Everything you need to know about your new home!

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Welcome to the Freshman Quad

Welcome to the Freshman Quad! All summer we’ve been looking forward to your arrival, and we’re glad to get to meet you at last. Your residence hall is full of enthusiastic staff and fascinating friends-to-be. We hope you’ll soon feel right at home.

The Freshman Quad includes the Freshman Halls of Gilbert, Tiernan, and Hoeing along with the Freshman floors of Lovejoy and the Upperclassmen floors of Lovejoy.

This handbook will help you become more familiar with the building, its facilities, and residential policies. You will find information on everything from how to get your key replaced to where you can watch TV. This handbook is to be used in conjunction with other University publications, such as UR Here, the Residential Life Housing Contract, and the University of Rochester Official Bulletin.

You will be held accountable for the information in this handbook, as well as any information regarding University rules and regulations printed in other publications.

We encourage you to contact your Resident Advisor or any member of the Freshman Quad Staff if you need further assistance or have any other questions. We’re here to help!

**Gilbert Hall**
Named after Donald W. Gilbert, the first director of the Office of University Development and later the Dean of Graduate Studies, it is the largest residence on the Quad. It houses approximately 300 students, primarily in doubles and triples. Key features of Gilbert include the Gilbert Community Room (a large TV and game area with a connected outdoor patio) a conference room, a vending area, and a laundry room. Additionally, each floor has lounges and kitchenettes.

**Tiernan Hall**
Named for Martin F. Tiernan, a University trustee and benefactor, Tiernan houses approximately 180 students, the majority of which are in doubles. Each floor features lounges and kitchenettes to promote floor activities and community events. The main floor features the Tiernan Community room, a kitchen to support large activities, a conference room, and a large laundry, vending and study area.

**Hoeing Hall**
Named for Charles Hoeing, the first Dean of Graduate Studies at the University, it is a 170-student residence hall. Hoeing features floor lounges and kitchenettes to support communal activities. The main floor features a seminar room, a large laundry/vending area, and a study area.

**Lovejoy Hall**
Named for Frank W. Lovejoy, a trustee of the University and President of Eastman Kodak, it is a hall which houses 164 students. Lovejoy living areas include floor lounges and kitchenettes to support communal activities. The main floor features a classroom sized seminar room, group study room, music practice rooms, and a large laundry/vending/study area. Residents of Lovejoy agree to live a smoke-free lifestyle. Floors 1 and 2 are upperclassmen floors, 3 and 4 are freshman.
The Office for Residential Life and Housing Services

The Freshman Quad is part of a larger undergraduate housing area. The Freshman Quad is home to over 800 of these students. All matters pertaining to life in the Freshman Quad are handled by its Area Office, located in 100 Gilbert Hall, and the administrative staff is available Monday – Friday from 8:30 am to 5:00 pm. You can call the Freshman Quad Area Office at 585-275-5685 or send an e-mail to freshmanquad@reslife.rochester.edu.

The Office for Residential Life is responsible for all aspects of living in residence halls at the University of Rochester. This office ensures that residence halls are safe, as well as being an academically enriching environment. The Central Administrative Office is located in 020 Gates, Susan B. Anthony Residence Hall. The Central Residential Life Office can be reached by calling (585) 275-3166. The main office oversees all residential areas and housing operations and selection.

Professional Residence Hall Staff

Dan Watts, Director for Residential Life and Assistant Dean of Freshman
Michael Pettinato, Assistant Director for Freshman Housing Programs
Rose Piacente, Resident Director, Freshman Quad
Melanie Shiree, Freshman Quad Area Secretary

Housekeeping

The Environmental Service Worker (ESW) staff works to keep our residence halls safe, clean, and attractive. John Williams supervises a staff of 18 who clean your bathrooms, hallways, lounges, and public areas. They do not clean student rooms, and they are not responsible for cleaning areas that are excessively dirty or have been disrespectfully vandalized. The ESWs are on your hall every morning until early afternoon. We encourage you to get to know and appreciate these wonderful, hardworking people. These are the specific ESWs you might see on your hall:

- Dewann Perry – Residential Life Service Staff Supervisor
- Toney Williams - (work leader) All Quad
- Lucinda Cruz - (work leader) Gilbert Hall
- Pamala Stanton - Gilbert Hall
- Latrina Horn - Tiernan Hall
- Mary Miller - Lovejoy Hall
- Phillip Forte - All Quad
- Jimmie Graddic - Hoeing
- Sam Scott - Gilbert/Hoeing
- Denne Major - Lovejoy/Tiernan
- Robert Mack - All Quads

Maintenance

The Quad has two building mechanics, Craig Attili and Warren Eckelberger. They repair normal wear and tear in each hall/house. There are two ways to request maintenance service: 1) call (585) 273-4567, or 2) place a work order online at www.facilities.rochester.edu. Craig or Warren will come and take care of the problem. Remember that the cost of any damage or repair that is beyond typical wear and tear may be applied to student term bills.
Graduate Head Residents

GHRs live on the Quad, supervise the RA staff, and provide support to their building’s community. You will see them at hall events. They are often involved in interesting graduate research, which you may want to ask them about. Take the opportunity to meet your GHR.

Resident Advisors (RAs)

Each hall has a RA who lives on the hall and work closely with residents to help establish a healthy and enjoyable community atmosphere. These upper-class students are here as a resource and for referrals you may need. RAs are trained to advise you on most concerns and problems you may have in all areas including community building and conflict resolution. RAs are great contacts if you want to sponsor a hall program, need someone to talk to, or have an idea about the building. RAs are student leaders who care about the residence community and who wish to make a difference by serving that community.

D'lions (Short for Dandelions)

D'lions are upperclassmen chosen to promote school spirit and a sense of community through campus social events, athletics, and community service programs. They encourage interaction between students, the University, and the Rochester community. You can find D'lions in Gilbert, Hoeing, and Lovejoy floors 1 & 2 and Tiernan halls, helping students adjust to many aspects of college life. They typically decorate halls, coordinate celebrations for birthdays, assist with Orientation, and organize specific hall and campus-wide events, such as American Red Cross Blood Drives and other community service projects.

Freshman Fellows

The Freshman Fellows are upperclassmen with strong academic credentials and an impressive record of campus involvement. You can find them in Gilbert, Hoeing, Lovejoy 1 & 2 and Tiernan Halls. They applied to live in freshman housing areas so that they could help introduce first-year students to the rich array of academic, social, and co-curricular activities available on campus. If you are looking for a way to get involved, ask a Freshman Fellow.

EcoReps

The EcoReps work to promote environmentally responsible behavior in the freshman residence halls. Through their training and knowledge, these students hold events to inform their hall mates about sustainability practices on campus. The program strives to create an environmentally literate student population, which will reduce the campus' ecological footprint by advocating change in the behaviors and attitudes of our on-campus culture.

Hall Council

Hall council is comprised of elected representatives from the four freshmen buildings on the Quad. Together, the building organizes activities, allocates funds to various building activities, and advises the administrative staff and Resident Director on any issues. The councils' budgets are a portion of the student activities fee. Anyone may attend these meetings with comments or concerns. Interested in joining? Contact your Resident Advisor for more information.
~ FINDING YOUR WAY AROUND THE QUAD ~
(An abbreviated list of some of the most useful and hidden places in the Quad.)

KITCHENS
Every floor in the Quad is equipped with a full-service kitchen located generally in the center of the floor. Please use any cooking appliances (except microwaves) in the kitchen area and NOT in your room. ALWAYS CLEAN THE KITCHEN AREA WHEN YOU ARE FINISHED AND ALWAYS FOLLOW SAFETY RULES WHEN COOKING! Pest problems may result if people leave dirty dishes, food, or garbage, and kitchen privileges may be revoked for the entire floor. Food should NEVER be left unattended while cooking. Dishes or items left in the kitchen will be thrown out after 3 days.

BATHROOMS
Each hall has its own shared bathroom. Bathrooms are designated male and female, and you may only use the restroom designated for you. Please respect others’ privacy and this policy. Please keep them clean. Housekeeping will provide weekday service to all the bathroom facilities. However, they should not have to clean up bathrooms that have been abused - nor should you have to find your bathroom in an unacceptable condition. Please remember that these are shared facilities. Please respect the communal nature of the bathrooms, flush toilets, do not leave toiletries, or other items in the bathrooms.

HALLWAYS
Please respect your community by taking ownership of the hallway, which is a shared space. Please report vandalism or maintenance concerns to the Area Office immediately (585) 275–5685 or freshmanquad@reslife.rochester.edu. You share responsibility for the condition of the public areas. Please do not let guests disrespect your home. You are responsible for your guest and their actions. Also, do not place shoes, furniture, or personal items in the hallway. They are a fire/safety hazard and at risk for theft.

LAUNDRY
Free with use of your ID card during the academic year. There is a laundry room on the first floor of each hall in the Quad. The washer cycle is between 36-40 minutes and the dryer may be used up to 60 minutes. Please remove your clothes from the machines as soon as they stop. If you don’t, you risk someone else removing and placing them on a table or, worse yet, stealing them. Also, be sure to clean out your own lint from the dryer lint screen. If there is a problem with one of the machines, please hang an “Out of Order” sign on it and report it to the Services Division (585-275-8363) during regular business hours. You may go to the ID Office (SBA room 114A) for refunds.

LOUNGES
Floor Lounges: There is minimally one floor lounge on each floor, Gilbert had 2-3. They can be used for meetings and other social events. There is a kitchen nearby, so hall dinners and late-night study snacks are encouraged. These lounges are available on a first come, first served basis.
First Floor Conference Rooms: These conference rooms are reservable for meetings through the Area Office but are mostly used for studying.
Gilbert and Tiernan Community Lounges
These Community Lounges are large gathering and programming spaces.
Lovejoy Music Rooms: Reservable on EMS, these music practice rooms are available to any students.

IF DAMAGED OR MISUSED, THE PRIVILEGE OF USING ANY LOUNGE MAY BE IMMEDIATELY REVOKED.

PUBLIC RESTROOMS
There are public restrooms located on the first floor of all buildings.
~ RESIDENTIAL LIFE PROCEDURES ~

FIRE ALARMS and EVACUATION PROCEDURES

You are REQUIRED to evacuate the building immediately whenever you hear the alarm. In order to facilitate the quick movement of people out of the building, exit the building using nearest stairwell and door. Rooms may be keyed into if there is a question of whether or not a student has left the building or remains in her/his room. Move at least 50 feet away from the building or staff may ask you to move back.

DO NOT ENDANGER AND INCONVENIENCE FELLOW RESIDENTS OR YOURSELF BY PULLING FALSE ALARMS.

It is not a pleasant experience to be standing outside at 4:00 am, when it is 20º below zero, in a T-shirt and shorts, with an exam in the morning, all because of a false fire alarm. Dress appropriately for fire alarms because they will be long and cold. All students MUST remain outside until the Residential Life Staff authorize re-entry by announcing the “all clear”. Attempts to re-enter the building prior to this declaration may result in judicial action.

LOCK-OUTS

If you get locked out of your room, follow this procedure:
1) Find your roommate.
2) If it is between the hours of 8:30 am — 5:00 pm during a weekday, go to the Area Office in 100 Gilbert and BORROW the “loaner key” to your room this loaner key may only be kept for the time it takes you to go to your room and retrieve your keys and must be returned within 20 minutes.
3) If it is after 8:00 pm and before 8:00 am, find the Duty RA for your building.
4) As a last resort, or at all other times, call Public Safety at 585-275-3333 for assistance.

**As you are responsible to have your keys on you at all times, excessive lockouts will result in a referral to the judicial system.

Lost IDs

If you lose your ID, go to the ID Office Customer Service Center on the first floor of Susan B. Anthony Residence Hall. They will replace broken cards free of charge. Lost cards cost $10 each to replace. Please report a lost ID to security (585) 275-3333 so that they can disable the card.

Room Keys

Your keys are your responsibility and it is not permitted to lend your keys to another student or guest at any time. Remember to always take your key when leaving your room, and do not rely on your roommate to keep the door unlocked for you. For your security, and the security of others, please do not loan your ID card or your keys to anyone. If your key is lost, please report it to the Quad Office as soon as possible. We will complete a lock change and your student term bill will be assessed $50 dollars during the academic year and $125 dollars at the end of the year starting on the last day of classes. You are responsible for returning your key when you move out.
Lost Keys
Please do not jeopardize your property, your roommate’s property, and your safety by not reporting your key as lost. If you lose your key, or your key gets stolen, go to the Quad Office to order a lock change and to sign out a temporary loaner key. A lock change will be ordered if you do not return your "loaner" key within 48 hours and a $50.00 charge will be added to your term bill. You will receive a notice on your door from the Lock Smith informing you that your lock has been changed and must report to the Quad Office to pick up your new key.

PEST CONTROL
Unfortunately, there are instances when pest control may be needed. If so, go to the Area Office in 100 Gilbert and make a report. You may also call Pest Control directly at 585-275-3241. To help prevent any pest problems, remember to keep areas with food clean. Please keep the bathrooms, trash cans, and recycling bins as tidy as possible.

ROOM CHANGES
There is a two-week waiting period before any room change will be considered. If you wish to request a room change, please talk to your RA first. Many things can be solved through a mediation session between roommates and a staff member. It is easier to talk to someone than it is to move your entire room across campus or, for that matter, even down the hall. A room change should be considered only as a last resort. All room changes MUST be requested through and approved by the Central Residential Life Office in 020 Gates.

WORK ORDERS
If, for some reason, you need any repair made in your room or would like to see something in a common area fixed, ask your RA or call Facilities directly at 585-273-4567 or submit a work order online at: ceres.ur.rochester.edu/fss/fweb.home/ All maintenance requests are handled on a priority basis and are completed as soon as possible.

POSTING POLICY
Advertising is strictly limited to bulletin boards in residence hall areas. Posting is not allowed on doors, windows, bathroom mirrors, floors or rugs, in elevators or in stairwells. Advertising may not be slid under student room doors. Promotional literature for recognized student organizations, approved student programs and campaign posters may be posted on residence hall bulletin boards unless the board is specifically designated for a particular use (e.g. board reserved for Hall Council information).

When posting on bulletin boards, only one (1) advertisement per bulletin board is allowed. Groups must not cover up other ads when posting their own advertisement. Staples, thumb tacks and painter’s tape are approved methods of hanging advertisements. Do not use duct tape or packing tape.

Promotional literature posted on any surface other than bulletin boards will be removed by the Residential Life staff. Commercial advertising is not permitted in any residence hall building. Such advertisements will be removed by the Residential Life staff.
Moving In/Moving Out

Check-In Procedure
Residents must check-in to your residence hall and receive your room key. This occurs when you sign your Room Condition Form (RCF), which is a form that notes the state of your room before you arrive. It is important to inspect your room and note any damage, missing items or items in room that are not noted on the RCF such as hooks, mirrors affixed to walls, dressers or wardrobes that have been missed on the RCF. Note any discrepancies on the pink copy of the RCF and return the updated copy to the Quad Office within 48 hours of check-in. The pink copy will be filed in our office and compared to damages noted at the end of the year and may help you avoid being billed for damages, missing items or items included in room as listed above that you should not be held responsible for. If you find your room to be in the condition listed on the form, simply keep the pink copy for your records.

Check-Out Procedure
When the time comes and you are ready to move out of your room for the semester/year, you must check out properly. A proper check out requires your signature on the RCF or an approved express checkout envelope, which signifies that you have left the premises and returned your key. Failure to do so will result in a $50.00 improper check-out fee in addition to a $125.00 lock change fee. When you check out, any problems with the room (other than normal wear and tear) not previously noted on the RCF will be charged to your term-bill. You are responsible for the entire room, not just "your side". Upon end-of-year room inspections items found to be left in your room will be donated to charity. Please note that you may be charged up to $75.00 for leaving the items without disposing of them properly. The Freshman Quad Office is not responsible for determining which roommate is to be billed. All damage is billed equally unless one roommate takes responsibility.

End of the Year Damage Billing
At the end of the year, your room will be assessed for any damages beyond normal wear and tear. If ResLife staff finds any damages, a fee will be charged to your term bill at the end of the semester. Damages will be split between the residents of a room. If there is building or hall damage, the fines will be split between the residents of the building or hall. A summary of damage(s) charged will be mailed to your home address. This statement is not the bill, but will itemize the damages and associated fees. It also outlines the appeals process if you feel that your bill is unjust.

Decorating Your Room
When decorating, you must observe fire safety policy (for the protection of you and your fellow hall residents) and must not permanently alter the room in any way. Remember the room must remain in good condition for future residents. If you damage or alter the room, you will be charged for the cost of the repair, restoration, or replacement. Please see the Housing License or ask your RA about prohibited items.
Statement of Communal Principles

Fairness
The principles of fairness and openness are fundamental to the operations of this community—its processes for decision-making, problem solving, and doing the work of the institution. Every person has the right to, and should expect, fair treatment according to openly stated and clearly articulated expectations, policies, and procedures and in accordance with the fundamental rights and privileges of a free society. Every person is encouraged in parallel ways to use fair and open methods of communication and action, including wherever possible, those provided by existing institutional channels, in voicing concerns and seeking solutions to problems.

Freedom
The freedom of all people in a community of learning to ask questions and to seek answers is essential and actively encouraged. Each person has the right to learn, teach, and work—to express themselves through their ideas and activities—without threat to his or her education or career progress or to that of others. Freedom of expression of ideas and action is not to be limited by acts of intimidation, political or ideological oppression, abuse of authority, or threat of physical harm and well-being.

Honesty
Honesty and personal integrity are fundamental to all assumptions of participation in a community dedicated to the advancement of knowledge. Honesty advances our efforts as well as strengthens the interrelationships on which community is built. On the other hand, dishonesty undermines the search for truth and undermines the bonds between the persons who live, study, and work here. It further damages community by wasting the energy and educational opportunities of all involved.

Inclusion
Our community welcomes, encourages, and supports individuals who desire to contribute to and benefit from the institution’s missions. Members of the University’s community come from different geographical areas, represent differences in ethnicities, religious beliefs, values, and points of view; they may be physically different, have different intellectual interests, or have different abilities. We not only welcome such differences in members of our community, but we also actively seek to include them in all aspects of the institution’s operations.

Respect
Respect for the basic dignity of self and others is essential to this community. Every person has the right to be treated with respect, regardless of the many differences that distinguish individuals and groups. Respect involves showing regard for other's well-being and safety as well as for their personal property, personal space, and for their living, learning, and working activities. In addition, members of this community also have a responsibility to respect the properties, and functions of the institution.

Responsibility
Freedom and responsibility are two sides of the same coin. To uphold this kind of freedom of expression and action in the public arena, each person has the responsibility to own his or her ideas and actions as well as express them in ways that do not limit or threaten others' freedom to learn, teach and work. This means that ideas and actions are neither anonymous nor isolated. To act or express one’s ideas openly and in a responsible manner enhances the learning and growth of all. On the other hand, to act or express one’s ideas in an irresponsible manner impinges on other’s rights and freedom to learn and grow.
Living in a Community

Living in the University Residence Halls will provide you with a lifetime of wonderful friends, experiences, and memories. However, in order for this community to be open, productive, and safe, there must be some community standards in place. This is a short list of some of the rules and regulations of residence hall living.

Quiet Hours
Quiet hours run from midnight to 8:00 A.M. Sunday-Thursday and 2:00 A.M. to 10:00 A.M. Friday and Saturday. However, your floor community has every right to extend these hours by working with the RA. During quiet hours, noise should be contained in your room with the door closed. If your noise can be heard in the hallway or by your neighbors, you are being too loud. During finals the halls observe 24-hour quiet hours.

24 Hour Courtesy Hours
It is expected that you maintain courtesy hours for 24 hours each day. This means respecting other residents and their needs. Please be aware of the noise level on your floor even during non-quiet hours. If someone asks you to lower the noise level of your TV, conversation, sound system, etc, please do so. We expect students to take the initiative to confront noise problems within their areas. If they do not feel comfortable doing so, students should contact their RA.

Public Area Damage
The hall community shares responsibility for corridors, lounges, kitchens, bathrooms, etc. Any anonymous damage or vandalism will be assessed and the charges will be divided among the residents of a particular unit (wing, floor, building, area depending on the situation). Therefore, be aware of what goes on in your area and do not hesitate to confront someone on a matter that may ultimately end up affecting you. If you have any reservations about confronting someone, please consult your RA, who will be able to advise you.

Smoking
All residential housing is smoke-free. Additionally, the residents of Lovejoy have taken a pledge to be smoke-free. Smoking of any substance is prohibited in all interior areas of all residence halls and the Fraternity Quad, including student rooms and within 30 feet of all housing facilities. Hookahs must be approved by the Office of the Dean of Students before use. You can reach the office at (585) 275-4085 or stop by the office to retrieve the registration form, they are located at 507 Wilson Commons.

Alcohol & Other Drugs
The Quad Residence Halls abide by all New York State regulations regarding alcohol. In New York, the legal age for possessing or consuming alcohol is 21. Therefore, all freshman halls (Gilbert, Hoeing, Lovejoy 1-2, Tiernan, and
SBA) are dry. Alcohol is prohibited in individual rooms and all public areas (hallways, lounges, bathrooms, kitchens, etc.). Common containers, such as beer balls and kegs are strictly prohibited. Possessing, giving away, selling, serving, or using controlled substances or other illegal drugs (including marijuana) on the Quad is prohibited, as is the possession of any drug paraphernalia.

**Pets**

The only pets allowed in on-campus housing are fish in a small aquarium (5 gallon tanks or smaller). Also, it is important to remember that during winter break, the heating systems will be shut down. Please be prepared to make arrangements if you have fish in the halls.

**Overnight Guests**

You must seek permission from your roommate for any visitor staying overnight. **No guests are allowed to stay for more than three consecutive nights**, and students are not allowed to host guests for more than four nights in any calendar month. You are responsible for all the actions of your guest. It is important to note that you will be held accountable if your guest violates any Standard of Student Code of Conduct or ResLife Policy and Procedures, regardless if your guests are UR or Non UR Students.

**Visitors**

There can only be twice the number of occupants plus one extra person in a student room at any given time. A double room could have 5 people total in the room (2 residents x2 +1) and a triple room can have 7 people total. Singles can have a total of 3 people. Residents must entertain additional visitors in the public lounge areas.

**Bicycles**

Bikes may be stored in your room (with the permission of your roommate and as long as it does not leave marks) or locked on a bicycle rack. Bike storage is never permitted in public areas (stairwells, lounges, hallways, railings, etc.). Bikes in these areas will be removed by Public Safety.

**Room Entry**

It is the University's intention to assure all reasonable privacy in student rooms. When appropriate, reasonable advance notification will be provided before entering a student room. However, the University reserves the right to enter your room without notice for verification of occupancy and other Residential Life administrative functions; for performance of protective housekeeping or maintenance functions; for health and safety inspections; to protect life, limb, or property; to assure compliance with Housing Contract conditions as well as State, Federal, and University regulations.
Grill
The grill located on the Res Quad is available for use on a first come, first serve basis. The Quad Area hall councils, residential life staff, and special interest housing groups may reserve the grill with at least 24 hours notice by contacting the Freshman Quad Area office at FreshmanQuad@reslife.rochester.edu. Please note: if you purchase lighter fluid or charcoal for use with the grill it may not be stored in any residential area on the quad. If you use the grill it is your responsibility to follow all fire safety and sanitarian regulations which may be found online at:
Fire safety: http://www.safety.rochester.edu/fire/BarbecueGrill.html
Sanitarian: http://www.safety.rochester.edu/sanit/tfeapplication.html

Important Phone Numbers

On Campus
・ University Operator (M-F, 8:00 am-5:00 pm), x0
・ Public Safety, (585) 275-3333
・ Security (Emergency Only), x13
・ Chase Bank (at the post office), (585) 275-4560
・ Information Technology, (585) 274-4357
・ Quad Office, (585) 275-5685
・ Post Office, (585) 275-3991
・ Bookstore, (585) 275-4012
・ Facilities, (585) 273-4567
・ Common Connection, (585) 275-5911