

## **Prospective Student Questions:**

- **How do I apply for on-campus Housing?**
  - <https://www.truman.edu/residence-life/prospective-residents/apply-for-housing/>
- **How do I pay my housing deposit?**
  - Instructions for New Students to submit their housing deposit can be found HERE. (hyperlink)
    - <https://www.truman.edu/residence-life/prospective-residents/apply-for-housing/>
  - Instructions for Returning Students to submit their housing deposit can be found HERE. (hyperlink)
    - <https://www.truman.edu/residence-life/current-residents/housing-renewal/housing-deposit/>
- **Is there a semester long contract?**
  - Housing Contracts signed in the Fall are for the entire academic year. A residence hall or apartment contract is binding for the entire academic year, spring semester, or summer session that is designated on the application-contract.
  - Housing Contracts are also available for the Spring semester only, for students who wish to return to campus mid-year.
- **Where can I find the housing contract?**
  - <https://www.truman.edu/residence-life/housing-forms/>
- **Do all first-year students have to live on campus?**
  - Because of the value of the residential experience and its impact on student learning and connections to the University, all first-year students are required to live on campus. Students who wish to appeal for an exemption may do so ONLY if they fit the following exemption areas, as listed in the Student On-Campus Residency Requirement of the University Housing Contract. <https://www.truman.edu/residence-life/housing-forms/>
    - Exceptions to the on-campus residency requirement include:
      1. Student who will be over 21 years of age by the start of the fall semester.
      2. Students who are married.
      3. Students transferring to Truman State with credits from another institution of Higher Education.
      4. Students from the Kirksville area who are living with a parent or legal guardian.
- **What are the differences between the residence halls?**
  - There are three types of on-campus housing options:
    - Community Style Residence Halls (like Missouri and Dobson Halls, and Ryle's 300s wings) where residents in a community share a common bathroom with other residents.
    - Suite-Style Residence Halls (like Ryle, Centennial, BNB, and West Campus Suites) where students in a suite (typically 4 students) share a bathroom between two rooms. In West Campus Suites, students in a suite also share a common living space in addition to a bathroom space among 4 residents in two rooms.
    - On-campus Apartments (Campbell and Randolph) where students share a bathroom, common space, and kitchen among their roommates (typically two students per one bedroom).
  - To view our various residence halls, visit: <https://www.truman.edu/residence-life/housing-options/>
- **What are the rooms like? What furniture do they come with?**
  - <https://www.truman.edu/residence-life/housing-options/general-amenities/>
- **Will my financial aid pay for the housing deposit?**
  - No, your financial aid cannot be used to pay the housing deposit.

- **I got a roommate request from someone I don't know. How do I handle it?**
  - Many students do not know their roommate(s) prior to move-in. Whether you respond to a roommate request from someone you don't know is up to you.
- **When do I find out my room assignment, roommates(s), etc?**
  - Housing assignments are available on the Confirmation page of your Housing Application.
  - In the event that you did not select your own roommate:
    - Returning students should be able to view their roommate by April 1<sup>st</sup> of each year.
    - New students should be able to view their roommate by June 1<sup>st</sup> of each year.
    - You will only be placed automatically if you have a completed housing application and have a paid housing deposit on file.
  - <https://www.truman.edu/residence-life/prospective-residents/apply-for-housing/room-selection-timeline/>
- **Why can't I select a room if I don't have a roommate?**
  - You must be able to fill all beds in the room you select. If you do not have a roommate, you must select a room that already has at least one occupant.
- **How do I request a triple?**
  - Just as with a double room, you must be able to fill all beds when requesting a triple room. You and two other roommates must each submit written notice to [reslife@truman.edu](mailto:reslife@truman.edu) that you all wish to live together.
- **Will I be placed in the building listed as my first choice?**
  - This depends on the date you submitted your housing application and paid your housing deposit. The earlier one submits the housing application and housing deposit, the more likely you will be to get your first choice building. When you complete your housing application, even for students who do not select housing with a roommate and get auto-allocated into their space, their building preferences are taken into account when room assignments are made.
- **My roommate is an international student. How can I get in contact with them?**
  - You can get in touch with your roommate via the Housing Portal. If you have difficulty, email [reslife@truman.edu](mailto:reslife@truman.edu) for assistance.
- **How can I get a longer bed?**
  - If you are 6'4" or taller, you may request an extra-long bed and mattress by calling the Facilities Department at (660) 785-4687. A limited number are available. You will need to provide: your full name, your height, your housing placement (building and room number), and a contact phone number.
- **Are there specialized housing options/ communities available?**
  - Yes, visit here for more information: <https://www.truman.edu/residence-life/housing-options/special-housing-options/>
- **What are the dimensions of the dorm rooms?**
  - Room sizes and shapes vary between each residence hall because of the building's unique design and room types. Because so many rooms differ in size, Residence Life does not have exact room, window, or closet measurements for each specific room on campus. Approximate room sizes are listed on the chart and it is highly recommended that you measure your room after you arrive before you purchase items that require specific dimensions (carpet, curtains, etc.).

<b>Blanton-Nason-Brewer Hall</b>		
Double Room	11'5" x 13'4"	6'3"W x 4'8"H
Deluxe Double		5'10"W x 4'8"H
Multiple Occupancy (triple)	17'6" x 15'9"	6'3W x 4'8"H & 3'W x 4'8"H
<b>Centennial Hall</b>		
Double Room	13'11" x 11'8"	6'3"W x 5'H
Multiple Occupancy (triple)	19'4" x 12'	6'3"W x 5'H
Multiple Occupancy (four person)	4'8"x20'10"x16'x8'6"x25'10"	6'3"W x 5'H
<b>Missouri Hall</b>		
Double Room	14'6"x11'8"	6'W x 4'8"H
Deluxe Double	14'6"x16'10"	6'.05"W x 4'8"H & 3'2.5" W x 4'10" H
<b>Ryle Hall</b>		
Double Room	12'4"x14'	6'3"wx5'h
Double Room (Community Bath)	12'x14'	6'3"wx5'h
<b>West Campus Suites</b>		
Shared Living Space	13'6"x11'7"	
Bedroom	15'8"x11'7"	4'w

## Coming to Campus

- **When is move-in day?**
  - For New Students: Wednesday, August 12, 2020 - <https://trumanweek.truman.edu/move-in-day-information/details/>
  - For Returning Students: Saturday and Sunday, Aug 15-16<sup>th</sup>.
- **Can I move my belongings in early?**
  - No, students will receive access to their room on move-in day.
- **What should I bring to campus?**
  - <https://trumanweek.truman.edu/move-in-day-information/what-to-bring/>
- **Can I bring an air conditioner?**

- No. In areas that are not air conditioned, air conditioners must be approved as an accommodation for a disability by the Disability Services Office. If an accommodation for an air conditioner is granted, the university will provide the air conditioner.
- **Can I bring my pet?**
  - Fish are allowed in 10-gallon size or smaller aquariums.
  - Cats, Dogs, and small caged animals are allowed only in Pet-Friendly Housing, located in Dobson Hall. Student must register to have a pet and live in pet-friendly housing. Visit our website for more information:
    - <https://www.truman.edu/residence-life/housing-options/special-housing-options/pet-friendly-housing/>
- **Can I bring a microwave?**
  - Students may have microwaves smaller than 1,000 watts. Microwaves 1,000 watts and higher can cause electrical outage problems in the residence halls. Microfridges are available for rent through the Residence Life Office. Microwaves for community use are provided in floor kitchenettes and students are expected to ensure they are clean after each use.
- **How do I get a microfridge?**
  - Microfridges contain a refrigerator, freezer, and microwave, and can be rented for \$150.00 per academic year. This fee is charged to the student's account who holds the contract for the unit. It is a good idea to submit your request early, because these are offered on a first-come, first-serve basis. Rental charges will ONLY be applied to the account of the resident that submits a request. Roommates wanting to split rental costs must do so on their own. Residents of BNB Hall, Centennial Hall, Missouri Hall, Ryle Hall, West Campus Suites, Randolph & Campbell Apartments may bring their own microwave (1000 watts or smaller). In the event that you wish to bring your own refrigerator, it must be less than 2'w x 3'h x 2'd. Refunds for microfridge units are not given once the academic year begins if the student has already been issued the unit.
  - Request a microfridge here: [https://formbuilder.truman.edu/web/form\\_builder2/form\\_builder.asp?testid=744](https://formbuilder.truman.edu/web/form_builder2/form_builder.asp?testid=744)
- **Can I have a car on campus?**
  - <https://police.truman.edu/parking-services/> Students who wish to bring a vehicle to campus must register it with the Department of Public Safety (DPS). You will get an application with your housing information if you are a first-time student. If you are returning, you must contact DPS directly for your application, or use their on-line registration form, located on their website. For more information about parking or campus police services, visit [police.truman.edu](https://police.truman.edu).
- **If I'm arriving by plane, can I ship things ahead of time?**
  - Yes, but work to ensure they arrive on or after move-in day. There is limited storage for personal items shipped in advance and items that arrive prior to move-in day may be "returned to sender."
- **What length shower curtain should I bring?**
  - Most students find a standard-sized shower curtain to be sufficient. It's advisable to wait and measure your shower before purchasing a shower curtain.
- **How do I get internet access for my computer?**
  - The Residence Halls all include wired and wireless internet. IT Services may be contacted if you need assistance. <https://its.truman.edu/>

## **ON-CAMPUS:**

- **What types of services are in the Residence Halls?**
  - <https://www.truman.edu/residence-life/housing-options/general-amenities/>
- **Who staffs the residence halls and Residence Life?**
  - <https://www.truman.edu/residence-life/about-us/residence-life-team/>
- **Can I change my room?**
  - Students may request room changes beginning the first day of classes during the Fall and Spring semesters; physical moves begin after the second week of classes. Students can see which spaces are available through the Room Change Process on the Housing Portal, which is accessible through [TruView](#) starting on the first day of classes. Once a student has decided which room they would like to request, they will need to e-mail Residence Life at [reslife@truman.edu](mailto:reslife@truman.edu) for further assistance.
- **How do I break my contract?**
  - [https://formbuilder.truman.edu/web/form\\_builder2/form\\_builder.asp?testId=918](https://formbuilder.truman.edu/web/form_builder2/form_builder.asp?testId=918)
  - Cancellation by a student prior to the first date of the contract period for students returning to the University: Students must submit their contract cancellation request in writing to the Office of Residence Life.

**Full Academic Year Contracts (Fall Semester start date):** If a student requests cancellation after the signing of a one year contract and prior to the first date of the contract period, the student shall incur a \$500 cancellation fee and the forfeiture of the housing deposit.

**Spring Semester Only Contracts (Spring Semester start date):** If the student requests cancellation after the signing of a one year contract and prior to the first date of the contract period, the student shall incur a \$500 cancellation fee and the forfeiture of the housing deposit.

For information regarding cancellation of housing during a semester, please contact Residence Life at (660)-785-4227 or at [reslife@truman.edu](mailto:reslife@truman.edu)

- **How do I appeal my contract breakage fee?**
    - While living on-campus, residents may receive charges due to housing contract breakage, damage to room, an improper room moves or check-outs, or other violations of Residence Life policies and procedures. If you receive a charge and do not agree with the rationale for the charge, you have the right to submit an appeal for review. Below is the submission and review process for an appeal:
1. To be reviewed, all appeals must be submitted in writing. You may submit your appeal electronically at [reslife@truman.edu](mailto:reslife@truman.edu) or through postal mail, addressed to Residence Life, 100 E. Normal Ave. Kirksville, MO 63501
  2. Within your appeal submission, you are encouraged to be detailed in your explanation of the concern regarding the charge, as well as include any documentation to support your identified concern.
  3. Once received, your appeal will be submitted for review. Reviews will typically be completed within two weeks of submission; this may take longer depending on high volume times of the year (start of academic year, hall opening/ closing, etc.).
  4. An email with the final decision will be sent to the student email on-record.

Initial appeal submissions that are not granted may be submitted for a second and final review by the Director of Residence Life. Details regarding a resubmission will be provided in the decision letter. The Director of Residence Life's decision will be final on behalf of the University. In the event the Director of Residence Life is unavailable to review a second appeal submission, a designee may be appointed by the Vice President of Student Affairs. A second appeal may only be submitted if it meets the following circumstances:

1. New information has emerged that was unavailable at the time of the hearing, and could materially impact the decision of the initial appeal submission.
2. "The finding of 'responsible' is not supported by substantial evidence." In other words, a second appeal can argue that the evidence was not substantial enough to justify a "responsible" finding in the decision of the initial appeal submission.
3. "The sanction(s) imposed is not proportionate to the severity of the violation(s)." In other words, the second appeal can argue that the sanctions were inappropriate when the circumstances of the act and prior record of the student are considered.

- **Can I stay on-campus during school breaks?**

- Students are allowed to stay in campus housing over university breaks for a fee.
- For information about Thanksgiving, Winter, or Spring Breaks, visit our website here: <https://www.truman.edu/residence-life/current-residents/university-break-housing/>
- For information about Summer Break, visit our website here: <https://www.truman.edu/residence-life/housing-options/summer-housing/>

- **Do you have summer housing on campus?**

- <https://www.truman.edu/residence-life/housing-options/summer-housing/>

- **What if my roommate and I don't get along?**

- Your Student Advisor or Apartment Manager will be able to inform you of the mediation services available on campus. Mediation is a process where each person involved in a conflict sits down with a trained mediator to express his or her perspectives. The goal of mediation is for all parties involved to work towards a compromised solution. If you are having roommate issues and would like assistance, please fill out the form requesting assistance at Roommate Central or contact your Student Advisor or Apartment Manager. Residence Life believes the ability to work with differences to be a valuable growth opportunity for college students, therefore, room changes are the last resort for roommate conflicts.
- Residents who desire to change rooms without a mediation are permitted to do so after the first two weeks and prior to the last two weeks of the semester.

- **Are the residence halls secured at night?**

- Truman strives to have a safe and open campus. Balancing those values requires the active awareness and participation of all residents. During the day, residents and visitors can enter the residence halls on their own to visit friends, meet up in common spaces, and enter the dining facilities. With so many people coming and going, it is important for residents to secure their room door and take their key and ID with them when they leave their room. Students who notice concerning behaviors should report those concerns to a staff member. At 10:30 PM, the exterior doors of the building lock. Students living on campus use their ID card to enter the residence halls electronically. After midnight, students only have access to their own residence hall. The non-emergency telephone number for Public Safety is (660) 665 – 5621. The emergency number is x911. Public Safety has fully sanctioned police officers and trained security patrol to monitor and secure the outside of buildings, as well as public areas, and to assist with any emergency within the University.

- **Can I break my housing contract if I study abroad/get married/get an internship/graduate?**

- The student may be granted a release of contract without forfeiture of the refundable portion of the housing deposit or additional fees for reasons of non-enrollment (Non-enrollment refers only to students who have never enrolled in Truman or are withdrawn for academic suspension by the University), student teaching, internship, graduation, study abroad, or marriage. New students requesting a release from contract for any of these reasons must submit a written request by August 1 for the Fall Semester and November 15 for the Spring Semester to the Office of Residence Life. Students who are suspended or dismissed from the University will not be eligible to receive a refund of their deposit. Students going on study abroad, internship for which academic credit is earned, or student teaching must submit a letter from the office or department that is sponsoring the program stating that

the student is enrolled in the program. All exceptions not listed in this section or otherwise clarified in the cancellation policy are at the discretion of the Director of Residence Life or an agent thereof.

- **What is the university's alcohol policy?**
  - [https://www.truman.edu/residence-life/rules-and-regulations/the-rules/#Alcohol\\_and\\_Alcohol\\_Paraphernalia](https://www.truman.edu/residence-life/rules-and-regulations/the-rules/#Alcohol_and_Alcohol_Paraphernalia)

## **Current questions:**

- **When will I get my refund?**
  - Students who have not lived on campus since Spring Break will have an account adjustment for their room and board fees applied to their student account after they check out of their residence hall space.
- **Will ResLife still be operating as usual in the fall?**
  - This is an evolving situation. The current plan is to open for in-person classes and on-campus living in Fall 2020. Continue to monitor the COVID-19 website here for updates: <https://trualert.truman.edu/>
- **What are my Summer housing options?**
  - For all Summer Housing questions, please visit our website: <https://www.truman.edu/residence-life/housing-options/summer-housing/>
- **My state has travel restrictions, what do I do?**
  - <https://www.truman.edu/residence-life/covid-19-updates/>