

Resident Handbook

Welcome Aboard!

Fall 2022–Spring 2023

**East Carolina University
Campus Living**



“Live Like A Pirate”

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WELCOME

We're glad you have decided to experience Campus Living at East Carolina University.

Campus Living promises to be one of the most memorable and rewarding aspects of your university career. It is a unique and valuable experience that will serve as a special part of your education. Campus living provides you with an opportunity to establish new and long-lasting friendships with a wide variety of people. It also provides an environment in which you can gain academic support and grow as an individual.

This handbook will help you get the most out of your campus living experience. It covers the basics of community living, such as how to get along with a roommate and other residents, what to bring with you when you move in, how to take advantage of all services provided in the residence halls, more about your meal plan, and, of course, the important policies for residence hall living.

This handbook and your Campus Living Contract serve as legally binding terms and conditions. By signing the Campus Living Contract, you have agreed to abide by all rules, regulations, and policies stated in the Contract and in this document.

Please note that East Carolina University's operation of residence halls and dining halls is financially self-supporting. No state, university, or tax monies are received to defray operating costs or debt service expenses. Residence hall revenue is generated from room payments; Campus Dining revenue is generated from meal plan payments.

Campus Living Mission

Campus Living exists to provide quality housing services to ECU students and support their quest for academic and personal success. Campus Living through the practicing of its core values is committed to providing learning, leadership and service opportunities to every student who walks through its doors.

MEET YOUR STAFF

Moving into a new community and a new way of living can be a challenge, but there are plenty of people around to help make your transition as smooth as possible.

Resident Advisors

Resident Advisors (RAs) are responsible student leaders who are employed by Campus Living to develop caring and meaningful relationships with each student in their community. RAs are assigned to each floor of the residence halls, and work to create a developmental and supportive environment where students feel comfortable discussing their problems and concerns. RAs also are trained to address conflicts, respond to emergencies, and support University and Campus Living policies.

In addition, RAs promote student learning by providing informative and involving programs. These programs address the varied needs of each student and inform and connect students to the many resources on campus.

Residence Hall Coordinators

Residence Hall Coordinators are full-time, live-in professional administrators with master's degrees in college student personnel or related fields. They supervise RAs, develop programs, adjudicate conduct cases, and participate in student activities. They interact with students, staff, university departments, and other organizations to promote an environment conducive to social and intellectual growth.

Neighborhood Service Offices

The campus is divided into three neighborhoods: Central, College Hill, and West End. Neighborhood Service Offices, located in Ballard East on College Hill and in West End Dining Hall on West Campus, offer assistance to residents seven days a week. The Neighborhood Service Office located in West End Dining Hall serves both Central and West campuses. The Neighborhood Service Offices are an extension of Campus Living. Office services include providing loaner keys/key fobs, coordinating package pickups, entering maintenance requests, and lending vacuum cleaners. Staff members also accept room change forms and conduct check-ins and check-outs from the residence halls. Professional and student employees staff each office.

Facilities & Housekeeping Staff

Campus Living employs University Facilities Services staff to clean and maintain the residence halls. University cleaning staff works during the daytime hours, with a reduced weekend workforce.

RESPECT AND COURTESY

A Spirit of Respect

The residence halls of East Carolina University are a multicultural community of individuals. Our students and staff are of diverse racial, cultural, and class backgrounds. Our views encompass a broad spectrum of religious and political beliefs; gender identities and sexual orientations; races and cultures. We are unique in that we strive to work and live together and, in the process, learn from one another in an atmosphere of positive contact and mutual respect. We are committed to promoting behavior that demonstrates our beliefs about the respectful treatment of each member of our community.

The residential community is a special place. It is a community designed to foster freedom of thought and unconventional, even uncomfortable, opinions. It attempts to provide an environment for inquiry in which innovation and creativity are nurtured.

Campus residents are individually and collectively responsible for their behavior and are fully accountable for their actions. Residents should be aware of the differences that exist in the residential community. Acts of bigotry in violation of University Policy or applicable law have no place within the East Carolina residential community. The University's regulations on student conduct are violated where a student's conduct creates a "hostile environment" for another as that phrase is defined by law. A hostile environment exists where the conduct is directed toward a particular person or persons; is based upon the person's race, color, religion, national origin, gender, sexual orientation, gender-identity, creed, disability, or veteran status; is unwelcome; is severe or pervasive; is objectively offensive; and so unreasonably interferes with the target person's employment, academic pursuits, or participation in University-sponsored activities as to effectively deny equal access to the University's resources and opportunities. The University's student conduct regulations are also violated where a student threatens, coerces, harasses, or intimidates another person or identifiable group of persons, in a manner that is unlawful or in violation of a constitutionally valid University policy, while on University premises or at University sponsored activities based upon the person's race, color, religion, national origin, gender, sexual orientation, gender identity, creed, disability, or veteran status. Likewise, we will not accept ignorance, anger, alcohol, or substance abuse as an excuse, reason, or rationale for such behavior.

We must all aspire to an ideal of openness, not only to allow people to be different, but to recognize that diversity is the virtual core of campus life.

A Spirit of Courtesy

Members of the residence hall community share certain goals, some of which include academic accomplishment, friendship, and a sense of belonging. While living on campus, it is essential that individuals respect the rights of their fellow residents, including the rights to privacy, property, study, and rest, and to equal access to facilities common to all.

It follows, then, that the spirit of residential community is one of mutual respect and cooperation. Each resident has the right and obligation not only to be responsible, but to remind fellow residents of their responsibilities should their behavior depart from reasonable standards. It would be impossible to create policies for every facet of residence life; therefore, a spirit of common courtesy

and respect for others should always be maintained. Each resident must be willing to contribute to an atmosphere conducive to community living, study, and sleep. Consideration for other residents must always be shown.

LIVING IN A COMMUNITY

Sharing a Space

Many students have never had the chance to share a room or living space. Sharing a living space requires flexibility, consideration, and effort by each roommate, suitemate, or community member. As you consider living in a shared space, complete the following statements for yourself:

- I assert myself in situations where...
- I feel taken advantage of when...
- My definition of compromise is...

To create and maintain a healthy community, it is imperative that communication begins early. A little extra effort can limit the number of confrontations later.

Once you have made it to campus, start with your room. You and your roommate may want to talk about the following issues will help you “settle” in:

- Arranging the room. Take this step together when you first move into the room so that you both feel like you belong in the room. Remember, the room can always be rearranged later to keep things “new.”
- Using each other’s belongings. Discuss what things are OK to borrow and which items you would rather keep to yourself. Include clothing, food, and devices.

Communication Tips

A breakdown in communication is the most common problem for roommates who are unable to get along. Use the following strategies to help avoid possible arguments or confrontations:

- Talk it out. Sooner or later, an issue is bound to come up that frustrates one of the roommates. Make the commitment to work disagreements out verbally between the two of you. Keep all the issues “on the table” and avoid going behind one another’s back.
- Agree to disagree. Roommates don’t have to be mirror images of each other. It is important to remember that you are each your own individual. Being different from one another is what makes the experience beneficial to both roommates. Choose to respect one another’s perspectives and ideas. Remember that there is more than one way to look at an issue.
- Leave messages. As roommates, you will rely on one another for contact with people outside of your room. Decide where messages will be left for one another. Include phone messages, dry-erase board messages, and messages from visitors.

Roommate + Roommate = Friends?

There is a myth that says that college roommates must be the best of friends. Mere acquaintances can make the best roommates if the lines of communication are established and there is mutual respect. If you and your roommate are not best friends, don’t worry. It most likely means that you

each have found people with common interests in other areas. Remember that you are both trying to meet new people and make new friends on campus.

Community Conflict and the RA's Role in Managing Conflicts

A community conflict occurs when two or more residents such as roommates, suitemates, or residence hall neighbors fail to maintain respectful relationships. Sometimes new roommates need a little assistance communicating with one another. To ease the transition and to help in some of the decision-making processes, the Campus Living office has created the Roommate & Suitemate Agreements. Within the first several weeks, or as designated by staff, your RA will approach your unit to discuss the creating an Agreement in detail. This document is created with all involved room or suite occupants. It serves as a means of opening communication and may be amended as living preferences evolve. If a conflict arises, residents should notify a resident advisor.

Resident Advisors will attempt to learn all sides of any disagreement and help students communicate and/or compromise. Resident Advisors are expected to document community conflicts and may consult with their supervisors or on-call professionals. If either student indicates that a resolution is unlikely, the resident advisor may notify professional staff.

The Residence Hall Coordinator's Roles, Responsibilities, and Authority

As a professional staff member, the Residence Hall Coordinator can provide students additional resources, including the opportunity to resolve any conflict through additional mediation, a revised written roommate agreement, mandatory referral to resources provided by other departments within the university, or others.

A Residence Hall Coordinator may also, after reasonable attempts to resolve any conflict, require both students to relocate. Relocation is often the result if either student indicates there is little or no chance to reconcile roommate relations. The Residence Hall Coordinator may require both students to relocate, even if only one student indicates that reconciliation is not possible. Generally, Campus Living contractually reserves the right to require any student to relocate for any reason. Campus Living may also remove any student from on-campus housing whose pattern of behavior negatively affects the residence hall floor, suite, or building. This standard provides broad discretion and authority in the process of managing community conflicts. If a Residence Life Coordinator, in consultation with a supervisor, determines that both students must relocate, the decision may only be reviewed by the Associate Director of Campus Living for Student Success and Conduct or their designee. Either student may appeal within five calendar days of the determination. Subject to availability, and as a temporary or interim solution, Residence Hall Coordinators may reassign students to courtesy rooms. Courtesy rooms provide students with an opportunity to be apart from each other before reconvening for further mediation or while other procedures, such as appeals, remain pending.

Further Review & Determination by Campus Living Administration

During the appeal process, Campus Living may require students to reside in courtesy rooms to help avoid any continuing conflicts. Any deadlines established by the original decision maker shall be on hold during the appeal process.

The Associate Director of Campus Living for Student Success and Conduct or their designee will uphold the relocation decision, if the decision is reasonable under all circumstances. This standard affords great deference to the original decision maker. Students who appeal a relocation decision have the option to meet with the Associate Director of Campus Living for Student Success and

Conduct or their designee. Students will receive a written decision regarding the appeal along with any new or revised deadlines associated with the decision. No further appeal or review is available in community conflicts unless Campus Living has assigned cancellation. If cancellation has been assigned, the student has the option to appeal to the Associate Vice Chancellor of Campus Living & Dining or designee. The student will receive appeal instructions, as applicable, in writing from the Associate Director of Campus Living for Student Success and Conduct or a designee.

Violations of the Student Code of Conduct

While managing community conflicts, Campus Living refers any potential code of conduct violations to the Office of Student Rights & Responsibilities (OSRR). OSRR will evaluate the case for proper assignment. OSRR may return the case to Campus Living for processing; during such times, the Campus Living Conduct Office will assign the case to an administrator who was not involved in resolving the underlying community conflict.

PRACTICAL PLANNING

Your room assignment and roommate information will be emailed to your ECU account. We encourage you to contact your assigned roommate before you pack so you don't end up in a room with two televisions and no rugs.

Rooms are furnished with bed frames and mattresses, desks and chairs, closet/wardrobe space, and dressers for each assigned resident. There is also a bulletin board or dry-erase board next to each room door so that your neighbors can leave you messages. Please do not pack any items to hang on doors. While we have cable television service in the lobby, we do not provide it in the room, so you will need to provide a steaming television or steaming device; or bring a HD antenna if you would like free local broadcasts. Storage space in your room is limited. Consult the list that follows before you pack.

What to Pack Necessities

Linens for an 80-inch mattress, including pillow and blanket	Towels and toiletries	Reusable cups or mugs and/or plates
Shower Shoes	Laundry basket or bag	High efficiency laundry detergent
School supplies	Chargers for devices	Clothes hangers
Varied weather clothing options (including rain gear)	Safety-fused power strip or surge protector (dependent on building)	Cleaning supplies

Optional Items

Snacks	Bicycle with lock	Coffee/beverage maker
Box or oscillating fan	Can opener	Command strips or removable tape
Iron	First aid kit	Electronic devices (television, laptop)
Fish tank (fresh water, 10 gallon max, one per room)		

Prohibited Items

Candles, candle warmers/ wax melts, torch-style lighters or propane torches	Electric/ kerosene heaters and/or air conditioners	Weights
Dartboards	Mattresses, waterbed	Oil lamps

Contact paper, wallpaper and non-removable stickers or "glow-in-the-dark" stars/stickers, self-adhering rope lights	Electric fry pan or deep fat or air friers	Instapot or pressure cookers
Pets (except freshwater fish)	Incandescent light bulbs or torch-style halogen lamps or lava lamps	Cinder blocks and bricks
Weapons (including ammunition) and/or toy guns or weapons (water guns, nerf guns, cap guns, gel-shooter guns)	Extension cords	Hookahs, water pipes, illegal drugs or drug paraphernalia
Non-approved bed lofts and canopy-style bed frames	Refrigerators and microwaves (Campus Living will provide one per room)	Hot plates and any heating unit with exposed heating element (ex: toaster, toaster oven)
Ceiling fan	Lighter fluid exceeding quantity of one pint	Television mounts and/or other wall fixtures, nails, light dimmers

E-cigarettes, cigars, and cigarettes may be possessed in the residence halls, but not used. Campus and residence hall policies require these to be used outside at least 100 feet from all campus buildings.

CAMPUS CONNECTION TO THE INTERNET

ECU's computer network for on-campus students allows you to connect your computer/devices to the internet through Ethernet ports or Wi-Fi located in each residence hall room. There is one Ethernet port minimum in each room except Greene Hall, you may have to request the port to be activated in some cases by contracting ITCS. Students will need to provide their own Ethernet cable if they plan to use the wired connection.

Computer setup and information on our auto-registration system for Campus Living network will be available when you arrive on campus on the automated web page you should see the first time you connect your computer. Once you set up your computer in your room, you usually can be online within minutes.

Illegal Downloads

Student should be familiar with the university policies concerning downloading copyrighted materials. Students are responsible for the material they choose to download or share with others. <https://copyright.ecu.edu/>

Computers at ECU: ECU Student Computer Purchase Program

ECU recommends all students have access to a computer but does not require a specific type. A computer should meet your academic needs including any specifications and software required by your academic program. The Student Computing Initiative program includes the ITCS Pirate Techs staff who works with academic programs to select system requirements. Dowdy Student Stores' Tech Deck team works with vendors to negotiate the best pricing possible for students. The selected systems also conform to any special configurations required by your academic department. ECU-Dowdy Student Stores sell computer equipment and software at an educational discount. The store is also an authorized reseller for Apple, Lenovo, and Dell computers, with on-site technical assistance available.

Bringing a Computer: Some Things You Need to Know

We encourage students to bring computers to campus. There are no policies that require certain types of computers for use in the residence halls, but there are some minimum requirements for connecting into the Campus Living network system.

Students are required to have current/recent versions of Windows and Macintosh system software. We may be unable to support earlier versions of Windows and Macintosh system software due to the end of manufacturer support for those products.

Software

Students at ECU use a variety of software for classroom and personal use. Specific software will vary by course and major; however, Microsoft Office 365 is the most used software at ECU and is provided to students. In addition, ECU-Dowdy Student Stores sells computer equipment and software at an educational discount.

Specific Campus Living Network Policies

- Students should read and understand the University Student and Employee Computer Use Policy and the University SPAM E-mail Policy. The policies are available online at: <https://www.ecu.edu/prr/08/10/03> and <https://www.ecu.edu/prr/08/05/04> . Students are responsible for their actions on the Campus Living Network and for the use of their computer connected to Campus Living Network.
- Students may use wireless Ethernet, but student owned and/or operated wireless network hubs are not allowed in the residence halls. Wireless network hubs are restricted, because of the potential for interfering with existing and future University run wireless networks, and for network security reasons.
- The use of "mini hubs" or other equipment that allows more than one computer or network device (i.e. PlayStation, Wii or Xbox) to connect to a single Ethernet port is not allowed without specific permission from Campus Living. Most student room have two Ethernet ports, but each student is only guaranteed access to one port. Some rooms that have wireless access points positioned in the room, may only have one port for student use.
- Students should be aware that if their use of the Campus Living network interferes with or impacts the use of the network by others, the Campus Living network staff would contact students about fixing or correcting the problem. The problem can be either the amount or the type of network use by the student. Computers that are used in violation of University Policy or that continue to interfere with network operations may be disconnected at the discretion of the Director of Housing Operations or the Director of IT Security until the problem can be rectified or an investigation of the problem is complete. If there is evidence of a violation of University Student and Employee Computer Use Policy, the computer owner can be referred for judicial action to the Office of Office of Student Rights and Responsibilities.
- Students are not allowed to set up their own Microsoft domain or domain controller. These can disturb or disrupt the ECU network structure. Mail and SMTP servers are not allowed for security reasons. FTP, web, and game servers are allowed, but if they are the source of any network problems (such as high bandwidth use or security problems), students can be requested to shut them down. Students running a server should run regular checks for operating system updates and patches.
- All students using the Campus Living network system are **REQUIRED** to have an active and updated copy of virus-protection software installed.
- The use of static IPs or circumventing the Campus Living network registration process is a violation of the University Student and Employee Computer Use Policy.

WHERE CAN I EAT? – CAMPUS DINING

Dining Services serves up variety, convenience, and taste in all campus restaurants. For a well-balanced Campus Dining experience, ECU offers two all access dining halls and over twenty-two retail locations. Retail locations include four “Pirate Market’s” which are our on-campus convenience stores and multiple nationally branded dining locations.

Dining Services has designed 4 purple plan options to allow you to choose the plan that “fits” your eating habits. Plans are a combination of All Access to the dining halls, Guest meals, Pirate Meals and Purple Bucks. Pirate Meals are pre-determined combo meals and are offered at most retail locations. Purple bucks can be spent at all dining locations. Any remaining purple bucks at the end of fall semester, “roll-over” to spring semester. Any remaining purple bucks at the end of Spring semester are “forfeited”.

Todd and West End Dining Halls

Todd Dining Hall is located in the College Hill neighborhood, next to College Hill Suites. West End Dining is in the West End neighborhood located between Clement and Fletcher Residence Halls.

Are ECU’s all-access dining halls. Todd and West End are “all you care to eat” locations. Stop in for a full meal or a snack. We are open seven days with continuous dining from 7:30am to 9:00pm Monday through Thursday and Friday until 8pm. Saturday and Sunday hours include brunch and dinner, open from 10am- 8pm.

Both locations feature home-style meals to include vegetarian/ vegan entrées and sides. Menus include a wide variety of international entrée’s, pasta, pizza, grill options and a full-service deli with house-made chips and specialty side salads. Our salad bars include a wide range of greens & toppings, to include greens grown on campus in our “Freight Fam”. The salad bar extends to offer vegan and vegetarian grain salads. The fresh fruit & yogurt bar is available all day. Both Todd and West End offer made to order omelet’s and a make your own waffle station with all of your favorite toppings. Our campus bakeshop bakes a variety of freshly made desserts. West End Dining Hall features a Mongolian Grill and soft-serve ice cream, while Todd Dining Hall features local ice cream and our “True Balance”, allergen friendly station.

Retail Locations

The Galley

Located on College Hill, features a Subway, The Brewhouse by Port City Java, and the Pirate Market convenience store. The Brewhouse at Port City Java is a regional coffee brand that hails from Wilmington that serves freshly roasted coffee and a selection of pastries.

Croatan

The Croatan is located between the Rivers Building and Fletcher Music Center. The Croatan is home to a full-service Chick-fil-A. This is a full-service Chick-fil-A restaurant with Ultimate Grub Hub kiosks.

Pirate Market

Located in Jones Residence Hall, the Pirate Market is a full-size convenience store. The store stocks

everything from health and beauty aids, detergents, canned goods, and snacks.

Pirate Market- Reade Street and Subway

Pirate Market @Reade Street is a convenience store & Subway restaurant located next door to West End Dining Hall.

The Wright Place

The Wright Place is located on central campus within the academic core. This location has an Einstein Bros. Bagels & our own in-house Mexican concept, “El Taco Morado”. If you are in a hurry and want something to grab- n- go, we have our freshly made salads, sandwiches, snack boxes and more in our “good day” cooler. New this year is our Yo Kai, robot. Yo Kai features a variety of noodle and rice bowls to include many vegetarian options.

Pirate Market- Bate Building

Located on the first floor of Bate building is a mini convenience store offering items for those on the run, such as ready-to-eat snacks, salads, sandwiches & cold beverages.

Main Campus Student Center

This state-of-the-art facility has several dining options and many national brand favorites such as Raising Cane’s, Au Bon Pain, Panda Express and Starbucks. New this year is Steak n Shake featuring Steakburgers and their famous milkshakes. Also new this year and for your convenience you will find a newly updated Pirate Market.

MEAL PLAN INFORMATION

Essentially, a meal plan is prepaid account for your on-campus meals. At the start of the semester, you pay one price to cover all the meals you will be eating in the dining halls and retail locations on campus. Your meal plan activity is tracked on your student ID card (1 Card).

How Do I Use a Meal Plan?

Pirate Meals

Each meal plan comes with a predetermined amount of Retail Pirate Meals (Purple 20, 40, 60). The number represents the number of Pirate Meals available per semester. Retail locations include: MCSC, The Wright Place, The Galley, HSC, and The Croatan. Each of these locations house several national and proprietary brands such as Subway, Chick-fil-A, Panda Express, and many more. When you visit most of these locations, several Pirate Meal options will be available for you to choose from per retail outlet. These meals will be deducted from your meal plan over the course of the semester as you use them. Once these meals are gone in a semester, Purple and Gold Bucks, cash, or credit card will have to be used to pay for food items in the retail locations.

Purple and Gold Bucks

Each meal plan includes a defined amount of Purple or Gold Bucks. Purple or Gold Bucks can be used like cash. Purple or Gold Bucks can be used at all dining locations on campus and are primarily used at the coffee shops such as Starbucks and Port City Java, as well as the C-Store or P.O.D. locations. Students running low on Bucks can add additional Bucks at any time in \$20 increments. When using Bucks, you automatically save 10% on meal purchases at the dining halls. Gold Bucks can be used during sporting events at concessions.

Guest Meals

Each Purple (residential) meal plan comes with five guest meals. Guest meals can only be used in Todd or West End Dining Halls. These meals can be used for friends, family, or faculty that you would like to treat to a meal.

What is Continuous Dining and All-Access Dining?

Continuous dining means we are open nonstop from morning to night at both Todd and West End Dining Halls. Come in for a full meal or just to grab a beverage or snack. All-access dining allows meal plan members to come into the dining halls multiple times throughout the day as often as you like; giving you all access to a variety of foods during our set hours of operation.

What if I Don't Use All of My Purple Bucks in a Semester?

Unused Purple Bucks from the fall semester will roll over to the spring. Purple Bucks not used by the spring semester, however, will be forfeited as they are a part of the meal plan for that year. Any unused Gold Bucks that are added during the year will roll over from year to year until graduation.

MEAL PLAN POLICIES

Campus Dining strives to provide students with the most economical and flexible meal program possible. The following policy information provides you with an idea of how you can get the most out of your meal plan and make your meal plan work for you.

Campus Dining Meal Plan and Card Policy

All students in student housing under this contract are required to participate in a Campus Dining meal plan. All residence hall students must choose a Purple Meal Plan. If a student does not specify a meal plan on this contract, the student will automatically be assigned Purple 40 Meal Plan.

Students requesting a meal plan exemption

- Students requesting a meal plan exemption will be required to meet with our Registered Dietitian, please contact them at diningnutrition@ecu.edu to arrange a consultation.
- Students who after meeting with the Dietitian, believe they are still in need of a medical exception should go to <https://accessibility.edu/students> and file the appropriate requests. Medical exceptions are handled through ECU's office of Disability Support Services (DSS). Please do not send your request or any medical documentation to ECU Campus Living. Any questions regarding this process should be directed to the DSS Office 252-737-1016.

Getting Started

You can use the meal portion of your meal plan from the first day the residence halls open until the last day of exams. Purple Bucks funds are always valid for use. All you need to access your meal plan is an ECU 1 Card. The 1 Card is valid if you are enrolled at ECU and carries a \$20 replacement fee. Meal plan setup fees and deposits to Purple Bucks accounts can be made either online at ecu.edu/dining, by calling 252.ECU.FOOD, or in person at the Campus Dining office located in Jones Hall – Campus Living Office. Payments made in the Campus Dining office are immediately credited to your meal plan. Payments made online are automatically credited to your meal plan the next business day. (For example, a Friday deposit made at the cashier's office will be credited to your meal plan on Monday morning.)

Liability Information

You must present your 1 Card to the cashier each time you dine in our facilities. ECU 1 Cards are not transferable. Meal plan members may not pass, sell, or loan their 1 Cards to others. Report a lost card immediately during business hours to the Office of Campus Dining (ECU-FOOD) or the ECU 1 Card office (252-328-2015). After regular business hours, call ECU Police at 252-328-6787. Your ECU 1 Card will be deactivated immediately.

Campus Dining becomes responsible for account balances only at the time you report a lost or stolen card. Replacing a lost card costs \$20. Purple Bucks cannot be used to pay lost card charges.

Meal Plans and Financial Aid

If you are receiving financial aid, you may elect to waive payment for a meal plan until you get your award money. To do so, the Office of Student Financial Aid must issue a deferment through the cashier's office.

Changes, Cancellations, and Refunds

- A. Changes of meal plans are initiated only in the Campus Dining office located in Jones Residence Hall. Students may cancel their meal plan only if they buy out of the housing portion of the Campus Living Contract or are approved by the appeals committee to cancel their contract. Students who cancel or buy out of their Campus Living Contract after July 31 for any reason or are evicted from Campus Housing will require a \$150 buyout fee for canceling their Campus Meal Plan in addition to any charges from the Campus Housing portion of the contract.
- B. Meal plans are refundable on a prorated basis less any Purple Bucks funds used less any fees or charges.
- C. Students may make changes to their fall semester meal plans until the Friday after Labor Day. There is a \$25 service charge for changing to a smaller meal plan when a refund is requested; however, a total value rollover to a smaller plan will incur no service charges.
- D. Students may make changes to their spring semester meal plans until the Friday after the Martin Luther King Jr. Holiday. There is a \$25 service charge for changing to a smaller meal plan when a refund is requested; however, a total value rollover to a smaller plan will incur no service charges.

ECU TRANSIT

ECU Transit provides robust transportation services to facilitate access and mobility around ECU. Transit services operate during the fall and spring semesters and during summer sessions. Limited service is available during move-in and during breaks when ECU is open. All transit services are free for students, staff, faculty and visitors. ECU Transit is an extension of the ECU campus and everyone using ECU Transit must observe the policies and guidelines outlined in the student handbook.

Fixed Route Bus Service

Fixed route buses operate on set schedules and routes that are published in the Transit Rider Guide found on the ECU Transit website. Routes are designed to provide access to campus for academic related activities for off-campus students and campus circulation and connectivity for on-campus students. The frequency of the buses is determined by peak demand. More buses operate during our peak demand period 7:00am to 3:00pm on weekdays. Fewer buses operate during the off-peak period 3:00pm to 7:00pm on weekdays. Night bus service operates on campus 7:00pm to midnight. Weekend bus service for on-campus residents, including shopping shuttles, operates from noon to midnight. For complete details on routes, bus stops, and timetables you can visit our website at <https://transit.ecu.edu>.

Want to Track Your Bus?

Track your bus in real-time using BusTime at <https://bustime.ecu.edu>. BusTime allows you to see your bus on a real-time map, the direction the bus is traveling, view upcoming bus stops with estimated arrival times, set custom alerts, and real-time passenger load to determine if the bus is crowded or not.

Transit On-Demand

Our point-to-point van service is called Transit On-Demand and it provides complimentary trips extending access from our fixed route bus service. Transit On-Demand primarily operates in the evening hours and on weekends as a safe means of travel around the ECU campus area. The service is free to students, staff, faculty and visitors however, trips to have to be scheduled using the TransLoc app or by calling our office. The TransLoc app is available in the Apple and Google store to download. Users can schedule a pick-up, see vehicle information, and track the vans arrival.

Pirate Access

Our complimentary point-to-point ADA service for students, staff, and faculty and called Pirate Access. Pirate Access provides pre-scheduled trips for our customers with temporary or permanent mobility impairments. This service operates cooperatively with Disability Support Services and the Dean of Students Office. Pirate Access requires certification by Disability Support Services. More information and an application form can be found on our website at <https://transit.ecu.edu>.

RESIDENCE HALL FEATURES AND CAMPUS SERVICES

For your convenience, each residence hall offers several facilities, services, activities, and opportunities to make your stay at ECU more pleasant and enjoyable. Keep in mind, however, that with membership in the residence hall community comes responsibility. You are expected to abide by the regulations that govern life in our residence halls as a means of protecting yourself and your property.

Restrooms

Residence hall restrooms are for the use of residents and their guests of the same sex. Housekeepers clean restrooms regularly. Residents are also responsible for doing their part in keeping restrooms clean. Students with private restrooms, such as Scott, College Hill Suites, and some spaces around campus (like Ballard East/West) are responsible for maintaining the cleanliness and stocking their restroom.

Bicycles

Bicycle racks are provided around the residence halls. For safety reasons, bicycles may not be left on balconies, porches, hallways, stairs, or any other public areas of the building. Students are encouraged to register their bicycles with Parking and Transportation Services or the ECU Police Department.

Care and Cleaning of Rooms

Students are expected to keep their rooms clean. Students will be required to clean their living accommodations should the staff determine that the room or suite presents a health hazard. Scotch tape, staples, adhesive holders, “glow-in-the-dark” stars, “blue gooey” tack, screws, brackets, tacks, and nails are not to be used on walls, windows, woodwork, floors, or ceilings. Concrete and cinder blocks and bricks are prohibited from the residence halls because of the potential damage to walls, floors, and carpets caused by their use. Removable poster mounts and hooks are suggested for use in residence hall rooms for decorating and can be found at home improvement stores and the ECU Dowdy Student Store.

Furniture

Lounges, reception lobbies, study rooms, computer labs, and other common spaces in each residence hall are equipped by the university for the comfort and convenience of residents. The use of lobby or lounge space for student meetings must be approved by the coordinator of that building. Furnishings in common areas, as well as dishes from the dining hall, cannot be moved from those areas. Students who take these items will face disciplinary action or possible prosecution.

Individual room furniture in the residence hall may be rearranged by the residents when it is not built-in. All furniture must be returned to its original layout before checking out of the room. Furniture that is built-in must be left in place. Student room furniture must remain inside the specific unit in which it is placed by the university. Residents may not store any room furniture on or off campus. Students who take room furniture from individual rooms will face disciplinary action and possible prosecution. Non-approved lofts and canopy beds are not permitted.

Insurance

The University does not carry insurance covering personal belongings. Check with your insurance company about the coverage you receive while at school. You may want to consider purchasing a separate policy. The University does not assume responsibility for theft or casualty losses of students' personal property.

Keys and Key Fobs

Keys and key fobs are issued to each resident at check-in. Keys received provide access to the respective room and suite; key fobs provide entry to exterior entrances and some elevators. The first line of defense for residence hall safety is access-controlled doors. Locking outside entrances, living areas, suites, and individual rooms in the residence halls will help provide privacy and security for all residents.

The outside entrance doors to the residence halls are locked 24 hours a day. Residents are issued key fobs to open exterior entrances and in some buildings access-restricted elevators. Residents who are found propping open exterior or security doors and/or loaning keys/key fobs are subject to removal from the residence halls.

A resident's signature on the key registration form acknowledges receipt of the keys and an assumption of responsibility. During the time keys or key fobs are in the resident's possession, they must not be loaned or duplicated. If a key or a key fob is lost, the resident must pay for a lock or key fob replacement and new keys. Report lost keys and key fobs immediately to the Neighborhood Service Office. To assist residents who may have temporarily misplaced a room key or key fob, a loaner key must be secured from the Neighborhood Service Office. Residents should be aware that they may be removed from the residence hall if they give their hall keys/key fobs to anyone.

When a resident terminates the Campus Living Contract and moves off campus, their keys/key fob must be returned to the Neighborhood Service Office within 24 hours. When a resident is making a room change, the keys must be returned to the Neighborhood Service Office within 48 hours. If keys are not returned as stated, a charge of \$140 will be made for the room key replacement and a lock change. There is also a \$35 charge for suite key or key fob replacement. After 48 hours, the key fob will be deactivated.

Laundry Rooms

Each residence hall has one or more laundry rooms equipped with washers and dryers. The cost of using the residence hall laundry facilities is included in the Campus Living rent structure. To ensure the security of clothes in the machines, we suggest that residents stay nearby while doing their laundry. The laundry facilities are for the use of residents only.

Lobby

The lobby is the place where most residents and guests enter the building. The lobbies are natural areas for socializing and special events. Lobby space is, however, limited to the use of residents and their guests. Residents may reserve areas (if available) in their residence hall through their Residence Hall Coordinator. No outside groups may reserve residence hall facilities. Residents must abide by all policies and are responsible for damages.

Mail Services

Campus Living provides delivery of 1st class US Mail (no bulk mail) to the Neighborhood Service

Office Monday through Friday. Neighborhood Service Office also provides delivery of packages from services like FedEx and UPS on days these services deliver. Students will receive an email to their official ECU email address notifying them when they receive mail or a package. Students can pick up the item during the Neighborhood Service Office hours with proper ID.

Residential students should inform friends and family of their campus address. Students should also inform guardians and friends to never send cash through the mail. The following format should be used on all incoming campus mail:

Student's Name
Residence Hall Name and Room Number
East Carolina University
1000 E. Fifth St. Greenville, NC 27858-4353

NOTE: Make sure you write “Hall” or “Dorm” after the name (i.e. Jarvis Hall) so that your mail does not go to Jarvis Street.

The Neighborhood Service Offices only receive mail and send out stamped or prepaid mail. Many services available through the U.S. Postal Service are provided at the University Mail Services customer service counter. Mail Services is located on campus in Building 43 off Founders Drive. The customer service counter is open Monday through Thursday 8 a.m.—4:30 p.m., and Friday 8:45 a.m.—4:30 p.m. The entrance to the customer service area is on the west side of the building, south of the Flanagan Building and adjacent to Slay Hall.

Services available here are similar to a traditional post office, including buying stamps or mailing a letter or package. Standard mailing boxes are available at no cost.

Maintenance

If you have a maintenance or pest control problem or need something repaired in your room, you can call the Maintenance Hotline or complete a request online. Call your Neighborhood Service Office for assistance. Be prepared to share:

1. Your name
2. Your residence hall and room number
3. Your telephone number
4. Specific description of the repair or service requested
5. Location and room number of problem

Neighborhood Service Offices (NSOs)
Central and West End Neighborhood Service Office
252-328-4022
College Hill Neighborhood Service Office 252-328-4044

Maintenance After Regular Hours

In the event of an emergency, you should contact the on-call Resident Advisor for your hall. The RA will determine if immediate action is necessary and contact the proper personnel. Examples of what may require emergency repair are: large water leaks from sinks, toilets, or pipes; loss of electrical power to general rooms; smoke detector malfunctions; large broken windows; or jammed

locks or doors that will not lock.

Pest Control

To keep pests out of the room, you should take precautions to store food properly and practice reasonable housekeeping chores. All food should be kept in a refrigerator or in airtight containers. All trash, including empty boxes, should be discarded promptly.

Residents are also requested to cover and store all food items and leave the floor space by walls clear during breaks, because residence halls are treated for pests during break periods.

To request pest control, call your Neighborhood Service Office to request a work order.

Painting

Each residence hall room is either completely repainted or touched up during the summer. If you are not satisfied with the condition of your room at check-in, please contact the Neighborhood Service Office and request that a university painter inspect the condition of your room. Students are NOT permitted to paint their room.

Parking

Parking on campus is by permit only. All students, staff, and faculty who park on campus are required to register their vehicles with the Department of Parking and Transportation Services, pay a registration fee, and make sure that you park with your license plate facing out of a parking space (no backing in).

You should register your vehicle before you arrive on campus for the semester. Contact the Department of Parking and Transportation Services at 252-328-6294 for further information. The parking and transportation office is located at 305 East 10th Street.

Porches and Breezeways

Several residence halls have porches and breezeways for the convenience and enjoyment of the residents. As these are for community use, you should not remove furniture, cook, hang clothes, park bicycles, skateboard, or block free access in these areas.

The roofs of porches and buildings are off limits to residents, and no one except university maintenance personnel is allowed on these areas.

Recycling and Trash Disposal

Keeping our environment clean is the responsibility of each member of the community. Each residence hall has trash and recycling containers located in designated trash rooms throughout the building and/or within individual student rooms.

After you move into your residence hall, take all cardboard out to the dumpster beside your building, remove packaging material, flatten the cardboard, and leave it beside the dumpster. Grounds personnel will pick up and recycle this material.

Each resident is responsible for removing individual room trash to the trash rooms and disposing of items in the proper recycling containers. No wet trash or food waste should be placed in recycling containers but should be disposed of in the waste cans provided. Because of the danger of cuts to

the housekeeping staff, no glass may be placed in trash room containers. Please place all glass items in the recycling bin marked for glass or directly in your residence hall dumpster.

Medical waste should be put in appropriate containers. Students using needles for medical reasons should provide and use a sharps container.

Textbooks

ECU-Dowdy Student Stores provides school supplies, books, and other tools for students at East Carolina. Incoming freshmen are offered a textbook reservation service that allows them to have all their supplies boxed and ready for pick up when they arrive on campus. To take advantage of this service, students must charge their order to a major credit card or their financial aid account. For further information, call 252-328-6731 or visit <https://ecu.bncollege.com/>.

SAFETY AND SECURITY

Safety and security are important issues within the residence community. Each resident must abide by safety and security regulations to protect themselves and others. In all emergency situations, students can receive assistance from the ECU Police Department (911 or 252-328-6787) and/or from the residence hall staff. Students should:

- Be cautious about who is entering the building behind them. Only residents and staff should be entering the building without an escort.
- Not be afraid to ask the person entering behind them if they live in the building, or call the RA on duty
- Follow applicable escort and visitation policies.
- Not loan their keys/key fob to anyone.
- Not prop open doors.
- Report suspicious individuals or activity to Campus Living staff or ECU Police.

Residence Hall Health, Safety, Security and Facility Checks

Campus Living inspection team staff conduct a safety inspection of each student room at least once each semester. Safety inspectors are trained to look for fire hazards, health and safety violations, and any unauthorized items within plain view in the room.

The inspection team emails student's accounts regarding any violations discovered; all violations must be corrected within 24 hours after inspection. Each space that has a violation will be reinspected. Failure to correct safety violations will result in disciplinary action. If the health and safety team discover something illegal or against the Code of Conduct (for example, weapons), staff will not confront the students but rather report the concern to ECU Police or Residence Hall Staff as applicable. Any damage to the room will be billed when students vacate a residence hall space.

Shared common spaces, semi-private and private bath spaces will also be inspected for general cleanliness. Any area that needs to be cleaned because the condition of the room is deemed unhealthy, an attraction to pests, or potentially damaging to the room will be reported to the student(s) in the suite or room. All spaces will be re-inspected within seven days of providing students with notice of the health and safety concern. If the problem has not been corrected, the space will be cleaned by the University at the expense of the space occupant(s). On rare occasions if the room cleanliness necessitates action, with the authorization of the Director of Housing Operations, students' living spaces will be cleaned at the students' expense.

Security Measures

The first line of defense for residence hall safety is access-controlled doors. Locking outside entrances, living areas, suites, and individual rooms in the residence halls will help provide privacy and security for all residents.

The outside entrance doors to the residence halls are locked 24 hours a day. Residents are issued key fobs to open exterior entrances and in some buildings access-restricted elevators. In halls where the physical layout permits, additional interior access-controlled doors have been installed to provide added security. Residents who are found propping open exterior or security doors and/or loaning

keys/key fobs are subject to removal from the residence halls.

While ECU Police complete frequent building walk-throughs, hall staff also assist in monitoring the building security. A Resident Advisor in each complex is on duty each night. If students cannot reach the RA on call, they can also contact their Neighborhood Service Office. Several professional staff members are always on call when students are on campus.

Security Phones

Blue-light security phones are strategically placed across campus. They can be found in various academic buildings, in some elevators, outside residence halls, and on blue-light poles. When the receiver is picked up or the call button depressed, the phone immediately calls the ECU Police Department. In an emergency, students or guests can push the button and continue to safety or continue toward other blue light phones while ECU Police are dispatched to the location.

ECU Police Department

The ECU Police Department is a full-service police organization with sworn, certified police officers, private security, telecommunications officers, and full-time support personnel. Located next to Umstead Hall in a two-story colonial-style house called the Blount House (609 East Tenth Street), the department operates 24 hours a day, 365 days a year, providing protection and services to the campus community.

The police telecommunications center is equipped to handle all types of emergency communications, including computer-relayed 911 calls and TDD (deaf access) calls. The staff monitors fire, burglary, and robbery alarms on campus, in addition to operating the campus emergency phone monitoring system.

University police officers have enforcement jurisdiction on all property owned, operated, and/or controlled by East Carolina, and on all adjacent streets. Sworn ECU officers receive the same training and certification as other state police officers and participate in ongoing training in first-aid, CPR, firearms, defensive tactics, legal issues, diversity training, and other areas essential in a university environment. The officers have enforcement powers within the city of Greenville, when assisting under a signed mutual aid agreement, and in additional jurisdictions where mutual aid agreements have been signed with certified law enforcement agencies.

A report of any criminal activity that occurs at off-campus facilities or activities involving students (including fraternities and sororities registered with the university) is submitted to the university police and the Office of Student Rights and Responsibilities for review and, if necessary, the report will be referred to the student conduct process.

General Safety Tips for Residence Hall Living

Although ECU's campus is generally a safe place to live and attend school, there are some steps you can take to ensure your safety and the safety of the residence hall community:

1. Keep your room and suite door locked at all times, especially when you are sleeping or just going down the hall for a couple of minutes.
2. Secure your property (such as computers) before leaving a shared community space.
3. Never prop open an outside entry or suite door. Propping doors allows people who aren't supposed to be in the halls access to your room and everyone else's in the hall.

4. Escort your guests into the building. Sometimes people you don't know will ask you to let them in, so they can "visit a friend." For everyone's safety, only allow your escorted guests into the hall.
5. Carry your ID and keys/key fob separately. Key chains with ID holders are a convenient way to carry your things, but if you lose your keys, you lose your ID. The person who finds them will be able to find out where you live very easily. Always keep your ECU 1 Card with you while on campus.
6. Report missing keys/key fobs immediately to the Neighborhood Service Office. They will contact the Campus Living locksmiths who will change your locks quickly to help ensure that you and your property will remain safe.
7. Avoid phone and internet scams. Scammers will offer great deals over the phone or via email, but they are only trying to steal money. Don't give out any credit card numbers, your address, or any other personally identifying information to anyone you do not know or trust. Remember, if it sounds too good to be true, it probably is.
8. Keep your computer and email passwords confidential. Your ECU accounts are tied to you.
9. Evacuate your hall when the fire alarm sounds. Even though fire drills are common, don't assume that the fire alarm is false.
10. Do not tamper with the fire equipment. Tampering with particle detectors, fire extinguishers, heat sensors, or fire alarm pull stations puts everyone in your hall in great danger.
11. Keep windows closed and locked when the room is vacant.
12. Report any suspicious persons or unescorted guests to the ECU Police Department at 911 or 252-328-6787 or to the hall staff immediately.

Missing Student Policy

ECU encourages students to provide contact information for an individual to be notified in case the student goes missing. You can list your emergency contact using the Banner Self Service option. An emergency contact will be contacted in accordance with official notification procedures by the institution if the student is determined missing. Campus Living encourages students to register a contact using the Banner Self Service option.

ECU will notify the custodial parents or guardians of any students who are not yet 18 years of age, and who are not emancipated individuals, and who are determined missing in accordance with the official notification procedures. ECU will also inform appropriate law enforcement agencies. Upon notification from any entity that a student may be missing, the University may use any of the following resources to assist in locating the student:

- Initiate a wellness check. In accordance with approved guidelines, appropriate staff will visit the residential room to establish contact or verify that the individual is not currently available in their assigned space.
- Contact known friends, other students living in the same location, and family members to gather additional information on student's potential location and other applicable information.
- Assign a liaison to ensure that family members are provided with information and support.
- Access class information and contact academic departments and faculty members to ascertain information on last physical sighting of the student as well as any other relevant information.
- Search on-campus public locations, including but not limited to dining facilities, libraries,

recreation areas, etc.

- Access the residence hall/apartment electronic key database to determine time and use of most recent entry points of the student using their key fob.
- Access the campus meal plan electronic database to determine time and use of most recent point of sale transaction.
- Access to electronic access of camera footage.
- ITCS may be requested to provide the following information:
 - email/computer access logs to verify last log in and use of university computers
 - ensure that use of student accounts/passwords is monitored
 - obtain and examine Internet service provider and email records. Monitor instant messaging and chat room activity
- If there is any indication of criminal activity, the university will involve the appropriate local outside agencies.
- In conjunction with the University's Student Safety and Concerns Committee, prepare, update, and disseminate information as appropriate to agencies within and outside of the university community or the public at-large as appropriate.

Fire Safety

As a member of the university community, residents have a responsibility to educate themselves on preventive fire safety measures and fire detection protocols. Under no circumstances should staff or students enter the building while the fire alarm is activated, nor should the alarm be silenced without clearance from the ECU Police.

If students or guests see a fire ignite, they should:

1. Close the door to the fire area.
2. Activate the building fire alarm system and exit the building immediately.
3. Go to the nearest phone, dial 911 or ECU Police, and report the exact fire location.
4. Stay clear of the structure and report to the building's posted evacuation location.
5. Go to nearby shelter or a neighboring building when instructed to by hall staff or emergency personnel, especially in cold or inclement weather.
6. Remain in a safe area until the fire department and environmental health and safety personnel allow re-entry into the affected structure.

If you are in a fire area:

1. Stay as calm as possible.
2. Using the back of your hand, feel closed doors from top to bottom for heat.
3. If fire is not perceived by checking for heat, crouch low and open the door slowly.
4. If safe, go into the hallway and close the door behind you.
5. Activate the building fire alarm system and alert others to evacuate.
6. Go to the nearest stairway and leave the building in a prompt and orderly manner. If the stairway is full of smoke, leave it and go to another stairway.

If you are trapped by a fire:

1. Try not to panic.
2. Pack the space under the door with wet towels, clothing, or other material.
3. Dial 911 and report your location.
4. Go to a window, open it, wave a white or brightly colored cloth from it, and call to any

- people below.
5. Do not break windows unless smoke is pouring into your room and you need fresh air to breathe.
 6. Stay near the window where you can be seen. Do not hide under the bed or in the closet.
 7. If you cannot get to a window, go to an inside corner of the room, curl up on the floor, and protect your face with a wet cloth. Stay calm, breathe slowly, and call out for help when you hear rescue personnel in the hallway.

Students with permanent or temporary disabilities may follow altered evacuation procedures:

- An individual with a disability on the ground floor should evacuate the building through the nearest clear exit if they can do so under their own power or with the guidance of another evacuating community member. An individual with a disability on upper floors in a building should go to the nearest stairwell. If they are unable to exit, or safely reach a stairwell, they should stay in their room. If possible, they should hang a towel or blanket out of the window to signal for help. In addition, they should stuff a blanket or towel under the door to block entry of harmful smoke or gas.
- If possible, all individuals with a disability should contact the ECU Police or 911 to notify the police of their location. Also, they should tell someone who is evacuating the building to transfer this same location information to on- scene emergency personnel.
- The ECU Police or hall staff will notify the individual with a disability when the building is considered 'all clear' during a fire drill or false alarm if the student is not able to evacuate.
- In case of fire, emergency personnel will make every attempt to enter the area to rescue individuals who are unable to exit the building.

Fire Protection

The University employs a full-time staff of fire prevention professionals within the Office of Environmental Health and Safety. Fire prevention staff inspect all university buildings, and test and maintain all sprinkler systems, standpipes, fire pumps, fire alarms, and fire extinguishers. They also provide educational programs on fire safety in the residence halls. When students move to a new location, they should familiarize themselves with the fire alarm pull stations, the two exits nearest their room, and their building's posted evacuation location.

Fire Drills

A fire drill will normally be conducted in each residence hall every semester to help students become familiar with evacuation procedures. Students must leave the building during the drill and report to their building's posted evacuation location. Individuals that choose to remain in the building during a fire alarm may be subject to disciplinary action. Students should also lock their rooms as they leave to prevent theft of property. The University is not responsible for replacement of loss due to theft. A building may be re-tested if evacuation protocols are not followed during the first drill.

Particle Detectors

All residence halls are equipped with smoke detectors (also called particle detectors because they detect vapors and other particles, like hair spray). Some buildings also have heat detectors on the ceilings. All smoke detectors in the residence halls are hardwired into the building's electrical service. They do not operate on the room's electrical outlets and cannot be accidentally disconnected.

Residents should take the following precautions to ensure the proper operation of their particle

detectors:

- If the smoke detector is working, the red light should be blinking. If the red light is not blinking, contact staff immediately.
- Do not cover or obstruct the particle detector in any way. This may result in disciplinary action and/or removal from housing.

Fire Sprinklers

All residence halls are equipped with fire sprinkler systems. These systems can help stop a fire in the residence hall, but they also can cause a great deal of damage if misused or tampered with. Each sprinkler head has a glass tube or fusible link, which can be broken by impact or intense heat. When a sprinkler head is activated, large amounts of water pour out and cannot be stopped until the system is shut off. Follow the guidelines below to help keep the sprinkler heads and other parts of the system intact so that they are appropriately activated:

- Do not tamper with any part of the sprinkler system.
- Do not hang ANYTHING from a sprinkler head, or from any other part of the fire suppression equipment, including the pipes.
- Keep a clearance of 18” around sprinkler heads, including in closets.
- Keep sources of heat away from the sprinkler heads.
- Avoid hitting the sprinkler heads when moving items into, out of, or around a room.
- Do not engage in sports or horseplay that could result in anything striking a sprinkler head anywhere in the residence hall.
- Report any leaks or problems with the system right away.

Tampering with the fire sprinkler system is a violation of state law and university regulations and will result in referral to the student conduct process, possible removal from the hall and/or possible legal action.

Fire Alarms

The floors of all campus buildings are equipped with manual fire alarm systems consisting of pull stations and horns. The floors are also equipped with automatic fire alarm systems consisting of heat and/or smoke detectors and automatic sprinkler systems. Students should never tamper with these systems. False fire alarms are dangerous to residents and emergency personnel who must respond. They are also illegal and punishable by fines and/or imprisonment.

Fire Extinguishers

Fire extinguishers are located on each floor in each campus building. Residents should only use a portable fire extinguisher if they have been trained to do so. Irresponsible use of a fire extinguisher can create a dangerous situation for other residents and could result in damage to personal property.

Fire Prevention

An ounce of prevention goes a long way. To protect residence hall students and staff, the university has adopted the following fire safety policies. Residents are responsible for informing guests of the fire safety regulations and practices of the residence halls. Violating these policies could result in contract cancellation, separation from the university or other sanctions.

Electrical Appliances

A list of appliances you may use, in appropriate areas of the residence halls, appears in the section entitled “Practical Planning” Be sure that all electric cords, plugs, and appliances are in good condition. All appliances should have an Underwriter’s label or other recognized testing laboratory seal of approval. If uncertain about the safety of an appliance, students may have it inspected by environmental health and safety staff. Do not overload wiring by turning on too many electrical devices at one time.

Open Flames/ Candles/ Incense

Open flame devices are prohibited from use in any university building (except laboratories and workshops, or under the auspices of Facilities Services or Campus Living personnel). This includes the use of incendiary devices or any devices that can maintain a flame.

Candles are not permitted in student rooms. Use or possession of candles or burning incense is prohibited in all areas of the residence halls. The use or possession of hookahs and other water pipes are not permitted in any area of the residence halls. Failure to comply with these fire safety policies are a violation of the residence hall regulations as outlined in the Code of Conduct.

Tobacco Usage

By state law and for the health and safety of our students and guests, all residence halls rooms are nonsmoking; this includes electronic or e-cigarettes. All other interior spaces operated by ECU Campus Living and Dining are nonsmoking as well, including dining areas, lobbies, study areas, and hallways. As with other exterior areas on the ECU campus, smoking is not allowed within 100 feet of residence hall and dining area steps, entry areas, porches, breezeways, courtyards, and windows.

Fire Safety Violations

Students who fail to follow fire safety guidelines can pose a threat to the life and health of fellow residents. The following list contains fire safety violations. Students may be referred to the conduct process and/or go through the contract review process (in addition to facing criminal prosecution) if they:

- File a false report of fire or other dangerous conditions (except cases of reasonable error or accident)
- Fail to properly report a fire.
- Interfere with the response of university or city officials to emergency calls.
- Park within eight feet of a fire hydrant or in designated fire lanes. The car will be ticketed and towed at your expense.
- Damage or tamper with fire alarms and/or other safety equipment.
- Refuse to evacuate any university building after a fire alarm has sounded or other notice has been given.
- Use appliances or materials that create a fire hazard (Consult your hall staff about safe usage procedures.).
- Possess fireworks or explosives.

When appropriate, legal action will also be taken. The use of drugs, including alcohol, does not mitigate a student’s responsibility related to their behaviors.

Hazardous Materials

Flammable solvents, except ordinary quantities (one pint or less) of items such as lighter fluid or spot remover, may not be stored in student rooms. The improper use or possession of flammable or hazardous substances may result in separation from the university or the residence halls.

Gasoline in any amount and other flammable liquids in the same class are prohibited from storage in any residence hall. Furthermore, any vehicle, motorcycle, moped, or device with a motor and fuel tank is prohibited from entry into any university building.

Possession or use in a residence hall, university building, areas associated with such structures, or on property owned or controlled by the university, of fireworks, firearms, or other hazardous or dangerous weapons or substances is prohibited.

Electrical Power Safety

Too many appliances in use, at the same time, will overload electrical wiring and trip the circuit breaker, resulting in a loss of power to the room and creating potential fire and safety hazards. You are urged to pay special attention to the directions for using each of your appliances to avoid overloading the circuits. Residents are not allowed to tamper with electrical wiring in any way.

To ensure safety, only safety fused surge protectors, power strips (see *note below), or cubes (with on/off switches) are permitted. Surge protectors and power strips must be high gauge (thick) with a multi-outlet power strip and a switch at one end. The power cord must be plugged directly into the wall socket. All appliances must be plugged into the surge protector or into the wall directly.

Extension cords of any type are prohibited in the residence halls.

If the appliance uses a lot of power (like a refrigerator, microwave, hairdryer, etc.), these items must be the only appliance on the surge protector or on that wall outlet. If the power keeps going off in your room, it is a good indication that there is too much of a power drain on that outlet. This is a fire hazard and it will cause the breakers to trip.

Additional surge protectors connected to the first, or extension cords connected to surge protectors, are not permitted.

Surge protectors may not be nailed, stapled, run under the carpet, wrapped around furniture, run across the ceiling, or attached to any surface by any other creative means.

**Note: A power strip with a breaker or safety fuse only should be used in Ballard East and West, Clement, and Scott. A surge protector will offer better protection to appliances and electronics in all other halls.*

CAMPUS LIVING CONDUCT PROCESS

Rights and Responsibilities

Campus Living at East Carolina University has made it our mission to create the best possible environment for our residents: an environment that fosters both academic and personal enrichment. Our resident's academic success, dignity, health, and safety are our highest priorities. We want students to enjoy their time living on campus. As a Campus Living resident, students are afforded the following rights and responsibilities:

- The right to live in an environment that is supportive of both academic and personal goals.
- The right to be treated with civility and respect, and the responsibility to treat others in like manner.
- The right to report incidents and address concerns.
- The right to live in a community where standards and expectations are upheld.
- The responsibility to abide by all applicable rules and regulations.

Residents are expected to hold themselves and others accountable by abiding by the rules and regulations and respectfully confronting or notifying staff of the community concern or policy violation. Staff may encourage students to first address a community concern directly if appropriate. For more about Campus Living behavioral expectations, please see the Residence Hall Policies section of this Handbook.

ECU Code of Conduct

All students are obligated to abide by the policies of the University and to conduct themselves on- and off-campus in a manner consistent with its educational mission. Students involved in incidents which violate the Student Code of Conduct will receive correspondence from the Office of Student Rights & Responsibilities. This office will assign cases to University staff members; sometimes those staff members may be Campus Living staff, including Residence Hall Coordinators. Through the student conduct process, students may be sanctioned educational or disciplinary consequences with the intent of educating a student and protecting the ECU Community. To learn more about the Student Code of Conduct or the Student Code of Conduct Process, students should visit <https://www.ecu.edu/prr/11/30/01> or contact the Office of Student Rights and Responsibilities.

Campus Living Housing Agreement

In addition to following the policies located in the ECU Code of Conduct, students living on campus in an ECU residence hall are obligated to follow the tenets of the Campus Living Housing Agreement, along with all policies located in this Resident Handbook. While all policies in the handbook and Code of Conduct are congruent, students can be held responsible for both violations of the Code of Conduct and for violations of their Housing Agreement. The Housing Agreement is a binding contract for housing between a student and ECU Campus Living.

Right to Entry

University officials or their agents may enter student(s) rooms under the following circumstances:

- In connection with room inspections, including but not limited to Health, Safety, Security, and Facility inspections and extended break room inspections.
- When there is reasonable belief that the occupant(s) of a room are in imminent danger,

- psychological distress, and/or there is an emergency situation.
- When a policy violation or other situation poses immediate danger to the occupants, community, and/or to the facility.
 - For routine maintenance, work orders, repairs, or housekeeping duties.
 - In connection with community disturbances, including situations when excessive noise (including alarm clocks) is impacting others.
 - If a student gives voluntary consent for staff to enter.
 - Other reasonable purposes.

Typically, the official entering the space will knock and announce their identity. If there is no response, admission is denied, or if entry is not granted within a reasonable time during, officials may enter using a master key. Illegal items and/or items which are considered a violation of the Student Code of Conduct or the Campus Living Agreement discovered in plain view or in conjunction with a search will be submitted to ECU Police or designee. The items will be held until claimed and removed from campus, or as a part of a criminal investigation. Alcohol containers or keepsake bottles in plain view during an inspection where underage occupants of the room are not present (for example, during inspections) will be submitted to a professional staff member for disposal.

Incident Reports

Campus Living documents situations that indicate policy violation(s) or community concerns in incident reports. If involved in an incident, students will typically be notified at the time of documentation. Residents may self-report concerns to Campus Living staff or the Office of Student Rights and Responsibilities. The Office of Student Rights and Responsibilities and/or Campus Living may contact students to learn more about an incident. If a student has a question about a documentation, they may contact their Hall Coordinator, Campus Living, or the Office of Student Rights and Responsibilities.

Administrative Actions

At its sole discretion, Campus Living may take immediate administrative actions, including immediately banning, relocating, or restricting access to the residence halls, when the University has reasonable cause to believe that a resident presents a risk to the interest, order, health, safety or general well-being of the residential community. This includes but is not limited to times when students are arrested for felony or federal charges. Administrative actions may remain in effect while a Breach of Contract review is being conducted.

Breach of Contract

Students engaging in behaviors that compromise the safety and security of residents or disrupt the order of a community may have their Campus Living Agreement terminated; be relocated; and/or be banned from Campus Living properties. Students should refer to the Campus Living Agreement for details pertaining to financial consequences associated with cancellation. Any applicable refunds or charges will be processed through the cashier's office (252-737-6886).

Alcohol Policies for East Carolina University

East Carolina University adheres to federal, state, and or local law regarding purchase, possession, and consumption of alcohol. To review East Carolina University's Policy on alcohol, please refer to the University Alcohol Policy (POL07.30.04) available online at ecu.edu/prr/07.30.04. Campus

Living enforces University restrictions described in the alcohol policy, such as prohibiting common sources of alcohol within the residence halls, by prohibiting kegs, party balls, punch bowls, etc. Additionally, Campus Living prohibits students under the age of 21 from possessing alcohol and alcohol paraphernalia, including empty or keepsake alcohol bottles. Students over the age of 21 must label their alcohol if sharing a room or suite with a student under the age of 21 and may not consume alcohol with guests under the age of 21 present.

Drug Policy for East Carolina University

Illegal or abusive use of drugs by members of the university community adversely affects the mission of the university and is prohibited. For the complete policy and revisions on the Illegal Drug and Substance Abuse Interim Regulation (REG05.20.10) for East Carolina University, please refer to ecu.edu/prr/05/20/10.

Campus Living's Contract Review Drug Policy

Campus Living is concerned with the welfare and safety of our students. Campus Living applies all policies (including policies related to drugs and paraphernalia) to students inside and around residence halls, dining halls, or in the areas immediately surrounding/adjacent to the residence halls and dining halls. Students found responsible for illegally using, possessing, distributing, selling, or manufacturing any controlled substance, counterfeit drug or device(s) used to ingest, distribute, sell and/or manufacture an illegal or counterfeit drug will likely have their Campus Living Contract cancelled in addition to action taken by the University. Because of the severe risk to safety and security for these policy violations, Campus Living may proceed with cancellation before the Office of Student Rights & Responsibilities completes its evaluation and hearing process.

Campus Living broadly applies the term “counterfeit drugs” to include any fake, imitation, drug substitutes, or drug-like substances. Common items within this category include but are not limited to: “K2,” “spice,” and “salvia,” “diviner’s sage,” etc.

Weapons Policies at East Carolina University

The possession or use of a weapon on university-owned or university-controlled property is incompatible with the academic mission and programs of the university. In addition, any threat to commit bodily harm, either by use of a weapon or physical force, is also inappropriate in an academic community. Therefore, neither students nor staff may possess or carry, whether openly or concealed, any weapon. East Carolina University broadly defines what is or may be considered a weapon. Use or possession of toy, counterfeit, or imitation weapons will also be considered and treated as weapons.

For the complete policy regarding weapons including their definition see Section 2.6 of the Student Code of Conduct (ecu.edu/PRR/11/30/01).

Campus Living Weapons Policy

Campus Living believes any person that violates this weapons policy is a direct threat to the safety and welfare of our residence hall community. Students that are found responsible for violating the weapons policy will likely have their residence hall contract cancelled. Because of the severe risk to safety and security for these policy violations, Campus Living may proceed with cancellation before the Office of Student Rights & Responsibilities can complete its evaluation and determinations related to possible sanctions.

Campus Living also strongly cautions against small, medium, or large-scale games involving pretend or imitation weapons. Because of the stringent application of weapons policies at East Carolina University, engaging in these activities can place students at risk of severe disciplinary action. Students should also consider the adverse risks associated with creating the illusion or misperception that they may present a threat to law enforcement or other community members, which may inadvertently result in forceful intervention.

Meal Plans After Removal from Campus Living

Unless Campus Living determines that the student behavior warrants meal plan cancellation, the student will remain a member of the dining program; although they may not cancel their plan without cancellation penalty, they may change their plan by calling 252-328-4663 and requesting to speak to the meal plan office.

Appeals

Residents have the right to appeal administrative actions or contract-related determinations (including cancellations) by completing the appropriate electronic form found in their notice of the administrative action and/or at the bottom of their Contract Review outcome letter. Nonresident guests who have been banned from the residence halls must submit a written appeal of their ban to the Associate Vice Chancellor of Campus Living Conduct and/or their designee.

RESIDENCE HALL POLICIES

The following policies have been created to promote a sense of community, individual responsibility, and safety in all residence halls. These regulations include rooms, hallways, lounges, courtyards, balconies, breezeways, and all other common areas of, within and nearby any residence hall. These policies are in effect throughout the year unless otherwise specified.

Alcohol Paraphernalia: Empty, full, or keepsake bottles or cans of alcohol are prohibited in the rooms of underage students. Additionally, items that promote binge drinking, such as beer bongs, are prohibited.

Animals or Pets in the Halls: Animals/ pets are prohibited in the residence halls. Exceptions: one fish tank (no more than ten gallons) containing fresh water fish (one per room); service animals; or approved support animals are permitted.

Aquariums are to be used for fish (small) only (no hermit crabs, piranhas, African dwarf frogs, scorpions, tarantulas, etc.). Students should note that during extended holidays power may be shut off, which can affect heating and lighting in aquariums.

Cohabitation: A non-assigned person living in a residence hall space for more than 48 hours, regardless of the approval of the assigned resident.

Endanger, Injure, Assault, Intimidate, or Threaten Staff: Under circumstances related to the staff member's job function, while constructing the term job function broadly, so as to ensure our ability to adequately provide our employees the full protection state and federal employment laws afford an employee who is required to live in the place they work.

Escort: Nonresident students and guests must be escorted at all times by a resident of the hall. Residents are responsible for ensuring that visitors comply with all residence hall and University policies and will be held accountable for the behavior of their guests. Roommates must agree when hosting a guest in the room.

Failure to Evacuate or Follow Emergency Procedures: Failure to respond to emergency procedures governed by the University. Examples include but are not limited to: failing to leaving during a fire alarm; failing to respond in situations involving facilities emergencies, weather, etc.

Health, Safety, Security, and Facility Violations (abbreviated HSS): Please see "Prohibited Items" under "What to Pack" for a complete list of prohibited items. See "Prohibited Decorations or Solicitations" below for additional information about facility expectations. Additionally, at least 50% of a room window must remain clear of furniture in the event of an emergency evacuation. Common spaces and breezeways must be clear of any personal items (including shower caddies or shoes). Failure to remove HSS violations may result in disciplinary action.

Over Maximum Occupancy: Each residence hall student may host within a residence hall room a maximum of two persons. A room with two assigned students each hosting their maximum allotment will contain no more than six individuals. A suite with four assigned students each hosting

their maximum allotment will contain no more than twelve individuals. Conversely, a room with one student hosting a maximum occupancy allotment will contain no more than three individuals.

Misuse of Key or Fob: Residents cannot give their residence hall keys/ fob to another individual or be in possession of another's residence hall key/ fob.

Noise or Disruptive Behavior: Campus-wide quiet hours are from 11pm-8am on weeknights, Sunday through Thursday, and midnight to 8am on Friday and Saturday nights. During quiet hours, noise should not be heard outside of the student's room. A violation of courtesy hours is defined as noise heard at or beyond two door frames away from where the noise originates.

24-Hour Quiet Hours are observed prior to the start of Reading Day throughout the duration of final exams. Residents violating 24-hour quiet hours may be assigned additional sanctions through the Student Code of Conduct or be asked to leave the residence halls.

Propping Doors or Windows: Propping building doors or suite doors and/or windows; allowing individuals into the building who are not residents. This is the policy violated with the practice known as "tailgating".

Prohibited Decorations or Solicitation: Tape or stickers of any type are prohibited on hall windows or furniture. No decorations or any kind are permitted on room doors or ceilings. Miniature lights may be used if they are UL approved, but they may not be attached to the ceiling or pipes. Decorations in hallways must be confined to the bulletin boards. Fabric (must be treated with flame retardant) or paper decorations on room walls must not cover more than 50% of the wall. Hanging flags, signs, banners, post-its, or writing inside or outside of windows is prohibited.

Fliers hung in residence halls by student groups or others must be approved by Campus Living or they will be removed and discarded. Fliers must be pre-sorted, collated, and submitted to Campus Living Office in Jones Residence Hall (attention: Director of Residence Life) at least 10 days prior to requesting posting date for review, and posters will be disseminated by Campus Living for appropriate posting. Fliers should not be attached to any wooden, painted, or glass surfaces.

Sales and Solicitation: Individuals and/or entities must obtain permission from Campus Living to engage in noncommercial solicitation and canvassing activities in the residence halls. All violations or appeals shall be heard by the Associate Director of Campus Living for Conduct and Special Projects. The decision will be final.

- A. Sales and solicitation may occur only within the designated areas of the residence hall.
- B. There shall be no door-to-door solicitation of any kind.
- C. All non-affiliated groups shall be sponsored by a duly registered student organization, and they shall follow the same procedures as outlined above.
- D. Non-commercial activities shall include:
 - a. Allowing students to be afforded access to the presence and ideologies of candidates who seek election in town, county, state, or national groups.
 - b. Allowing affiliated groups to participate in solicitations on behalf of charities that comply with the North Carolina "Solicitation of Charitable Funds" acts.

- c. Allowing an affiliated group, acting in a manner consistent with its stated purpose and in fulfillment of its informational or educational goals, to seek to enlarge its membership, disseminate its own point of view, or to solicit support for its causes.
- d. Allowing enrolled students to be afforded access to religious views and perspectives.

Smoking in or around the Residence Halls: Smoking in the residence hall or within 100 feet of the residence hall is prohibited. This includes but is not limited to porches, balconies, and breezeways. This policy will also be enforced in the event of inclement weather. Smoking includes cigarettes, pipes, hookahs, electronic cigarettes, electronic vaporizers, electronic hookahs, or any device that produces a vapor or smoke.

Sports or Horseplay in Hall: Sports, games, and horseplay are not allowed in hallways, courtyards, porches, or breezeways. Furthermore, no devices with wheels, including skateboards, hoverboards, scooters, Heelys (or any like shoe) are permitted in the hallways, courtyards, or breezeways.

Tampering with Fire Equipment: Tampering, alarming, discharging, disconnecting, or dismantling the fire safety equipment, including but not limited to fire extinguishers, pull stations, fire hoses, heat detectors, or particle detectors is prohibited.

Throwing Objects from Windows, Breezeways, Balconies: Items, regardless of size or weight, should not be thrown from windows, porches, breezeways, or balconies. Furthermore, room window screens should not be tampered with or removed.

Unauthorized Hall Facility Use: Residents and their guests shall use the appropriate restroom facilities. Common spaces must be used for their designated purpose (for example, students may not sleep in common spaces). Students shall not move furniture or vending machines within common spaces.

Unauthorized Room Alterations: Stacking of furniture not designed to be stacked. University furniture (including trash or recycling bins) may not be removed from room for storage. Removal of items affixed to wall or floor, from lobbies, study and trash rooms are prohibited as well.

Unauthorized Room Change: Students who make an unauthorized room change may be required to return to their original room assignment, denied the opportunity to participate in any other room change, and assessed \$200 for an unauthorized room change.

Visitation – Regular

Applies in Ballard East, Ballard West, Clement, Cotten, Fleming, Fletcher, Garrett, Greene, Jarvis, Jones, Legacy, Tyler, Umstead, and White halls. Visitation hours are 8:00am to 2:00am Monday through Friday morning. Residents may host guests during these hours. Overnight guests, who do not live in the same residence hall, are not permitted after 2:00am or before 8:00am Monday through Friday morning. This also applies to residence hall student family members. Overnight guests are permitted within individual residence hall rooms throughout the night on Friday and Saturday if both roommates agree.

Visitation – Extended

Applies to Scott Hall and College Hill Suites. Visitation Hours are 8:00 am-2:00 am Monday through Thursday morning. Residents may host guests during these hours. Overnight guest(s) who do not live in the same residence hall are not permitted after 2:00 am or before 8:00 am Monday through Thursday morning. Overnight guests are permitted within individual residence hall rooms throughout the night on Friday and Saturday if both roommates agree.

In addition to the restrictions listed above guests under the age of 17 are not allowed in the halls after the quiet hours. Campus Living strongly advises against hosting guests under the age of eighteen due to the risks and liability it presents for the host and guests. This includes babies and children. Individual residence halls may further constrain these limitations by formal action of the hall government and with departmental approval. The rules may not be further relaxed.

Twenty-Four Hour Designated Visitation Spaces

Each residence hall has one 24 hour designated space that allows for guests to visit each day. All 24-hour designated common areas will be posted as such. All other common areas are subject to the same visitation hours as the rest of the building.

- Gateway main lobbies on the 1st floor of both Gateway East and West
- Ballard East and West, main lobbies on the 1st floor of each building
- Cotten, lobby area near grand staircase, facing Wright Fountain entrance
- Clement, main lobby area
- College Hill Suites, 1st floor lobby
- Fleming, lobby near grand staircase, TV area, near main entrance
- Fletcher, main lobby area
- Garrett, main lobby on the 1st floor
- Greene, main lobby area
- Jones, 1st floor front lobby
- Jarvis, 1st floor main entrance TV lounge with big glass door entrances
- Legacy, basement
- Scott, basement game room
- Tyler, main lobby area
- Umstead, main lobby on the 1st floor
- White, main lobby area
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Property Damage, Vandalism, State-Owned Furniture

The residence hall to which you have been assigned is your home away from home for the academic year. As a resident, it is your responsibility to assist in the upkeep of the building by not damaging your room or common areas. The following policies must be followed:

- A. University-owned furniture must not be removed from individual rooms, lobbies, basements, study halls, or kitchens or stored in a different location to which it is assigned. Individuals that remove or store University furniture will have disciplinary action taken against them.
- B. University property must not be vandalized. Vandalism includes, but is not limited to, writing, carving, or defacing doors, walls, and bulletin boards; tearing down signs; and/or damaging the furniture.
- C. Built-in room furniture must not be moved. The room must not be altered to accommodate personal items, including hanging lamps, bunk beds, or wall hooks. Rooms must be returned to original check-in condition prior to checking-out.

Residents are responsible for the condition of the furnishings and the condition of the room/suite and building. Unless the responsible party is identified for the purpose of billing, the following procedures will be used in rendering a bill for any damages that are not a result of normal wear:

- A. Damage to a student room: When a specific individual cannot be identified as responsible for the damages, charges will be divided equally among the occupants of the room.
- B. Damage to suite facilities (restroom and hallway): The occupants of the suite will each be billed an equal portion of the bill.
- C. Damages to residence hall common areas: When a specific individual or individuals cannot be identified as responsible for the damage Campus Living may assign responsibility and bill all residents of the floor/wing/building to be held accountable for an equal portion of the bill.

Repair bills may include the cost of both labor and materials. Damage bills must be paid by the assigned billing date. Failure to make payment will result in the university instituting normal collection procedures

FRESHMEN EXEMPTION PROCEDURE

Application for Exemption from the First Year (First Time Freshman) Live On-Campus Requirement

First Year/ First Time Freshmen (defined as students who have compiled fewer than 24 hours of college credit) are required to live in college housing for at least two semesters. Advanced placement, dual enrollment, and NC Early College Program classes do not count towards the requirement.

Exempted from this policy are students who have reached their twenty-first birthday prior to the first day of classes; veterans of at least two years' active military service; married students; students who commute to school daily from their permanent, legal residence of their parents (within a 35-mile radius of campus); and students who have resided in residence halls for two semesters, excluding summers. In order to be considered for a housing exemption, a student must follow the steps below.

It is recommended for fall enrollment that application/requests be made by May 1.

There are 4 main categories for why a student may request an exception:

1. Students Requesting an exception for medical conditions
 - Please go to <https://accessibility.edu/students> and file the appropriate requests. Medical exceptions are handled through ECU's office of Disability Support Services (DSS). Please do not send your request or any medical documentation to ECU Campus Living. Any questions regarding this process should be directed to the DSS Office 252-737-1016.
2. Students requesting accommodation for a disability
 - Please go to <https://accessibility.ecu.edu/students/> to file the appropriate requests. Accommodations for disabilities are handled through ECU's office of Disability Support Services (DSS). Please do not send your request or any documentation to ECU Campus Living. Any questions regarding this process should be directed to the DSS Office 252-737-1016.
 - ECU Disability Support Services will notify Campus Living of recommendations at which time we may contact you to discuss the approved accommodation(s).
3. Students requesting a meal plan exemption
 - Students requesting a meal plan exemption will be required to meet with our Registered Dietitian, please contact them at diningnutrition@ecu.edu to arrange a consultation.
 - Students who after meeting with the Dietitian, believe they are still in need of a medical exception should go to <https://accessibility.edu/students> and file the appropriate requests. Medical exceptions are handled through ECU's office of Disability Support Services (DSS). Please do not send your request or any medical documentation to ECU Campus Living. Any questions regarding this process should be directed to the DSS Office 252-737-1016.

4. Students requesting exceptions to the On-Campus Housing Requirement

- Students requesting to commute daily from the permanent home of their parents, should mail an application form (found at: <http://campusliving.ecu.edu>), with their signature and the signature of the parent they will be living with, have that request notarized and include the address and a map of the location. It must be within 35 miles driving distance of the University. Send this request and any supporting documentation to the Office of Campus Living to:

Campus Living, Housing Exemption Review Board
Jones Hall Office Suite 100,
Mailstop 415
Greenville, NC 27858-4353

- Please note that students who are found to not be living at that address, will have a year's housing charges placed on their student accounts and are subject to disciplinary action via the Code of Student Conduct.
- An exception from the residency policy is granted only before the first semester of attendance and does not release you from any obligations or requirements of a submitted Campus Living contract.
- The Housing Exemption Review Board will review appeals regularly.
- The student will receive notification of the review board decision via email after the Board meets.

5. Students requesting an exemption from the housing requirement for reasons other than 1-4 as noted above:

- Should scan/email an application form (found at: <http://campusliving.ecu.edu>)
Send the completed application and any supporting documentation to housing@ecu.edu. Supporting documents **may include:** your marriage license, copy of military orders or DD214, child's birth certificate, and notarized statement from parents and other letters as appropriate
- The Housing Exemption Review Board will review appeals regularly.
- The student will receive notification of the review board decision via email after the Board meets.

Students requesting an Emotional Support Animal

Please go to <https://accessibility.ecu.edu/students/> to file the appropriate requests. Requests for emotional support animals are handled through ECU's office of Disability Support Services (DSS). It is recommended for fall enrollment that requests be made by May 1.

- If the documentation supports the request, DSS will notify Campus Living.
- Once notified, Campus Living will set-up a meeting to review the requirements, guidelines for animal behavior and care, along with attaining any licenses and medical records required for the animals will be reviewed at that time. The student will then sign an agreement.

- Contact will need to be made with any roommates or suitemates to ensure there are no objections to having the animal in a shared space, if there is Campus Living will negotiate with the students' appropriate reassignments
- When this process is complete, Campus Living will provide written notice that process is complete, and the animal may arrive on campus. This process, post DSS approval could take up to 45 days.
- Students are financially responsible for any and all damage or cleaning needed due to an ESA
- Animals which create a disturbance to the residential community, will have to be removed

Animals should not be brought to campus without the expressed final approval from Campus Living. Students bringing animals without approval is a violation of our Pet Policy and will have to immediately remove the animal and are also subject to disciplinary and/or contract action.

YOU'VE GOT OUR NUMBER

If you have any questions about Campus Living or dining, please feel free to call the appropriate office or call our main number at 252-328-4663.

Campus Living

252-ECU-HOME

Residence Hall Coordinators

Clement Hall	252-328-6689
Cotten, Fleming, and Jarvis Halls	252-328-2668
College Hill Suites	252-737-3260
Fletcher Hall	252-328-6101
Garrett Hall	252-328-6074
Ballard East	252-328-3632
Ballard West	252-328-3641
Greene Hall	252-328-6746
Jones Hall	252-328-6149
Legacy Hall	252-328-6935
Scott Hall	252-328-6144
Tyler Hall	252-328-6455
Umstead Hall	252-328-6052
White Hall	252-328-6381

Neighborhood Service Offices (NSOs)

Central and West End Neighborhood Service Office	252-328-4022
College Hill Neighborhood Service Office	252-328-4044

Campus Dining – ecu.edu/dining

Campus Dining Office (meal plan questions)	252-ECU-FOOD	dining@ecu.edu
ECU Catering	252-328-4756	catering@ecu.edu
Nutrition Department	252-328-2333	

Dining Hall Locations

West End Dining Hall	252-328-5644	westenddining@ecu.edu
Todd Dining Hall	252-328-4801	todd dining@ecu.edu

Maintenance

Maintenance Requests- Call Neighborhood Service Offices (listed above)

ITCS Helpdesk	252-328-9866
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ECU Police

Emergency	911
Non-emergency	252-328-6787
Parking and Transportation Services	252-328-6294
ECU Transit	252-328-4724

Campus Living Social Media

Facebook @campuslivingecu
Instagram @campuslivingecu
Twitter @campuslivingecu

Campus Living Website campusliving.ecu.edu