



GRADUATE HOUSING COMMUNITY GUIDE

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WELCOME TO CLARK GRADUATE HOUSING

Dear Graduate Student,

On behalf of the Office of Residential Life and Housing (RLH), I welcome you to Clark University and to the great city of Worcester, Massachusetts. As an active member of the Clark University residential community you will find opportunities to engage both locally on campus, as well as in the greater Worcester community. The RLH staff is here to assist you when possible, whether you are new to Clark University and to Worcester, or are transitioning from Clark undergraduate to graduate studies.

Clark University Graduate Housing is a microcosm of a student body rich in diversity, global perspectives, interests and passion, and experience. Our Graduate Houses are home to students of varying identities, many of whom choose to live in our housing for the purpose of active engagement with students from all over the world with global understanding and outlook. The Office of Residential Life and Housing expects that all students will support our committed to promoting respect and inclusivity in our housing and on the Clark campus as a whole.

Understanding the expectations of RLH and of Clark University is vital to building a safe and respectful Graduate Housing community. This guide contains essential information regarding the policy and procedures you need to know to succeed as a Graduate Student at Clark, and to be a welcomed and respected member of the residential community. Please take the time to read through this document carefully. It is your responsibility to understand both the expectations and potential consequences for non-compliance that are outlined within.

Thank you again for your interest in Clark University Graduate Housing!

A handwritten signature in black ink, reading "Kevin Forti". The signature is written in a cursive, flowing style.

Kevin Forti

Director, Residential Life and Housing

RESIDENT RESPONSIBILITIES

Graduate Housing Contract

By applying for Graduate Housing you have agreed to adhere to the policies and guidelines described in the [Graduate Housing Contract](#): The Graduate Housing Contract states:

The University, as an academic community, intends to provide a residential atmosphere where study and learning can take place along with recreation, relaxation and social development. This atmosphere is dependent upon the willingness of all individuals to associate in such a way that personal freedom and responsibility co-exist. Each student, therefore, acknowledges the need for socially responsible behavior; recognizes the role of RLH staff in promoting such behavior; and accepts reasonable disciplinary action for disregarding such behavior. The student agrees to abide by all the rules and regulations pertaining to Clark housing as outlined in the Student Handbook.

It is your responsibility to read and the policies as stated in your contract, this Community guide, and the *Student Handbook*, as well as any emails, postings, directives, policy changes, verbal or written communications issued by RLH or its agents. Please contact your Housing Complex Manager if you have any questions. The most current version of the *Student Handbook* is available at: clarku.edu/offices/dos/pdfs/undergraduatestudenthandbook.pdf

CLEANING AND UPKEEP

You are responsible for care and general upkeep of your room and apartment. Physical Plant staff will enter apartments (not bedrooms) to perform minor cleaning of kitchen and bathroom surfaces, sweep/vacuum common area floors, and empty trash. You are expected to clean up after yourself and Physical Plant will not move personal items to perform cleaning duties. Physical plant staff will enter apartments for cleaning twice per week, but will only clean as needed. You are entirely responsible for cleaning and maintaining your bedroom. Please use only masking tape, scotch tape, and pushpins to hang items on walls. Any damage caused by adhesives, nails, or hooks will be charged to you. Permanent alterations to residential spaces such as painting, removing or replacing shades, appliances, or other provided fixtures is prohibited and any costs associated with repair or replacement will be assessed to the resident. Please see [Maintenance Requests](#) for information of requesting repairs to your room.

KEYS AND ID

Doors to all graduate residential buildings, apartments, and rooms operate on a single keys system where the room key will gain a resident access to their building and apartment. Keys are property of the University and on loan to the resident they are assigned to. Misuse of keys by lending them to another individual, duplicating, or mislaying is a violation of University policy. Lost keys must be reported to the University immediately. Please see [Lost Keys/Clark OneCard](#) for information on how to replace a lost key or University ID. If you become locked out of your room, please refer to the [Lock-out Policy](#).

TRASH AND RECYCLING

Trash is collected by Physical Plant on a regular basis from designated trash receptacles in common areas and apartments. All trash must be placed in a bag that is sealed before being placed in a trash bin. Bags are available from the Physical Plant staff. Physical Plant will not empty trash left in bedrooms.

Recycling receptacles are located in central locations in each residential building. Recyclable items include paper, cardboard, glass, metal, and plastics #1-7. Please dispose of recyclables in the proper container and flatten cardboard before placing in or next to the recycling area. Recycling is collected by student staff on a weekly basis. For more information of recycling and sustainability, visit clarku.edu/recycling.

PROHIBITED AND APPROVED ITEMS

Prohibited items that are found in any room/suite are subject to confiscation by University staff or University Police. The following materials are not permitted in residential buildings:

- Extension cords
- Candles
- Hot plates
- Space heaters
- Incense
- Fireworks
- Traffic signs
- Halogen lamps
- Lava lamps
- Oil lamps
- Weapons
- Air conditioners
- Fuels
- Automotive parts
- Live holiday trees/decorations
- Any additional items prohibited by law, University policy, or deemed unsafe by University staff.

RLH permits the use of UL-approved power strips and multi-plug adapters with internal surge protectors as well as other UL-approved appliances that are not listed above or otherwise prohibited in Residential Community Standards and the housing contract. For information on UL-approved appliances, visit ul.com.

THE GRADUATE RESIDENCES

The graduate residences are located on Main Street and offer both traditional and apartment-style living. All resident rooms are furnished with a twin extra-long bed, desk & chair, dresser, and closet/wardrobe. Utilities are provided in the cost of housing and include heat, water, trash removal, basic cable television, high-speed internet, and telephone service. Laundry facilities are also provided. Buildings are secured 24 hours/day

IDCE SOCIAL CHANGE HOUSE - 906 MAIN STREET

Located on Main Street between Hawthorne and Loudon Streets, the IDCE Social Change House is a turn of the century Victorian house offering a more traditional residential living experience. Known as an “open house,” this building houses 14 IDCE students in single rooms with shared kitchen and bathroom facilities. There is a community room on the first floor as well as a large outdoor deck space for social activities.

914 MAIN STREET

914 Main Street is a 6-unit apartment-style building located on the corner of Main Street and Hawthorne Street. 24 students are housed in the 4 single rooms in each apartment. The apartments feature newly renovated kitchen spaces and a single bathroom.

926 MAIN STREET

Our largest graduate building, 926 Main Street contains 12 apartments with three single bedrooms in each. A kitchen and bathroom are in each apartment. The building is located between Woodland Street and Hawthorne Street next to the Clark University Bookstore.

OFFICE OF RESIDENTIAL LIFE AND HOUSING

151 Woodland Street, first floor

Hours: Monday through Friday, 8:30am - 5pm

Phone: 508-793-7453 Fax: 508-421-3787

Email: housing@clarku.edu

The goal of the Office of Residential Life and Housing (RLH) is to provide a living environment that allows for academic pursuits, interpersonal interactions, educational opportunities and social events . The environment is intended to encourage freedom of action and self-expression within the context of community responsibility.

RESIDENTIAL LIFE AND HOUSING STAFF

DIRECTOR OF RESIDENTIAL LIFE AND HOUSING

The Director of Residential Life and Housing provides the overall supervision and direction for the department. The director works with the assistant director of RLH, area coordinators, hall directors, housing complex managers, and resident advisers to assess the needs of students and to provide services that fulfill both the University's mission as well as that of the department . The director is

responsible for managing and maintaining the room assignment process for new students, room selection for returning students, room changes process, and opening/closing procedures. The director also manages Web content and administrative applications for the RLH office.

ASSISTANT DIRECTOR

The Assistant Director of Residential Life and Housing works closely with the director to provide a supportive living/learning environment for the undergraduate and graduate students living in the Clark community. The assistant director promotes a strong sense of community by coordinating campus programming and community-building efforts to create a sense of pride and ownership within residence hall communities. The assistant director is responsible for the recruitment, selection, and training of the paraprofessional Resident Adviser staff.

AREA COORDINATOR FOR FIRST-YEAR AND TRANSFER COMMUNITIES

These coordinators are professional staff members living in the residence halls, who are committed to the growth and development of residential college students. The coordinator is responsible for advising residents concerning personal and/or academic concerns, supervising the Resident Adviser staff (directly supervising the Bullock and Dodd Hall RAs, as well as the hall directors of Wright Hall and the Johnson Sanford Center) promoting hall programs and activities, advising hall councils and managing all aspects of residence hall life for first-year and transfer students in Clark residence halls. The area coordinator is responsible for the design and implementation of Clark's First-Year Residential Experience and Transfer Experience programs.

AREA COORDINATOR FOR UPPERCLASS AND GRADUATE COMMUNITIES

These coordinators are professional staff members living in the residence halls, who are committed to the growth and development of residential college students. The coordinator is responsible for advising residents concerning personal and/or academic concerns, supervising the Resident Adviser staff (directly supervising the RAs in Maywood Street and Blackstone Halls, as well as the hall director of Dana and Hughes Halls and the housing complex managers for Clark houses), promoting hall programs and activities, advising hall councils and managing all aspects of residence hall life for sophomore, junior, senior and graduate students in Clark residences . The area coordinators are responsible for the design and implementation of Clark's Sophomore Residential Experience and Junior Transitions programs.

HALL DIRECTORS

Hall Directors are professional staff members living in the residence halls, committed to the growth and development of residential college students living in their respective areas . Hall directors supervise the RA staffs within their areas and advise residents concerning personal and/or academic concerns. They also promote hall programs and activities, advise their hall council and manage many aspects of residence hall life within their specific hall or residential center. There is a hall director for each of the following areas: Johnson Sanford Center, Wright Hall, and Dana and Hughes Halls.

HOUSING COMPLEX MANAGERS

Residential Life and Housing employs three housing complex managers to oversee the operation of Clark's 14 undergraduate and graduate houses. They act as building managers for the following housing complexes:

- South Complex: 13 Beaver St., 1 & 3 Maywood Place, 21 & 23 Maywood St.
- North Complex: 70 Florence St., 2 Downing St., 112 & 114 Woodland St.
- Grad Complex: 906, 914, 926, 930, & 934 Main St.

Housing complex managers manage room condition checks and health and safety inspections for the houses in their complex. In addition to providing social opportunities for their areas, they also meet with residents throughout each semester to check in with them, as well as verify that everything is going well in the houses. The managers also serve as part of the on-call professional teams each Thursday, Friday, and Saturday night alongside a hall director or area coordinator.

RESIDENT ADVISERS

The Office of Residential Life and Housing employs undergraduate paraprofessional staff members as Resident Advisers (RAs) in each of the eight residence halls. RAs create and maintain a sense of community on the floor and in the hall by initiating and encouraging campus and hall/house programs, answering questions and referring students to different campus services, advising residents, addressing inappropriate behavior and helping to interpret University policies and procedures

GENERAL INFORMATION

BUILDING ACCESS AND SECURITY

The University houses are locked 24 hours a day. The room keys for residents of the houses open the front door. All residents are strongly encouraged to keep their room doors locked while they are out, asleep, or otherwise not able to control access to their rooms.

The University cannot assume responsibility for the theft of or damage to personal property. Any loss of personal property should be reported to University Police by calling 793-7575 (7575 from a campus phone). You are encouraged to consider having your personal belongings covered under your parents' or guardians' homeowner's insurance if possible, or by purchasing renter's insurance.

CABLE TELEVISION

If you live in a Residence Hall or a Clark RLH house, Clark provides you with digital cable TV as well as access to the Internet via the Clark computing wired and wireless network. The digital cable service provided by Charter Communications offers students access to over 70 channels, primarily in High Definition. In order to view these channels, you must have a TV with a digital QAM tuner. Most flat screen and all TVs manufactured since 2007 are digital compatible. Older analog/tube TVs may be connected if using an external QAM tuning box if desired. The cost of a digital converter box (\$50-\$100) is the responsibility of students. [View the current channel lineup.](#)

CLARK ALERTS

All residents are strongly encouraged to sign up for Clark ALERTS, the University's emergency notification system, which uses a variety of methods to contact students, faculty, and staff, including:

- Text messages (SMS) to mobile devices
- Voice calls to mobile phones and off-campus phone numbers
- Emails to Clark and non-Clark addresses

During an urgent emergency situation, the Clark ALERTS system will send you a message with information and/or instructions concerning the emergency situation.

Your contact information is maintained in the ClarkYOU portal. Look for the Clark ALERTS Updater channel (this may be located in the Resources tab), which will display your current contact information. To make changes or additions, click the "Update" button, add or edit the appropriate contact information and click the "Update" button again. You should then see a "Successfully Updated" message in red at the top of the screen. For more information on Clark Alerts, please visit clarku.edu/alerts.

DAMAGE CHARGES

A room-condition report will be completed by the Residential Life and Housing staff who will check the condition of rooms and furniture before you move in and after you move out. You should review this form upon check-in to confirm the information and provide additions to your RA if needed. You are liable for damages sustained throughout the year and may receive a damage bill in June. Residents are also responsible for damages in common areas, including (but not limited to) suites, kitchens, lounges, hallways and stairwells. When common damages are found or vandalism is committed, a reasonable attempt will be made to determine the responsible individual(s). If the person(s) responsible is not identified, the cost of repair/replacement will be assessed to all residents of the building/floor/area.

DINING SERVICES

Clark University takes pride in offering its students a number of excellent dining options. Located in the Higgins University Center and the Academic Commons are food service options that are open every day from early morning until late at night. We offer a number of meal plans sure to satisfy a variety of dietary preferences as well as personal tastes and individual schedules. Whatever your choice, you can expect quality food and service at a great value. Clark Dining Services is able to accommodate most allergies and restrictions. Dining facilities include the Higgins Café and the Bistro in the University Center and Jazzman's at the Chaifetz Café in the Academic Commons.

Menus and hours are available at clarkdining.com.

EMAIL COMMUNICATION

Email is the official method of communication of the University. RLH regularly distributes official communication to residents as via their Clark e-mail accounts. Check your account regularly for important housing information regarding room sign-up, break schedules, check-out procedures,

judicial notifications and other announcements. Every student is responsible for the information sent to their Clark email address.

EMERGENCIES

In the event of an emergency, immediately call University Police at 508-793-7575 (7575 from a campus phone).

FIRE DRILLS AND EVACUATIONS

Fire drills are held periodically to test the fire alarm system in each building, and all residents and guests are expected to leave the building during these drills. You should be aware of the quickest and safest ways out of the building. RLH staff will provide this information at the beginning of each semester. During fire drills RLH staff and University Police will check all rooms to make sure that all students have evacuated the building, and to note any fire safety issues. When evacuating, students must gather at least 40 feet (about 12 meters) from the building in the location designated below:

- **906 Main Street:** End of parking lot behind house
- **914 Main Street:** Across Hawthorne Street next to WCUW building
- **926 Main Street:** Parking lot next to 157 Woodland Street

HEALTH AND SAFETY INSPECTIONS

Periodically, the Residential Life and Housing staff inspects each room to ensure the safety of the buildings. During the December break, all electrical appliances are checked to confirm they are unplugged (with the exception of micro-fridges) and windows/shades are closed. Prohibited items found in a student's room/suite during room inspections will be confiscated and judicial action may be taken. Housing complex managers will conduct at least one health and safety inspection per semester in University-owned houses. These are in addition to closing inspections and fire alarm testing

INTERNET ACCESS

All residence rooms are wired for high-speed internet through the campus network. Wireless (Wi-Fi) is also available throughout the residential buildings and campus. Residents must bring their own personal computer or device to connect to the campus network and internet. The campus network is maintained by the Information Technology Services (ITS) office. Please contact ITS for any network-related issues by visiting the Help Desk in the Academic Commons, calling 508-793-7745, or going to itshelp.clarku.edu

LAUNDRY FACILITIES

All University residences have washers and dryers available for use. Unlimited cold water washing and all drying cycles are an included amenity for residential students only. Hot water washing is available for fifty cents. Non-resident students found using washing machines or dryers in a University-owned property will face judicial action and be fined \$50. Washers and dryers are owned and maintained by Automatic Laundry. Problems with the laundry machines should be reported to Automatic Laundry by visiting automaticlaundry.com. Issues with the laundry facilities should be

reported to RLH staff. Laundry facilities for the graduate residences are in the following locations:

- 906 Main Street: Basement
- 914 Main Street: In the porch off the rear stairwell outside Apartment 3
- 926 Main Street: Basement at the bottom of the rear stairwell

LOCK-OUT POLICY

The lock-out policy ensures the safety and security of all residents by immediately replacing the keys lost by residents. Residents who become locked out of their rooms and cannot reach a roommate or suitemate to let them in should contact University Police at 508-793-7575 (7575 from a campus phone). Residents will be required to show proper identification and verify their room assignment before being let in; once reentry is granted they will be asked to show their key to verify that it has not been lost. Since the security of a campus residence is of utmost importance, students will be permitted one excused lock-out per academic year. A second lock-out will result in an educational meeting with your area coordinator. The consequence for three or more lock-outs is judicial action and a \$25 service charge per incident.

LOST KEYS/CLARK ONECARD

If you lose your room key during the course of the year you will be charged a replacement fee for your room lock and key. It is strongly recommended that you keep your keys on a reliable key ring and that you carry your keys and Clark OneCard, which is your University ID, at all times. Do not lend your keys or OneCard to anyone for any reason. If you lose your room key, you should immediately notify RLH and go to the Cashier's Office (153 Woodland Street, second floor). Upon paying the cashier \$35 for the replacement key and lock, you will get a receipt to take to Physical Plant. If you are unable to pay this fee immediately, it will be added to your student account—you will need to visit the Accounting (Student Billing) office to do this. Lock changes initiated by University staff will cost \$35 plus a \$15 service fee (\$50 total). Locks are changed for security purposes when keys are lost. Remember to return your room key before leaving at the end of the year to avoid being charged for its replacement. Lost Clark OneCards should immediately be reported to University Police. A replacement ID costs \$15.

MAIL AND PACKAGES

Mail and parcels are not delivered to the residential buildings directly. Any mail or deliveries addressed to your building's street address will be brought to the Clark mailroom. A limited number of mailboxes are available for graduate students on a first-come, first-serve basis. Most graduate students will receive mailings to their department. Intercampus mail is available for all students, faculty, and staff. The Mail Room is located on the 2nd floor of the University Center and can be reached at 508-793-7304. Mailroom hours are Monday through Friday 10am to 5pm during the academic year. Domestic and International stamps can be purchased at the University Bookstore. Post Office Boxes are also available through the US Postal Service. Visit usps.com for PO Box information.

MAINTENANCE REQUESTS

The residential buildings are maintained by the Physical Plant office. Residents who wish to request repairs to their room or apartment should call Physical Plant at 508-793-7566 or submit an [online work order at tmaweb.clarku.edu](#). It is important that you leave your name, building and room number, contact information, a detailed description of the problem, and whether or not you want to be present when Physical plant comes to make the repair. While there is no charge for routine maintenance, damages that go beyond normal wear and tear may be assessed a fee.

Emergency issues should be called in to the RLH office immediately during normal business hours or to University police after 5pm and on weekends. Examples of emergency maintenance issues include:

- an entry door that will not open or lock
- broken glass in public areas that jeopardizes security or personal safety
- no water (hot or cold)
- no heat (when outdoor temperature is below 55 °F degrees)
- overflowing plumbing fixtures
- broken water pipe
- major roof leak
- a building, section of a building, apartment or room completely without electric power.

PARKING

Limited parking is available for residential students on a first-come, first-serve basis. Residential students may only park in the parking garage or designated 24-hour lots. A specific decal for parking areas must be purchased through University Police. **Please visit [clarku.edu/parking](#) for more information.**

PARTIES/SOCIAL GATHERINGS

While students are welcome to entertain and host guests in their residence hall or house, residents need to be aware that hosting and/or attending large gatherings or parties where alcohol is present puts them at risk for violating several policies outlined in the Code of Student Conduct and Residential Community Standards and Policies. It is highly recommended that all residents familiarize themselves with the University's policies on alcohol (including underage consumption and presence, communal sources, and drinking games), guests and noise before deciding to host or attend a party in University housing. RLH staff and University Police will confront and document any situation where a party is suspected of taking place and reserve the right to ask any guests present to leave if policy violations are evident.

PEST CONTROL

Residents should call Physical Plant immediately if they have concerns about mice, other rodents, or insects in their building, apartment, or room. Physical Plant will assess the situation and make any necessary pest control measure such as placing traps or calling for extermination services.

ROOM ENTRY

University staff reserves the right to enter and inspect rooms and apartments as needed for the purpose of verifying compliance with health and safety standards, to investigate probable violations of the *Code of Student Conduct*, for inventory purposes and for making necessary repairs to rooms and furnishings periodically throughout the year. When possible, staff will attempt to notify residents of intended entry. After leaving a room, staff will lock the entrance door.

STAFF AVAILABILITY

The graduate residences are directly overseen by the Housing Complex Manager (HCM) for graduate housing. Your HCM holds office hours in the RLH office numerous hours per week. To contact your HCM or find out their availability, call the RLH office or visit clarku.edu/offices/housing/hcm. You may also contact the RLH office for any needs during normal business hours (Monday through Friday, 8:30am to 5pm). After hours, please call University Policy for any needs.

STORAGE

Residential Life and Housing does not offer on-campus storage for personal belongings. Clark University has partnered with Collegeboxes Inc. to provide all Clark students with the opportunity to store their belongings as easily as possible. Collegeboxes, which operates the largest storage operation for college students in the country, provides you with boxes and materials you need to ship or store your items during summer break. Visit collegeboxes.com to learn more about Collegeboxes, their services, and their pricing.

STUDENTS WITH DISABILITIES

If you require housing consideration because of a documented disability, please contact the RLH and the Coordinator of Disability Services office to discuss housing options and accommodations. The graduate residences have limited accessibility for individuals with disabilities impacting mobility.

TELEPHONES

All residence hall rooms and all University houses are equipped with a working telephone jack to provide local calling. You must bring your own telephone. Dial the last four digits of the number to use your campus phone for internal (on-campus) calls. To make a local call, dial 9 + 1 + area code + telephone number. You can also receive long distance calls on campus phones as long as they are not collect calls.

HOUSING ASSIGNMENTS INFORMATION

HOUSING CONTRACT

The housing contract that you have signed is a full-year or part year agreement depending on the term you have selected. You are obligated to reside in University housing throughout the period of time designated on your contract. Cancellation of your contract will still require you to pay for the full semester without refund and there may be additional cancellation fees. The Graduate Housing Contract is viewable online at clarku.edu/offices/housing/graduate/gradforms/GradContract.pdf.

ROOM ASSIGNMENTS

All requests for housing, room changes, early arrival, late departure, etc. must be conducted through and authorized by the RLH office. Any unapproved changes to a resident's housing assignment constitute a violation of the housing contract and departmental policy. If you are seeking a change to your room assignment, please contact the RLH office to discuss options.

ROOM CHANGE/CONSOLIDATION

There is a "room freeze" in effect during the first two weeks and the last two weeks of each semester. Otherwise, room changes can occur at any time during the semester with the approval of RLH. Please come to the RLH office or visit its website for the required forms.

It is the expectation of RLH that all perspective roommates be treated fairly and respectfully. Residents participating in unauthorized moves will be required to return to their original assignment and may be referred for judicial action.

After the room freeze period, a sole occupant of a double room may be required to consolidate, if space requirements demand it. Residents who are required to move to a new room, or who will be having a new roommate move into their room, will be notified in writing when they should meet with RLH staff to complete the necessary paperwork. Additionally, "pull-in" days are held in December to give students with a confirmed spring vacancy the opportunity to "pull" someone into their vacant space before RLH assigns a student to the space over winter break.

BUILDING OPENING, CLOSING, AND BREAKS

Graduate residences open for the academic year on Thursday, August 1, 2013 at 9am and close at Noon on Monday, May 19, 2014. Graduate housing does not close over semester or winter breaks, but you must notify RLH if you will remain in graduate housing over winter break.. Residents may request to arrive or leave up to 48 hours early or late for an additional fee of \$50 per day (\$75 per day if requested less than 7 days in advance). Student who arrive on campus early without prior approval will be charged \$150 per day if they wish to stay on campus. Summer contracts are also available for graduate residents at additional cost.

SUMMER HOUSING

Summer housing is available in all graduate residences with a separate summer housing contract. Graduate students may request to stay in housing for the part of the summer or its entirety. Information on summer housing will be made available in the Spring Semester of each year.

RESIDENTIAL COMMUNITY STANDARDS AND POLICIES

STUDENT RIGHTS

Clark believes that students possess certain rights along with their responsibilities. These rights value both the individual and the community, and attempt to provide for student support and

protection. At the same time, in order for students to exercise these rights, they must act responsibly, in accord with University policies and procedures, including the Code of Student Conduct, and with local, state, and federal law.

Rights

- Clark University students have the right to an environment in which the University takes reasonable measures to offer students protection from foreseeable danger; and a University which provides reasonable access to, and support of, faculty and staff.
- Clark University students have the right to an environment conducive to the pursuit of academic requirements and interests.
- Clark University students have the right to not be unlawfully discriminated against by any agent, organization or member of the Clark University community for reasons of age, color, national origin, gender, disability, race, religion, or sexual orientation.
- Clark University students have the right to express their ideas, thoughts and opinions, both individually and in manners of forum or protest, without fear of censure or retribution from members of the Clark University community.
- Clark University students have the right to a reasonable expectation of privacy in their academic, co-curricular and personal lives.
- Clark University students have the right to access and control access to their educational records as provided in the federal Family Educational Rights and Privacy Act of 1974, also known as FERPA.
- Clark University students have the right to a fair process to address all alleged violations of the University's policies and procedures. The University's judicial process follows procedures of "fair practice" as defined in the Code of Student Conduct.
- Clark University students have the right to establish representative governmental bodies and to participate in University governance in accordance with the rules and procedures of the University.

ROOMMATE BILL OF RIGHTS

- Clark U The right to read and study free from interference
- The right to sleep in one's room without disturbance
- The right to be respected
- The right to privacy
- The right to be free from fear and intimidation
- The right to a safe and healthy living environment
- The right to feel safe and accepted

UNIVERSITY JUDICIAL PROCEDURES

The University judicial system shall respond to complaints concerning the infringement of graduate and undergraduate student rights and alleged violations of the Code of Student Conduct by students or student groups. Students who do not wish to bring a complaint to the University judicial system may attempt to resolve the matter informally with the assistance of the affirmative-action officer, a campus mediator, a member of the Dean of Students staff, a graduate dean, a faculty member, a counselor, a peer helper, or a member of the University Police.

Invocation of Judicial Action

Any member of the Clark community may initiate the University's judicial process. For this to occur, a formal complaint must be submitted to the Dean of Students Office, in writing, alleging that an undergraduate or graduate student was responsible for one or more specific violations of the Code of Student Conduct. The University may, at its discretion, initiate the University's judicial process on its own behalf or on behalf of other persons based on the information that is shared. Community members submitting a complaint should also include the names of any members of the community who may have witnessed the alleged events so that they can be contacted to submit personal statements.

Administrative Disposition and the University Judicial Board

A complaint that involves a possible violation of the Code of Student Conduct may be handled by the Dean of Students, the Dean's designee, or the University Judicial Board (UJB). The University reserves the right to refer cases to civil or criminal authorities for action, rather than resolve the case through the University judicial procedures.

The University's judicial process follows procedures of "fair practice." Fair practice is defined as:

- A) A member of the judicial staff will determine if judicial action is warranted based on a review and/or investigation of all information provided by the complainant.
- B) If judicial action is warranted following that review, a member of the judicial staff will consult with the respondent in a meeting to hear additional information about the incident from his/her perspective. The accused student is given the opportunity to explain all circumstances relevant to the alleged violation. If sufficient information exists to proceed with judicial action, the judicial staff member will inform the respondent in that meeting and the respondent will determine whether he/she wishes to accept responsibility for the alleged violation(s) of the Code of Student Conduct.
- C) A student may elect to suspend his/her on-campus judicial proceeding if he/she is also facing criminal/civil charges for the same incident and has been advised to do so by legal counsel. In these cases, the chair of the University Judicial Board will meet with the student to discuss the appropriate course of action. The University reserves the right to continue with its internal judicial process at any time, whether the accused student elects to participate. Students who are determined to represent a threat to any member of the campus community, or whose actions are determined to be a significant violation of the Code of Student Conduct, may be placed on Interim suspension until they participate in the University judicial process.
- D) If the student accepts responsibility for the alleged community, the staff member will discuss a range of appropriate sanctions that will be recommended for approval by the Dean of Students and/or Dean of Graduate Studies. The Dean, or Dean's designee, may approve the recommendation or impose a different sanction if one is deemed appropriate. The final decision will be shared in writing and delivered to the student via email.
- E) If the student denies responsibility for the alleged violation, the staff member will determine if there is sufficient information available to find the student responsible for the violation(s) regardless of the denial. If so, the staff member will make the decision and discuss a range of

appropriate sanctions that will be recommended for approval by the Dean of Students and/or Dean of Graduate Studies. Under this circumstance, the student will have the opportunity to appeal the decision to the chair of the UJB. He/She has three business days to send a written appeal to the Chair stating why the basic tenets of “fair practice” were not met, or that there is new information that was not available at the time of the original meeting. The staff member may also choose to refer the matter to the UJB Chair for resolution by either a full or simplified board hearing. For cases in which a sanction of removal from University housing, suspension, dismissal or expulsion is a possibility, the resolution will generally be made by a full board hearing. A student named in a complaint may request a full board hearing, which the University will make every possible effort to grant.

- F) In cases where a board hearing is deemed appropriate, the staff member conducting the pre-hearing interview will not participate in the judicial board hearing.
- G) Both the complainant and the respondent will have the right to appeal any decision made by a full or simplified hearing board.

POLICIES

In addition to University policy and the undergraduate and graduate housing contracts, students residing on campus are expected to respect the following standards. While an effort has been made to keep rules and regulations to a minimum, these policies are in place to help protect individual rights and freedoms and to promote a safe, comfortable, and enriching living environment for all residents.

Residential students are also required to abide by the policies outlined in the *Student Handbook* which can be found online at clarku.edu/offices/dos/pdfs/undergraduatestudenthandbook.pdf.

Animals/Service Animals

Animals or pets (except for fish) are not permitted in residence halls or houses at any time. Fish tanks may be no more than 10 gallons and must be approved by a student’s roommate. Animals should not visit residence halls or be inside a student’s room at any time or for any reason.

Service animals, as defined by the Americans with Disabilities Act, are permitted both on campus and within university housing following the approval of the Director of Residential Life and Housing and the Coordinator of Disability Services.

Appliances

All appliances used or stored in on-campus housing must be UL approved (see Prohibited and Approved Items in the Living on Campus section). For health and safety reasons, the Worcester Health Department prohibits the use of cooking appliances such as hot pots, electric frying pans, charcoal/gas grills, microwave ovens (except for MicroFridge units), popcorn poppers, toasters and toaster ovens in residence hall/house rooms. These items may be stored in student rooms, but their use within a private room is prohibited. All University houses and residence halls have kitchen facilities where students may use these types of appliances. Refrigerators that are UL approved and

no larger than 5 cubic feet are permitted, but limited to one unit per room. Heaters, air conditioners, dishwashers, laundry machines, and other large appliances that are not provided and/or approved by the University are not permitted. Residential Life and Housing staff reserves the right to confiscate or ask a student to remove a prohibited item from the residence halls/houses.

Balconies/Roofs/Ledges

For safety reasons, students are prohibited from rooftops, ledges and overhangs on any residential building. Balconies in RLH houses are locked and may not be used as they are unsafe for occupancy. Students found accessing or misusing a balcony, rooftop, ledge, or overhang will be subject to a \$100 fine. Any subsequent violations may result in relocation or removal from University housing.

Fire and Life Safety

In the event of a fire or other alarm, all residents and guests are expected to vacate the residence hall/house and gather at least 40 feet away from the building or where instructed by an University official. No one may reenter the building without permission from an RLH staff member or University Police officer.

Fire doors may not be propped open and stairwells, hallways, and exits must remain clear of obstructions. Students may not hang items from a smoke detector, sprinkler pipes or ceiling. Disabling or tampering with a smoke detector, sprinkler, fire extinguisher or other life safety equipment is a violation of federal law and prohibited.

Fire laws forbid the storage of gasoline-containing vehicles (e.g., motorcycles) in, or within 40 feet of, residences. Halogen lamps, lava lamps, candles, incense and oil lamps are prohibited in residential areas. Students may not use extension cords except for UL approved power strips or multi-plugs with internal fuses. Connecting multiple power strips and/or multi-plugs is also prohibited.

Combustibles, corrosives, or flammable liquids and substances of any type (e.g. fuel, kerosene, propane, oil, paint thinner, sterno, or charcoal) are prohibited from being used or stored in residential facilities. Students working on art projects as part of their coursework are permitted to possess small quantities of approved materials as long as they are stored safely. Possession, manufacture or use of fireworks or explosives on University property is expressly forbidden. Use of an open flame is not permitted indoors or within 20 feet of a residence hall/house.

Charcoal and gas grills may be used in designated areas, no less than 40 feet from residential buildings, with the approval of RLH professional staff.

Fire and life safety violations are subject to a \$100 fine.

Furniture

Each student room contains a bed frame, mattress, desk, desk chair and wardrobe/closet. The furniture

that is provided in your room must remain there for the entire academic year. It may not be removed from the building, moved to storage or moved to another room or location. You may not bring your own bed/mattress or loft for fire safety reasons. Students will be held financially responsible for any furniture that is missing or damaged at the end of the academic year .

Furniture is provided in most of the lounges and study rooms in each residence hall and house for the use of all residents, and is expected to remain in its designated location. Removal or misuse of community furniture or other fixtures will result in a \$100 fine in addition to any damage, replacement or relocation costs.

Guests

A guest is defined as any person in a residential building who is not currently assigned to the space in which they are present. Guests need to carry identification at all times and must comply with requests to see their identification by University staff.

Residents may not have more than two (2) guests for every one (1) resident present in a room/suite/apartment at any given time without approval from RLH professional staff.

Residents are responsible for ensuring that their guests know and comply with University policies, must accompany guests at all times, and will be held responsible for their guests' behavior.

University staff may require guests to leave an on-campus residence.

Guests may only stay overnight in a residence hall/house room with permission of all the room occupants. A guest may not stay overnight on campus for more than three (3) consecutive days per month and no more than 14 total days each semester. Persons who have been removed from on-campus housing for any reason may not return as overnight guests following their removal.

Hall Sports

In order to prevent injury to students and damage to fire equipment and the building, playing any sports in the hallways or common spaces of any University housing is prohibited.

Keys and Security

Your key and Clark ID (OneCard) are property of the University and on loan to you, exclusively for your own use. Irresponsible use or handling of keys and OneCards, including giving your key or ID card to another person for the purpose of gaining entry into a residential building or room, is prohibited. Duplication of keys is also not permitted.

Students are permitted one excused lock-out per academic year. A second lock-out will result in an educational meeting with your area coordinator or hall director. Subsequent lock-outs will result in a \$25 service charge.

Granting a nonresident access to a building jeopardizes the security of the residence hall/house and those who reside there. Doors to residence halls/houses should not be propped open. Individuals who are permitted to access the building will be able to do so with their key or OneCard, and guests should be met by their host at the entrance.

Kitchens and Cooking

Students are permitted to cook in the kitchen areas in the residence halls and/or in their apartments/suites. The safety of the residence hall community must always be the most important priority for students who decide to use these cooking spaces.

The following kitchen use guidelines must be followed:

1. If you are cooking or baking, you must stay within sight of the cooking appliance(s) you are using. Students cooking in common area kitchens should never leave the kitchen area while food is being cooked or the oven/burners are in operation. A fire or smoke-related incident that starts because a student was not paying attention to his/her cooking is not considered an accident, but rather an incident of unsafe and negligent use of the kitchen facility. In these cases, students may be responsible for damage costs
2. Students who cook and/or use the kitchen facilities are required to clean up that area immediately. Common area kitchens are for the benefit of all community members. Leaving a mess in this area prevents others from taking advantage of this space.
3. Student-owned appliances and other cooking materials must be UL approved and in good, safe working condition. Large knives, deep frying vats and other appliances/utensils that may be considered unsafe in a residential community may be confiscated at the discretion of Residential Life and Housing staff members.
4. The act of cooking is prohibited inside a residence hall or house bedroom and can only be done inside a designated kitchen area. Students may not use electric hotplates, skillets, broiler ovens, slow cookers, toasters, sandwich presses, grills, toaster ovens or like appliances in their rooms. Students may store these items (unplugged) in their rooms for appropriate use in the kitchen facilities. Students can heat up items in a "MicroFridge" microwave in their rooms, but they are still required to take caution and care when using this appliance. Overheated foods like leftovers and popcorn can cause extreme smoke to form in a room or hallway and trigger the fire alarm.
5. Students in areas with secured shared kitchens are only granted card access to these facilities if they follow all safety guidelines. Students who fail to observe these kitchen and cooking safety policies may lose their kitchen access rights for a time deemed appropriate through the judicial process.

Lounges

Social and study lounges are provided for the use of all students living in a residence hall or house as places to gather on a spontaneous basis for social and academic pursuits and for RLH programming efforts. No resident or guest may use lounges for sleeping or overnight accommodations. Social lounges may be reserved for group meetings with permission from RLH.

Maintenance and Damages

Residents are expected to keep their assigned living spaces in reasonably clean and safe condition. Residents may be held judicially and financially responsible for any repair or replacement costs incurred to the living spaces or furnishings during their period of occupancy.

Damages or vandalism to communal areas (e.g. study and social lounges, kitchens, laundry rooms, hallways, bulletin boards, etc.) of a residence hall or house will result in judicial action and financial restitution for repairs or replacement of property. If damages cannot be attributed to specific individuals, costs will be shared among all residents occupying the building at the time of the incident.

Modification of permanent fixtures and furniture in rooms and common areas is prohibited. This includes changing plumbing fixtures such as shower heads, modifying electrical outlets or fixtures, modifying heating systems, changing window treatments, etc. If you have any concerns about the fixtures and items provided by Clark University, please contact Residential Life and Housing or Physical Plant.

Only removable adhesives that do not cause damage or leave marks should be used to hang objects on walls.

Trash and recycling may only be disposed of in designated collection areas in and outside of University housing.

Noise

For the residential environment to be safe and comfortable, University residents must be respectful and considerate of the rights of other students. Stereos, televisions, musical instruments, radios and other noise should not disturb residents who are sleeping or studying.

Quiet Hours are Sunday through Thursday, 11 pm to 7 am, and Friday through Saturday, 1 to 9 am. These hours must be observed both inside and directly outside of on-campus housing. During Quiet Hours, noise should be kept at a low level and not be heard outside of a resident's room/suite/apartment.

Courtesy Hours are in effect at all other times. Residents approached for excessive noise by other students or University staff are expected to comply with the request as if it were Quiet Hours.

During reading days and final exams 22-hour Quiet Hours will be in effect, with Courtesy Hours from 7 to 9 pm.

Amplified musical instruments or amplified music may not be played in University housing. Students are encouraged to utilize the musical practice rooms available in certain academic buildings such as Estabrook Hall or the Traina Center for the Performing Arts.

Occupancy

Students are expected to reside in their assigned room consistently or otherwise cancel their housing contract and/or petition for an official release from their housing contract. Occupancy of a room is limited to the resident(s) assigned to that room and a resident may not sublet, loan, transfer, or contract their housing to another person.

All room changes must be approved by RLH staff. Students who commit unauthorized room changes will be required to return to their assigned space and may face disciplinary action.

Students may not remain in on-campus housing during announced closings without the approval of RLH.

Residents are expected to leave the building within 24 hours of their last exam at the end of the semester. Residents must vacate their rooms and remove all personal belongings at the end of the academic year.

Any resident who moves to another space on campus or leaves University housing is required to properly check out of his or her previously assigned room by returning any issued keys and completing the necessary paperwork with RLH staff. Students who do not check out properly forfeit their right to contest damage or cleaning charges.

Should a resident's housing contract be canceled for disciplinary or other reasons, or if the resident becomes separated from the University, he/she is expected to vacate on-campus housing within two business days of official notification.

Sales and Solicitation

Use of on-campus housing and/or residential phone and data lines to conduct a business or commercial enterprise is prohibited.

Unauthorized distribution of information in on-campus housing, or soliciting door-to-door, is not permitted without appropriate approval of RLH professional staff. Approval for door-to-door solicitation is limited to Student Council, hall council and residential life programs. Outside vendors and/or organizations are not permitted to solicit within University residence halls and houses.

Smoking

Smoking of any substance is prohibited in all on-campus buildings. Smoking outside a residence hall/house must occur at least 20 feet from the building and away from all entrances, windows and exits.

Students who are found smoking in, directly outside of, or possessing evidence of having smoked in a residence hall/house (i.e. an ashtray with cigarettes, the odor or visible presence of cigarette smoke, extinguished cigarettes, etc.) may be subject to a \$100 fine. Subsequent violations will result

in a \$100 fine and may include administrative relocation or removal from University housing. In cases where tobacco smoke is present at large gatherings, all students present may be held accountable for violating the smoking policy.

Students may store hookahs in University housing as long as the hookah is being used with tobacco products only. The same guidelines above apply to smoking from a hookah.

Windows and Screens

For safety and security purposes, screens must remain in windows and closed at all times. Objects should not be thrown from windows. Windows may not be used as an entrance or exit, nor should windows be used to pass materials in or out of the room/residence hall.

Students found tampering with or misusing windows and screens will be subject to a \$100 fine. Any subsequent violations may result in relocation or removal from University housing.

HIGHLIGHTED UNIVERSITY POLICIES FOR RESIDENTIAL STUDENTS

Alcohol

Students under the legal drinking age of 21 may not consume alcohol on Clark property and/or at Clark sponsored events. In addition, students under the legal drinking age may not possess alcohol or alcohol containers. Underage students who are in the presence of alcohol may be held accountable for possession and/or consumption depending on the nature and circumstance of the incident.

Students age 21 and older are allowed to possess and consume alcohol, as per Massachusetts General Laws (MGL), and are asked to do so in a responsible manner that takes into account the effects their behavior may have on others. It is a violation of the MGL to serve or provide alcohol to persons under the legal drinking age of 21. The distribution, purchase, or conveyance of alcohol by or for a minor is prohibited.

Consumption and possession of open containers of alcohol is prohibited in common areas of residential buildings, inside academic and administrative facilities, and outdoors on University property unless alcohol is being served in accordance with legal and University guidelines as part of an approved University event.

Communal sources of alcohol (i.e. kegs, beer balls, punches, Jell-O shots) are prohibited without the appropriate University sanction and city licensure. Brewing or making alcohol is also prohibited in all University buildings. Alcohol game-related paraphernalia (e.g. game tables, beer funnels) are also prohibited and may be confiscated by the University.

Illegal Drugs

Clark does not tolerate the distribution, possession, sale, or use of illegal drugs or drug-related paraphernalia (i.e. bong, pipes, etc.), including the improper use of prescription drugs. A student determined to either having recently used, be under the influence of or currently using illegal drugs may be found in violation of this code. Usage may be indicated by, for example, odor, fans, or towels under the door. Infractions that involve the distribution of drugs may result in more severe sanctions. Clark retains the right to report all infractions of this code to local, state and/or federal authorities.

Noncompliance with University Staff

Students are required to comply with reasonable directives or requests from members of the University staff acting in the performance of their duties.

Joint Responsibility

Any student who assists another person in the commission, or attempted commission, of a violation of the Code of Student Conduct or other University policy may be held jointly responsible. This includes hosting a non-student who commits a violation.

Creating Dangerous or Unhealthy Conditions

Creating dangerous or unhealthy conditions for yourself or others threatens the community. Examples of such prohibited behaviors include, but are not limited to: exposing others to biohazards such as bodily fluids or wastes; drugging another person's food or drink; possession or unauthorized use of flammable, corrosive or poisonous chemicals on University premises; possessing firearms, explosives or other weapons; tampering with any fire or safety equipment or fixtures; tampering with door locks, peepholes or emergency doors (including the propping of doors); inappropriate use of windows (e.g. as an entrance or exit, or throwing things from or out of); and lending a Clark card or key to allow entry to a residence hall.

Abuse of Property

Abuse of property may include damaging, destroying, misappropriating, misusing, or improperly accessing University buildings, grounds, equipment, computing resources, educational materials or the personal belongings of others.

Theft

Students are expected to respect property belonging to persons other than themselves, as well as University property. Students should never take possession of items belonging to other persons without the express permission of the owner. Violations of this policy include, but are not limited to: theft of University property; theft from a member of the University community or a campus visitor; intentionally, recklessly, or negligently causing damage to the property of the University or an individual. Students found responsible for theft will be expected to provide adequate restitution and will face appropriate judicial action.

Gambling

According to the Massachusetts General Laws, gambling is defined as any unsanctioned game of chance where currency, property, and/or services are exchanged. Gambling, including taking or placing bets or payoffs, is prohibited.

Responsibility of Hosts

Hosts must be able to account for the whereabouts of their guests at all times, and hosts assume responsibility for their guest's actions and behaviors. Guests must abide by the rules, regulations, and standards of the campus community. Guests may be asked to leave campus at the discretion of a University official.

HARASSMENT, DISCRIMINATION, AND SEXUAL MISCONDUCT

The Clark community and RLH do not tolerate actions that seek to discriminate or target individuals based on their identity. In line with our Statement on Diversity and Inclusion, any attempts to demean or disrespect members of the community based on race, color, religion, age, national and ethnic origin, ability, status as a veteran, language, socioeconomic background, sex, sexual orientation, gender identity, gender expression, or political ideology will be addressed by RLH and the University.

HARASSMENT

Harassment includes conduct that has the intent or effect of unreasonably interfering with a person's life in the Clark community. Examples of harassment may include, but are not limited to intimidation, threats, stalking, slurs, derogatory graffiti, internet posting or any conduct which endangers the health, safety or well-being of an individual or group.

SEXUAL HARASSMENT

Sexual harassment consists of any unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. This includes, but is not limited to: submission to, or rejection of, such conduct that is made either implicitly or explicitly a term or condition of employment or participation in an education program; submission to, or rejection of, such conduct that is used as the basis for employment or academic decisions affecting a student; such conduct that has the purpose or effect of interfering with a student's work or academic performance; or such conduct that creates a hostile or intimidating work or academic environment.

HATE INCIDENTS

It is the policy of Clark University that all our students, faculty and staff should enjoy an environment free of discrimination and harassment, and shall have equal opportunity in the education, employment, and services of the University. This policy refers to, but is not limited to, harassment and/or discrimination in the following areas: age as defined by law, race, color, national origin, religion, sex, sexual orientation, disability and veteran status.

Hate incidents include an act or attempted act by any person against another person, group, or

property that has the intent of hostility towards the victim. Hate incidents may be based on a person's race, sex, gender, gender expression, sexual orientation, national origin, age, disability, ethnicity or social/political affiliation. Examples of hate incidents may include, but are not limited to the following: threats, physical assaults, or vandalism, including destruction of religious symbols.

Hate incidents as defined above are not tolerated or accepted within the Clark University community. Please note that not every act that might be offensive to an individual or a group necessarily will be considered a hate incident and/or a violation of the Code of Student Conduct.

Reporting a Hate Incident

If you feel that you are a victim of or have witnessed a hate incident you are encouraged to report it to one of the following University offices:

Dean of Students Office, 155 Woodland St., first floor, 508-793-7423

Office of Intercultural Affairs, 142 Woodland St., second floor, 508-793-7362

Office of Residential Life and Housing, 151 Woodland St., first floor, 508-793-7453

University Police, Bullock Hall, lower level, 508-793-7575

In incidents where the offending person(s) are identifiable or suspected, the incident will be reported to University Police and the Dean of Students Office. University Police and/or the Dean of Students Office will investigate the allegation/incident. Criminal and/or internal judicial charges may result.

In incidents where the offending person(s) are unidentifiable or unknown, the incident will be reported to the University Police and the Dean of Students Office. An investigation will be conducted. If the offending parties remain unknown, the Dean of Students Office may inform the community of the incident and include in this announcement an opportunity to address the incident as a community.

Sexual Assault, sexual Misconduct, and sexual Exploitation

The full sexual assault, sexual misconduct, and sexual exploitation policy can be found at clarku.edu/deanofstudents. There you will find information about consent, further clarifying information, and statements of confidentiality and rights.

Sexual violence in any form—including rape/sexual assault, sexual misconduct, and sexual exploitation—is one of the most serious violations of respect for others and will not be tolerated within our community. Some forms of sexual violence, often referred to as sexual assault or rape, are punishable by both civil and criminal legal action.

Emergency support services are available on a 24-hour basis by calling University Police at 508-793-7575. Further information about support is available at clarku.edu/deanofstudents and clarku.edu/cave. Each of these sites includes the "Survivor Guide," a document that contains helpful information in the event that you or someone you know has been a victim of sexual assault. On-campus counseling is available through the Clark Anti-Violence Education (CAVE) office and Counseling Services. Any student who reports a sexual assault, sexual misconduct or sexual

exploitation incident is entitled to a change in residence (if living on campus) and/or an adjustment of academic class schedule (if situation allows).

COMMUNITY INVOLVEMENT

The residential community is a great environment to meet and interact with students from around the world. RLH encourages students to learn about each other's backgrounds, beliefs, experiences, and interests and will facilitate opportunities to engage in their community.

PROGRAMMING

The RLH staff will occasionally host social activities for graduate residents to interact with fellow students from other buildings. These programs can be anything from a potluck to a game or movie night. All of RLH's programs are free and open to any student.

RESIDENCE HALL AND HOUSE COUNCILS/RESIDENCE HALL ASSOCIATION

Residence Hall Councils represent students living in specific residence halls/houses and are formed at the beginning of each academic year. The purpose of these councils is to promote community, diversity and awareness through programming and advocacy, with the ultimate goal of increasing the quality of life in these buildings.

The Residence Hall Association (RHA) represents the entire student population and governs the Hall Councils, ensuring that they remain active and focused. Additionally, RHA works with the Office of Residential Life and Housing to maintain the quality of life for resident students.

IMPORTANT NUMBERS

When making calls to any campus telephone line, you need only dial the last four digits of the phone number. For any off-campus calls, you must first dial 9 + 1 + the area code followed by the phone number.

OFFICE OF RESIDENTIAL LIFE AND HOUSING

Website: <http://www.clarku.edu/housing>

Main Office 508-793-7453

Fax 508-421-3787

UNIVERSITY POLICE

Main Office 508-793-7575

PHYSICAL PLANT

Main Office 508-793-7566

Online work request: tmaweb.clarku.edu

INFORMATION TECHNOLOGY SERVICES (ITS)

Help Desk	508-793-7745
Web Help Desk: itshelp.clarku.edu	

DIVISION OF STUDENT AFFAIRS

Dean of Students Office	508-793-7423
Health Services	508-793-7467
Counseling Services	508-793-7678
Student Leadership and Programs	508-793-7549
Office of Intercultural Affairs	508-793-7362

UNIVERSITY RESOURCES

CLARK ANTI-VIOLENCE EDUCATION (CAVE)	508-793-7790
Disability Services	508-793-7468
Provost's Office	508-793-7673
Admissions Office	508-793-7431
Alumni Office	508-793-7166
Athletics	508-793-7161
Bookstore	508-793-7755
Cashier's Office	508-793-7422
Clark OneCard	508-793-7109
College of Professional and Continuing Studies (COPACE)	508-793-7217
Center for Community Engagement and Volunteering (CEV)	508-793-3785
Dining Services	508-793-7507
Financial Assistance	508-793-7478
Graduate Admissions	508-793-7676
Graduate School of Management (GSOM)	508-793-7543
Human Resources and Affirmative Action	508-793-7294
Mail Services and Receiving	508-793-7304
Planning and Finance Office	508-793-7443
President's Office	508-793-7320
Registrar's Office	508-793-7426
Office of Sustainability	508-793-7601
Telecommunications	508-793-7381
University Marketing and Communications	508-793-7441