes a variety of analog and digital HDTV channels as part of the campus cable TV network. You must bring your own television. An off-air high-definition receiver or QUAM tuner and compatible television are required to view the HDTV channels. Cable channel 6 is student-run WAKE-TV, which features various student programming.

Information about cable television and the current channel lineup can be found at <http://help.wfu.edu/services/tv-and-phones>. For questions concerning cable television, contact Information Systems at 336.758.4357 or <http://help@wfu.edu>.

University Police

EMERGENCY: 911 from on campus

Non-emergency: 311 from on campus

Student safety is the concern of the University Police. There are professionally trained staff members (patrol officers, supervisors, communicators, traffic officers, bike officers, foot patrol officers, and support service personnel) who work to make the college experience enjoyable and crime free. Other services include bicycle registration, campus Crime Stoppers, Operation ID, a shuttle service, Silent Witnesses, a computer protection program, victim's assistance, rape aggression defense (RAD) self-defense classes, and fingerprinting services for international travel and/or graduate entrance exam requirements.

Mail Services

Benson University Center, First Floor 336.758.5281

Mail Services is a full-service mail, packaging, and shipping center located in Benson University Center next to the Z. Smith Reynolds Library. Box rental is included in the room rent. You can access your box with your key during the following times:

Academic Year Access

Monday-Friday 8 a.m.– 5:00 p.m.

Saturday and Sunday 11 a.m.–midnight

You will **not** be able to access your box when the University is closed for Holidays.

Summer Hours

Monday-Friday 8:30 a.m.–5 p.m.

Saturday-Sunday (Closed)

A lost key costs \$10 to replace. To ensure you receive your mail, use the following address:

Student Name

P.O. Box XXXX* (*Put in your box number)

1834 Wake Forest Rd.

Winston-Salem, NC 27109-XXXX*

WFDD-FM (88.5)

336.758.8850 or 8850 from campus

WFDD broadcasts a program of classical and jazz music, NPR news and talk/informational programs, 24 hours a day, 365 days a year to the Piedmont area of North Carolina. It is an affiliate of National Public Radio.