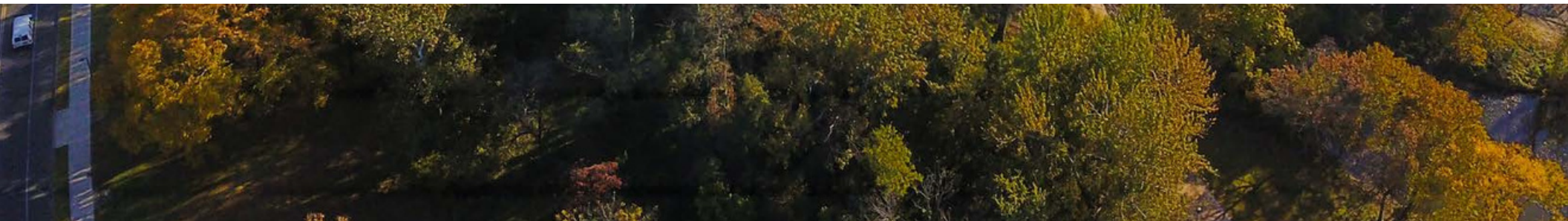




Resident Information



Welcome Home, Profs!

We're excited that you will be calling Rowan University your home away from home this year! You will see that living on campus will provide more than just a place to sleep and pass the time between classes.

Instead, you are conveniently able to access all that Rowan has to offer by way of community and campus engagement, beginning new friendships, and accessing campus resources. Our dedicated staff have worked hard to prepare for your arrival and are committed to supporting you! If there is any way we can help you settle in or get involved in our vibrant on-campus community, please do not hesitate to reach out to us.



Welcome home!

Barry Hendler

Assistant Dean

Residential Learning and University Housing



Your Room Condition Report

Prior to your move-in, staff have prepared your room to be as welcoming as possible for your arrival and attempted to address any significant condition of the facilities and furnishings that would be impactful to your experience. If there was anything that was missed or more minor conditions that you, as the new occupant, would want noted so you are not held responsible in any way, you should make note of them on your Room Condition Report (RCR).

This is a digital record that can be found by visiting your MyHousing account in Banner Self-Service. Within 48 hours after moving in, you are required to log in to review your RCR and submit confirmation that the report accurately reflects the condition of the space. This is also the time frame allotted to make any adjustments or comments about the items inventoried in the RCR. When you move-out, the information in the report will be used to assess whether or not you owe any fees for cleaning or damages.

In order to avoid being billed for pre-existing issues, you need to ensure that the report is accurate. If changes are required, please add the notes to the RCR in MyHousing and submit within 48 hours of moving in. To access your RCR:

- Log into
- Click on the student tab >>> Click on “MyHousing”
- Click on “More Tasks” in the menu at the top of the page
- Select “Room Condition Report” >>> Click “Sign Off”.
- Review your RCR:
 - If you agree with the condition of your room, sign your name in the box at the bottom of the page and click “submit my RCR”
 - If you do not agree with the condition of your room, provide detailed comments in the comment box of the items you wish to have re-evaluated. Sign your name in the box and click “submit my room condition report”. A staff member will then follow up with you.

Damages

At the time of your move-in everything in your room should be in good working order with only normal wear and tear. Unresolved service requests, which are already entered in the on-line work order system, should be listed on the Room Condition Report provided to you at move-in. If something is broken or not in good working order, and it is not documented on your Room Condition Report, please submit a work order and the appropriate department will work to repair or replace the item.

At the time of your move-out, you will be billed for replacement or repair costs associated with any damages in your room that were not present when you moved in and not attributed to normal wear and tear.

Work Orders

How to Submit a Work Order

Log onto the at: **RowanWorks**

rowan.edu/rowanworks

The first time you visit, click and watch the “Training Video” to see how to complete a work order.

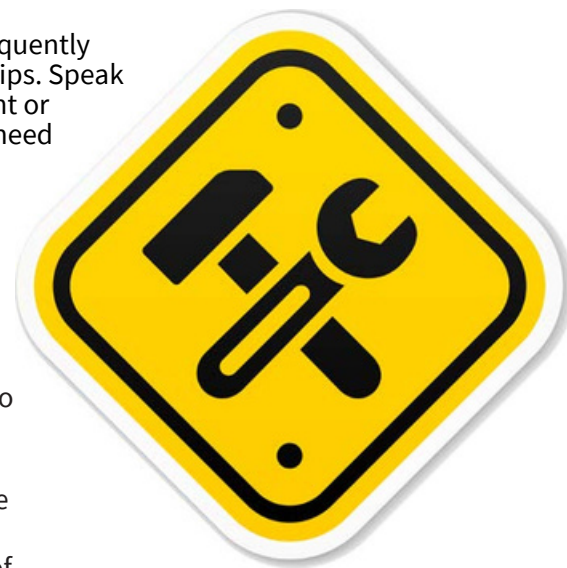
Once you are ready to enter a work order, click on the Rowan Works logo. Provide your new user information to create an account. If the “Account number” field does not already have a number in it, refresh your page and one will appear.

In your work order description, be concise, but accurate as well. We need to know what the problem is and exactly where it is located. Broad generalizations will not be helpful. You can also upload a photo or short video to better illustrate the problem you are reporting. At the end of the form in Rowan Works, you will be prompted to enter a password - enter “Rowan” as the password.

Check the Rowan Works frequently asked questions for useful tips. Speak to your Community Assistant or Community Director if you need assistance.

Cable, Internet/WiFi Requests

To enter a request related to Cable TV, Internet or WiFi service send an email to support@rowan.edu and be sure to include your room number and a description of the problem.



Cable TV



How to Connect to Cable TV

Coaxial cable wall connections exist in the following buildings: Edgewood Park Apartments, Holly Pointe Commons, Rowan Blvd Apartments, Townhouses, and the Whitney Center. All residential locations have access to the streaming cable channels through Stream2. The coaxial cable connections in buildings that have it require use of TV with a digital ClearQAM as well as an ATSC tuner.

To connect your TV to the cable system:

- Find the cable television connection in your room. It will be in a white or stainless steel faceplate. There may be old, inactive cable jacks in the room too. Please don't try to use them.
- Connect the cable to the wall and your TV.
- Plug in the power cord and turn your television on. You may have no signal at first.
- Enter the television menu using the button on your remote.
- In the settings, set it for "Cable" rather than "antenna" or "terrestrial." Check to see if there is a setting for Digital vs. Analog. If there is, make sure it is set to Digital.
- Select the Auto Scan or Channel Scan function and allow your TV to scan for working channels.
- For more detailed information about TV on campus, please visit the [IRT web page on TV services](#).

Streaming TV

A selection of channels is also available to view online via the Stream2 service on the University network.

- Log on to <https://tv.rowan.edu> and register for an account
- Download the Stream2 app.
- Use your Stream2 username and password to log on and watch Stream2 content.

Need Help?

- Call: 844-459-7404
- Email: support@mycampusvideo.com
- Text: "MyStream2" to 84700
- Chat: [MyCampusVideo.com](https://mycampusvideo.com)

Internet



How to Connect to the Internet

WiFi and Ethernet connections are available in your room and throughout campus.

How to Connect to the Internet

RowanWiFi is the easiest way to get online at Rowan University. To connect your devices to RowanWiFi:

1. Select RowanWiFi
2. Log in with your Rowan NetID

You'll be asked to reauthenticate to RowanWiFi every 90 days. For more information, [visit IRT's wireless networking page](#).

You can also connect your computer to the wired network on campus, but your computer must meet certain security requirements, including antivirus software. For more information, [visit IRT's wired networking page](#).

Gaming Consoles

You can wirelessly connect Playstations, Rokus, Apple TVs and other entertainment devices to the internet through RowanWiFi. You'll need to [know your device's MAC address](#) and register it at rowan.edu/device. Once those steps are complete, you can connect your device to the RowanWiFi network.

For more information, review IRT's [article on connecting gaming consoles and other devices to RowanWiFi](#).

Username and Password Issues

Log into id.rowan.edu to activate your network account if you are a new student or to update your network password if you are a returning student.

Need Help?

Contact the Support Desk by either calling 856-256-4400 (available Monday-Thursday 8am-8pm, Friday 8am-5pm), e-mailing support@rowan.edu or you can bring your laptop or mobile device to the Technology Assistance Center in Memorial Hall (available Monday-Friday 9am-5pm, starting September 1: Monday-Thursday 9am-7pm, Friday 9am-5pm).

Residential Learning & University Housing Staff

Central Office

The central office is in Savitz Hall on the ground floor. We are conveniently located near the Registrar, Bursar, and Financial Aid offices to make it easy for students and parents to conduct University business. The Directors, Assistant Directors, and other administrative professional staff work from the central office during normal business hours 9:00 a.m. to 4:30 p.m. weekdays. Office Assistants will be available from 9:00 a.m. to 8:00 p.m. on weekdays. The office is closed on weekends and holidays. At the central office, you can get assistance with a wide array of housing-related questions including assistance with applications, housing assignment information, billing questions, and lock outs.

You can also contact our office at:

Phone: 856-256-4266

Web: www.rowan.edu/rлуh

E-Mail: housingquestions@rowan.edu



Area Coordinators

Area Coordinators (ACs) are professional staff members with Master's degrees in a field related to Higher Education Administration who live on campus to provide expertise and professional support to residential students in a wide variety of circumstances. The ACs supervise the graduate Community Directors and provide oversight to the communities across campus. ACs work collaboratively with the leadership in the central office as well as various offices and departments across campus to create a positive living and learning environment for our students. ACs work regular business hours from 9:00 am – 4:00 pm, Monday-Friday.

Community Assistants

Community Assistants (CA) are undergraduate student staff who live on-campus to assist students with acclimating to the university, building a positive community, and navigating interpersonal concerns. CAs also assist with roommate mediation, crisis response, and policy enforcement. The CA should be your first contact for situations such as roommate conflicts, getting involved in your community, identifying campus resources, and lockouts when the office in Savitz is closed. CAs live in every community across campus. Students can reach their CA at the CA's room or there is a CA on duty every night from 8:00 pm – 8:00 am; the CA on duty can be reached by calling the duty phone for your building, which is posted at the hall office.

Community Directors & Graduate Coordinators

Community Directors (CDs) and Graduate Coordinators (GCs) are graduate student staff members who serve as On-Call Coordinators (OCCs) for the campus community. CDs supervise the Community Assistants and oversee the communities in their assigned areas. Graduate Coordinators also oversee staff in their office area and carry out duties for their specific positions. Both roles focus on the growth and development of students and can provide guidance on adjusting to college, academic resources, and assisting in matters that the CA cannot resolve.

OCCs receive more comprehensive training than the CAs and are great resources. A CD or GC should be your first contact for situations such as concerns related to the building's staff, facilities upkeep, personal matters of a sensitive nature, and conduct-related questions. Graduate staff hold 20 office hours per week.



Roommate Relationships

Living with roommates can be a very rewarding experience, but it can also be a source of worry for some students. Most students come to college with a mix of hopes and expectations about their roommate relationships. Popular movies and TV shows often portray roommates as best friends or worst enemies. But those extremes are rarely true to reality.

Like any relationship, it takes effort to create a positive roommate relationship. Most roommates do develop genuine friendships and they find ways to live together respectfully. A few simply aren't compatible, even after putting extra effort into the relationship. In those rare cases, your CA and CD will work to make the living situation as good as it can be and, if necessary, assist you with a room change.

To assist you in developing a successful roommate relationship, your CA will set aside time in the early part of the semester to help you and your roommates complete a Roommate Agreement. The CA will ask you and your roommates to meet to discuss important aspects of living together and to develop mutually agreeable expectations for sharing your room and/or apartment.

Here are a few tips to get you started:

- Remember that college isn't just about classes; you will have many experiences outside the classroom where you will develop and learn new skills. Living with roommates who may be very different from you is one way you will grow by challenging yourself and developing interpersonal skills.
- Get to know your roommates. Remember to be interested, ask lots of questions, and be a good listener. You may not "click" right away, and that is okay. Be respectful of differences. You might find that a roommate who at first seemed very different becomes a good friend!
- Communicate openly. Give your roommates specific information about what you need and want from your roommate experience and be clear about any important behaviors that would trigger tension.
- Be flexible and compromise. You and your roommates may come from very different backgrounds. Most likely, your roommates are just as eager for the relationship to work as you are. If you are willing to compromise, you will generally find that your roommates will meet you in the middle to find creative solutions to almost any challenge.
- Don't use social media or gossip as a place to vent about roommate problems. These behaviors almost always escalate conflict and make matters worse!

How to Resolve Roommate Concerns

Below are options residents can explore if they are having roommate concerns:

1. Talk with your roommate: Sometimes small issues arise which are left unresolved leading to larger roommate concerns. When little things arise, bring it to your roommates' attention and agree on a better way you will handle the same situation in the future. Make sure any changes you make to your roommate contract are updated on the contract itself. Residential staff can assist with this process.
2. Talk with your CA: If you are not quite sure how to approach this conversation with your roommate, contact your Community Assistant for advice and guidance.
3. Meet with your Community Director: Sometimes issues that arise between roommates can be easily resolved through mediation or open communication with a neutral third party. Our graduate and professional staff members are trained to assist residents with dealing with some of these difficult and awkward situations. If you have any concerns or issues, please contact your Community Director and set up a meeting to explore your options.
4. If the above three (3) steps have proved unsuccessful, you may request a room change/room swap from your Community Director.



Safety and Security

Safety Tips

Keeping the residence halls and the campus safe and secure is a shared responsibility. All residents should become familiar with their surroundings and observe the following basic safety and security guidelines to help assure the safety and security of people and property in the residence halls and throughout campus.

- Do not share your keys, ID card, fob, or PIN code
- Report lost keys, fobs, or ID cards immediately.
- Lock your door, even if you are leaving for just a moment.
- Do not prop any exterior doors.
- Don't let strangers follow you into the residence hall as you enter.
- Always exit the building promptly when the fire alarm sounds.
- Show proper ID to the security staff.
- Notify staff of broken doors and safety equipment.
- Call Public Safety if you see any attempts to tamper with safety equipment or undermine security.
- Report suspicious activity to Public Safety.

Department of Public Safety

The Rowan University Department of Public Safety provides a comprehensive array of safety and security services to the campus community. The department is fully accredited by the International Association of Campus Law Enforcement Administrators, meaning that our department meets strict internationally recognized standards.

The campus is patrolled 24 hours a day by sworn Police as well as Security Officers to prevent crime and respond to public safety concerns. In addition, the department has a dedicated detective bureau to manage criminal investigations.

Public Safety Contact Numbers:

Emergency: 856-256-4911

Non Emergency: 856-256-4922

Fire Safety

Fire safety and prevention is an important aspect of safety in residence halls. All residents need to be proactive to keep their living space safe, know how to respond in the event of a fire and prevent unnecessary alarms that create a complacent attitude to fire alarms.

- Minimize clutter and keep your floor and all exit pathways clear.
- Learn where the nearest emergency exit, fire extinguisher, and fire alarm pull station are located in your building.
- Always exit the building promptly when the fire alarm sounds.
- Take care when cooking to prevent unnecessary false alarms. Stay with your food while it is cooking on the stove. Keep heat levels low enough to avoid burning food or causing smoke. Remove all wrappings from food before placing it in the oven or microwave.
- Never cover smoke alarms with anything that would prevent them from operating properly.
- DO NOT smoke, vape, or use candles inside any residence hall or apartment building.
- Use a surge protected power strip for all electronics.

Bunk Beds

Bunking beds: For safety and resource considerations, there is not an option to loft or bunk your beds. Approved after-market bed risers are permitted if they are used as designed and properly fit the legs of the beds.



Important Policies

The University expects all students to comply with published rules and regulations as well as laws both on and off campus. The Student Handbook is published annually and is accessible online at:

<https://confluence.rowan.edu/display/POLICY/Student+Housing+Policies>

All students should consult the handbook and become familiar with the policies that apply to them during their studies at the University. If you have questions about any policy, consult your CA or CD.

Reminders

- Laws and policies regarding alcohol and illegal drugs are strictly enforced.
- All first-year residence halls are dry. This means that NO ALCOHOL use or possession is permitted in first-year halls by undergraduate students, regardless of age.
- Alcohol is permitted in apartment communities where Upper-Divisional residents live in limited circumstances. All residents of the apartment must be over 21 (whether present or not). Also, all alcohol use must be responsible. Everyone present when alcohol is consumed or present must be over 21. Drinking games and the use or possession of binge drinking devices is strictly prohibited.
- Unlawful possession of drugs including marijuana is prohibited.
- Quiet hours are in effect from 10 pm to 8 am Sunday through Thursday and from 12 midnight to 10 am on Fridays and Saturdays
- Quiet Hours will be in effect 24 hours per day during exam periods.
- Courtesy is expected at all times.
- Keys, ID/Access Cards, fobs, and PIN codes are issued to you only, and may not be given or lent out to any other person.
- All University residences are non-smoking.



Prohibited Items

For safety and security reasons, the following items are prohibited in all University residences per the terms and conditions of the housing contract. Staff conduct Health and Safety inspections regularly and disciplinary action may be taken in cases where students are found to be in violation of policies :

- Air conditioners or space heaters of any kind.
- Appliances in traditional residence halls with the exception of a combination appliance (Microwave/Refrigerator) provided by the University. Prohibited appliances in traditional residence halls include, but are not limited to coffee makers with hot plates, toasters, air fryers. These appliances are permitted in apartment kitchens only. Coffee/drink makers with an internal heating element are permitted in all housing areas.
- Candles, Incense, or incense paraphernalia.
- Curtains, wall tapestries, flags, or any other wall covering (including pictures, posters, etc.) that covers more than 50% of a wall or door. These items are permitted but must cover less than half of any wall or door, as per the NJ State Fire Code.
- Dartboards.
- Decorative string lighting that is not UL approved, or which has any sort of adhesive strip tape which may damage wall surfaces.
- Extension cords or multi-plug adapters that lack a built-in surge protector/breaker.
- Flammable or combustible liquids or gases, fireworks or explosives, Halogen lamps.
- Hover-boards
- Illegal drugs or drug paraphernalia.
- Live trees or wreaths from live foliage.
- Pets or animals including lab specimens (except fish in a tank of 10 gallons or smaller).
- Swimming pools.
- University, municipal, or private property not authorized to be in the student's possession (such as stolen signs or road cones).
- Weapons and ammunition of any kind (e.g. firearms, martial arts weapons, knives other than kitchen knives). Paintball guns, air rifles, BB guns, slingshots, arrows, and any other sporting equipment or toy device which may cause injury or which a reasonable person may believe is a weapon.

Cleaning

Residence Halls

Housekeeping services are provided regularly in all residence halls. Housekeeping will clean and stock the common bathrooms in Chestnut, Holly Pointe Commons, Magnolia, and Willow. Students are responsible for cleaning and stocking their own restrooms in suites in Evergreen, Mimosa, and Mullica. Students should remove their own recycling and trash to the nearest outside recycling and trash dumpsters (not the small cans in lounges).

Apartments

In all apartment communities, students are responsible for cleaning their own spaces inside their apartment including restrooms and kitchens.

Tips

- Clean wet areas like showers and sinks regularly to prevent mold and mildew growth.
- Use a mild general purpose cleaner with disinfectant to wipe down counter tops, toilets, and sinks regularly. This helps reduce bacteria and viruses. Harsh chemicals such as bleach are not advised and may cause damage.
- Laundry should be washed weekly. Piles of dirty laundry can contribute to unwanted odors in your living space.
- Empty recycling and trash regularly to control odors and prevent it from attracting pests.
- Keep food stored securely. Also, sweep up crumbs that may fall to the floors. Pests such as insects and mice are attracted to any food left out and available to them.



Wellness Center

The Wellness Center at Winans Hall is home to several services designed to promote students' overall health and wellness.

Student Health Services

Students can receive many basic health care services when they are sick from clinicians right on campus through the Wellness Center. Appointments are required and can be made by phone or directly on the Wellness Center website below.

rowan.edu/healthcenter

Meningitis: Residential students are required to have up-to-date meningitis vaccination records on file with the Student Health Center. The Student Health Center can assist students in updating their records or obtaining the immunization if necessary.

Counseling & Psychological Services

The Wellness Center also provides quality counseling services to students to promote psychological wellbeing and personal growth. All services are confidential.

Wellness Center Initiatives

The Wellness Center implements a wide array of programs and services designed to educate students about making healthy choices and decisions regarding their personal wellness. The initiatives include RU a Lifesaver, Mental Health Outreach programs, Alcohol Wise, and Green Dot and Sexual Violence Prevention programming.

Wellness Center Contact Numbers:

Emergencies On Campus:

856-256-4911

Non Emergency: 856-256-4333



Mold and Your Health

What is Mold?

Mold is a form of Fungi. Mold and mold spores occur naturally in the environment. Molds are helpful at breaking down organic matter in the environment and are found almost everywhere. Fungi cannot produce their own nutrients as plants do. Molds reproduce by making spores which travel through the air. Molds can grow in locations where there is moisture, an organic food source and temperatures between about 50 and 107 °F. Molds come in a variety of colors, including black, green, orange and red.

Controlling Mold Growth

Mold spores travel through the air indoors and outdoors and are a normal and necessary part of the environment. It is impossible to eliminate mold. Proper cleaning and maintenance of buildings and the indoor environment are essential to control mold growth. Following these tips in your university housing space will help ensure your living space is healthy:

- Regularly clean areas where mold can grow, such as the shower, sinks, and inside your refrigerator using an all-purpose household cleaner.
- Remove food debris from sinks and clean food off counters and tables.
- Keep areas around the sink and faucet dry after use.
- Ventilate shower rooms, and open the door when not in use to allow the space to dry.
- Do not obstruct air conditioning or heating vents.
- Report problems in your living space such as signs of mold growth, leaks, or broken ventilation systems.
- DO NOT use bleach or other highly toxic or caustic cleaners. These may damage the material you are trying to clean, and their vapors are harmful to breathe and can irritate the eyes and skin.

Promptly report any signs of mold growth to Residential Learning & University Housing at 856-256-4266 or the office of Environmental Health and Safety at 856-256-5105.

Health Effects

Humans are regularly exposed to mold and mold spores through normal daily activities, and generally these exposures do not cause any adverse health effects. There is insufficient evidence in the scientific community to determine the association between mold exposure and the effect on human health with certainty. However, it is important to control mold exposure in the home and workplace.

The susceptibility of people to develop symptoms depends on the nature of the fungal material, genetic predisposition, age, state of health, and extent of exposure. Common health effects associated with exposure to mold include respiratory symptoms such as cough; nose, throat and eye irritation; sneezing; and wheezing. These symptoms are similar to allergies. Mycotoxins are fungal metabolites that have potential for impact on human health. Toxic effects would be associated with symptoms such as fever, nausea, headaches, and skin irritations. However, mycotoxins have not been related to adverse health effects in any environmental studies and the levels needed have only been produced in laboratory settings.



For more information, you may wish to refer to these sources:

- U.S. Environmental Protection Agency (EPA)
<https://www.epa.gov/mold>
- “General Information About Mold” – Centers for Disease Control and Prevention
<https://www.cdc.gov/mold/basics.htm>