

# 2.8 STUDENT RESIDENTIAL LIFE

## 2.8.1 Student Residential Life Mission

The AUS Student Residential Life staff support and complement the mission of the university and its academic programs by creating a comfortable and safe environment that contributes to the success of resident students' educational progress and personal growth.

Student Residential Life offers a learning environment that fosters self-dependence, respect for social and communal standards, and acceptance and tolerance of cultural diversity. The residential halls provide opportunities for residents to improve their leadership, communication and social skills, which support their academic development.

## 2.8.2 Room Types

Five room types are available: private, semi-private, sharing, single without bath or kitchen, and double without bath or kitchen. Please see [www.aus.edu](http://www.aus.edu) or the *AUS Undergraduate Catalog* for information on the room fees and the Utilities Service Fee.

## 2.8.3 Residential Halls Facilities and Procedures

**A. Residential Halls Deposit/Fees.** First-time housing applicants must pay the non-refundable AED 500 room reservation application fee. They should also submit a refundable maintenance deposit of AED 1,000 prior to checking in. For existing resident students who submit a Housing Application through the self-service Banner system, a fee of AED 500 will be charged if a student cancels the room reservation after the fixed application period as announced by the Student Residential Life. In both the above cases, the full room fee is due at time of room assignment but payable by the first day of classes. Also, in the case of withdrawal

after checking in, the housing fee refund policy will be applicable as mentioned in the housing agreement.

**B. Moving In/Moving Out.** The residential halls open two days prior to the first placement test given each semester. The residential halls are open 24 hours a day and have supervisors to show students their rooms, help them settle in, give them their access cards and answer questions.

Likewise, two days after the last final examination of any semester, residents will be expected to move out of their rooms and return their access cards to the staff at their hall. If a student overstays after the final checkout deadline he/she is liable to pay AED 30 PER DAY, however this overstay is subject to approval from residential halls management. Due to limited storage space, residents have to check with the Senior Dormitory Supervisor about leaving their belongings during the summer vacation. The university holds no responsibility for any stored items or belongings or valuables left behind during such breaks.

Note: All room assignments are valid for a single semester/term. Residents need to re-apply to renew their room assignments. All terms in the Housing Agreement remain valid as long as a student remains in the assigned room in the residential halls. If a student does not apply to renew the room assignment within the set dates, the student loses his/her right to get his/her choice of room and will be assigned based on room availability.

### 1. Procedures for Moving In

- The student's name will be verified on the hall's list of residents.

- The student will be given a room inventory form, which must be checked and signed within 24 hours from the time of issue.
- The student will receive an access card.

### 2. Procedures for Moving Out

- Staff will compare the room condition against the room inventory form.
- The student will sign the check out form.
- The student will return access card (room key).
- The resident will vacate the room at the end of the academic year, upon cancelling their room assignment or when being dropped from courses at any time.

**C. Security.** To ensure the security of all students, all residential halls are protected by patrolling security staff. Student Residential Life staff members also work to provide safety and comfort for all residents.

**D. Room Inventory Forms.** Room inventory forms must be signed and returned to the staff at the halls within one day of issuance. Failure to do so will result in the assumption that the room and furnishings are in excellent condition. Damage charges will be based on the above conditions. As a result, the student may be charged more than he/she would otherwise have been charged. Outstanding cleaning costs for the room, floor or door damage will be charged at the end of a student's occupancy or at the end of the academic year.

**E. Check-out Procedure.** Residents who intend to check out should inform the staff in advance. Residents must clean their rooms before checking out and return their rooms to the condition prior to occupancy. Students are responsible for having the room checked, locking the door, returning the access card and checking out with the staff at the hall. If a room is found unclean or student belongings unpacked, SRLD staff reserves the right to arrange for removal

and packing of items left behind. Cleaning and packing charges will be applicable depending on the number of cleaners engaged and the packaging material used for the task.

**F. Transfer.** Requests for a transfer to another room are first done through the residential hall supervisors and require final approval by the Senior Manager of Student Residential Life. If a resident is moving to a more expensive room, the difference in price should be paid prior to moving. Students who choose to downgrade their room status will receive no refund. Please note that transfers are only allowed once per semester and only with a valid reason approved by the Senior Manager of Student Residential Life. Students who change rooms, graduate, withdraw or take a leave of absence must completely vacate their rooms and return their access cards to hall staff.

**G. Vacancies.** Student Residential Life seeks to fill every space. A student whose roommate cancels his/her housing agreement or moves out of the room should not expect to occupy the room alone. Arrangements for another roommate will be made. Students may arrange to pay a higher rate to keep the room as a private room or a single room. This is subject to the approval of the Senior Manager of Student Residential Life.

**H. Room Cancellations.** Room cancellation requests are subject to established procedures and the approval of the Student Residential Life staff.

**I. Access Cards.** For security purposes, residents are compelled to keep their doors closed at all times. If a student loses his/her access card, a replacement fee of AED 50 will be binding. In case the lock cylinder has been damaged, the student will be charged AED 150. In the event any door lock spare part is damaged, charges will be imposed according to that spare part cost.

**J. Entering Student Rooms.** AUS officials, including the residential hall supervisors,

may enter student rooms (a) when an emergency exists, (b) when a service has been requested by a resident, (c) to check for cleanliness or (d) to check for prohibited items. AUS respects resident students' privacy and therefore will avoid violating it to the greatest extent possible.

**K. Storage.** Limited storage areas exist in residential halls, so students need to check with their Senior Residential Halls Supervisor regarding the space availability for storing their belongings during semester breaks. Stored items must be properly boxed and clearly labeled with the student's name and ID number. The university does not insure stored items and assumes no liability for them. If a student's belongings remain unclaimed for more than eight weeks, the Office of Student Affairs reserves the right to dispose of any unclaimed or leftover items in any manner it deems fit. In addition, if in any semester or session the resident fails to return back by the first day of classes, Student Residential Life has the right to vacate his/her room. In such cases, any removed personal belongings will be stored for a limited period as mentioned above, without any liability on the part of university. Kindly refer to the Residential Hall Housing Agreement for further details on leaving personal belongings in the residential hall.

**L. Cable/TV/Internet.** Students are allowed to have televisions and DVD players in their rooms, but personal cable or satellite connections are not allowed to be installed by the resident. However, each dorm has a lounge area with a television connected to satellite channels as well as connection to free-to-air satellite channels in each student room. Internet connections are available in all rooms free of charge.

**M. Liability of Damage, Theft or Missing Belongings.** The university is not liable, directly or indirectly, for the loss and/or damage of personal property that results from a fire, theft or any other cause.

### 2.8.4 AUS Resident Students' Bill of Rights

All residents have the following rights:

1. To read and study in their rooms
2. To sleep without disturbance from noise
3. To live in a safe, clean and drug/alcohol-free environment
4. To free access to rooms without pressure from roommates

5. To expect that roommates will protect their personal belongings
6. To personal privacy
7. To be free from intimidation and physical and emotional harm

If students feel that any of these rights have been violated, they should inform the Student Residential Life staff or file a complaint with Judicial Affairs.

### 2.8.5 Policies Governing Resident Student Conduct

Regulations for student conduct in the residential halls are based on AUS Student Code of Conduct and are detailed below:

- A. Curfew.** During the week (Sunday, Monday, Tuesday, Wednesday), all residents are expected to be in their respective dorms by 12 midnight. During weekends, (Thursday, Friday and Saturday) they must be in by 1:00 a.m. All residents are required to confirm their presence in person to the Dormitory Supervisor before the start of curfew hours. Once attendance is noted, residents are not to leave the residential halls until the end of curfew hours. Resident leaving the dorms after recording attendance will be considered absent. The Student Residential Life staff monitors the attendance records regularly for tardiness and absences. Late return or absence without permission will require students to sign an undertaking form. This undertaking places the responsibility of the student on him/herself for any consequences due to lateness or absence from the dorm and will be kept as a record. Repeated violation of attendance regulations are reported to the Senior Manager of Judicial Affairs on a weekly basis. The Judicial Affairs officials advise students who violate curfew/attendance regulations. Continuous violation of curfew/attendance regulations may result in a hold on the room reservation for the next semester or dismissal from the residential hall for one semester or more. The room reservation hold can be revoked by the Vice Provost for Student Life subject to procedures.
- B. Residential Halls Leave.** All resident students are expected to sleep at the residential halls every night, except during official dorm closing periods or if their parents/guardians verify otherwise with Judicial Affairs officials. No leave is given during the week. Students may only apply for leave on weekends with approval of their

parent(s) or guardian; this authorization will remain valid for the entire period of stay unless a notification stating the contrary (cancellation of this form) is received from parent(s) or guardian by Student Residential Life or Judicial Affairs. Leave during the week is only authorized in cases of emergency or under special circumstances and must be approved by the Judicial Affairs official. If a resident is absent for two consecutive weeks from the Residential Halls without written notice, the Student Residential Life Department (SRLD) is authorized to cancel the room assigned. In such cases, the student's belongings will be removed from the room and stored as per the storage policy outlined in the Residential Halls Agreement.

- C. Alcohol/Drugs.** Refer to the Student Code of Conduct section of this handbook.
- D. Smoking.** Refer to the Student Code of Conduct section of this handbook. The presence of cigarette smoke in a student's room will imply the use of cigarettes or tobacco and will be referred to Judicial Affairs as a health and safety violation.
- E. Littering.** Since the residential halls become residents' second homes, all students are expected to maintain cleanliness inside the halls. Rooms are inspected periodically for cleanliness. This practice is important, as it can have serious effects on student hygiene. Students are also expected to regularly empty their rooms of garbage.
- F. Harassment/Discrimination.** Refer to the Student Code of Conduct section of this handbook.
- G. Right of Occupancy.** Only full-time, registered AUS students who have paid or arranged for the payment of their residential hall fees, tuition and other university fees have the right to reside in the residential halls. Graduate students may apply for on-campus housing (depending on the availability of rooms). Students doing internships may be allowed to apply for housing depending on the availability of rooms and subject to approval of the Vice Provost for Student Life. These students must be registered and must sign a declaration that they will abide by rules mentioned in the *Student Handbook*.
- H. Visitors.** The intervisitation policy allows resident AUS students to stay overnight in other residential halls and AUS students to visit the residential areas during specified hours. Resident students can request to

stay overnight with a friend in another residential hall by presenting a valid ID and obtaining permission from the residential hall supervisor. Intervisitation requests will not be considered after curfew hours. Resident students cannot host more than one overnight visitor at one time.

- I. Responsibility for Guests.** Residents will be held responsible for the behavior of their guests and any other persons visiting them in their residential hall rooms as outlined by the conduct regulations. Residents may, in lieu of the guest or visitor, be charged with violating the respective sections of these policies.

Important:

- AUS students who are non-residents and any other guests can only visit resident students for brief periods and should only meet them in the reception, TV lounge or computer lab. They cannot enter the student's room.
- Fathers and brothers of male residents and mothers and sisters of female residents can visit the student's room for a brief period but cannot stay overnight.
- All types of external visitors need to ensure that they leave the dorm premises prior to the start of curfew hours. The host will be totally responsible for the guests during their stay in the dorm.

In addition:

- A resident shall not pressure a roommate to tolerate the presence of a guest.
  - The presence of the guest should not restrict residents' comfortable use of common and private areas.
  - Residents are not allowed to give access card to guests.
- J. Posting.** Residents must obtain prior approval from the Senior Manager of Student Residential Life before posting information on bulletin boards.
- K. Quiet Hours.** Whatever other functions a residential hall may serve, its essential role is to be a place where students can sleep and study. In order to assist you in your academic endeavors, our policy in all areas is that the right to quiet supersedes the right to make noise. The staff will be more lenient with noise during the day and stricter in their enforcement during the evening and nighttime hours. Quiet hours are designated daily between 12 midnight and 7 a.m. to provide more specific parameters to resident students.

Noise generated outside the residential halls may be reported to AUS Security.

- L. Exterior Displays.** Room decorations must be limited to student rooms. AUS assigns the inside of residences for student use and does not grant residents permission to decorate the exterior of university buildings. This includes window displays, regardless of whether a display is positioned on the inside or the outside of a window. The outside of your door is also considered an interior space for the purpose of decoration. Students will be held accountable to the university for the materials placed on their doors. Students are not allowed to repaint the walls or furniture or damage assets for the purpose of decoration, e.g., nailing a frame to the wall.
- M. Maintenance.** Student rooms will be fully maintained and repaired for any damages. If students cause damage, they will pay for the cost of repairs. In case of damage, the resident supervisor should be informed. Each student is responsible for any damage caused by his/her guest.
- N. Commercial Use.** Resident students are not allowed to conduct a business operation from within a residential hall. Resident students are prohibited from encouraging commercial or profit-making activities or calling in off-campus sales/beauty professionals. It is also prohibited to rent or sublet a room to another person, even if he/she is an AUS student.
- O. Flammable Chemicals, Firearms, Fireworks, Weapons and Explosives.** These articles are prohibited and residents found in possession of such articles will be subject to disciplinary action. Utility knives are permitted in the halls but will be confiscated if used as weapons.
- P. Fire Safety.** A fire alarm sound indicates that an emergency exists. Residents and guests should never assume that an alarm is false or a drill, as any delay in evacuating could be fatal. Setting fires, turning in false alarms, making a bomb threat, refusing to vacate during a fire alarm and tampering with firefighting equipment, fire alarm systems, fire protection sprinklers and smoke detectors are serious offenses and will result in severe disciplinary action.
- Staff on duty are the direct persons who are responsible for evacuation of the facility. Students and guests should fully comply with the instruction being issued by the staff.

- A fire drill will be conducted on regular basis at dorms to enhance students' evacuation time. Students are encouraged to participate and cooperate during the fire drill.
- Q. Residential Facilities Policies.** The policies below are aimed at protecting AUS and resident students' property from misuse. Students should not:
- attach a mirror to the walls
  - paint walls, ceilings, doors, university furniture, etc.
  - remove window screens
  - install personal locks or chains on bedroom doors
  - install external wiring, antennas or satellite dishes
  - put any holes or hooks in walls, floors or ceilings
  - intentionally or unintentionally damage university property
- R. Laundry.** Washers and dryers are located in each residential hall. Only resident students are allowed to use this service. AUS is not liable of any loss, damage or theft of student/s clothes. Students are encouraged to be on guard while they are using the laundry.
- S. Furniture.** Students are strictly forbidden from removing any of their room furniture. The necessary furniture is provided according to AUS standards. Resident students may obtain approval from the Director of Student Residential Life to bring in special furniture prescribed for medical purposes.
- T. In the Event of an Emergency.** In the event of an emergency, students may contact the dormitory supervisors on duty who will communicate with the emergency services of the university.
- U. Fitness Rooms.** By signing the check-in form, the residing student has accepted that AUS is exempted from any liability related to the use of the fitness rooms.

#### 2.8.5.1 Prohibited Conduct Concerning Security

- a. entering any residential hall without showing identification card to the resident supervisor
- b. not responding to the hall supervisor's instructions
- c. hosting a visitor in the dorm without permission from the hall supervisor or

- d. extending authorized visiting time
- d. propping open outside doors or exit ways without the permission of a resident supervisor
- e. using any marked fire exit except during a fire drill or in the event of an actual fire
- f. blocking any fire door or fire exit
- g. misuse of access card
- h. failure to return access card upon vacating a room
- i. entering or exiting a residential hall through a window in a non-emergency situation
- j. breaching the privacy of others in the dorms
- k. stealing, using or moving student belongings without their permission
- l. aggressive behavior towards other students or staff

#### 2.8.5.2 Prohibited Conduct Concerning Fire Codes

- a. setting a fire within university buildings or areas next to the buildings
- b. using any broiler oven, electric coffee maker, popcorn popper, toasters, microwave oven, hotplate, open burner or electric water-heating device in non-designated areas
- c. cooking indoors with charcoal or any open flame device
- d. burning candles or incense indoors
- e. failure to evacuate buildings immediately and properly when a fire alarm has sounded and/or reentering any building during a fire drill or in an actual fire situation before receiving permission to do so from a resident supervisor or security official
- f. tampering with fire equipment or removing fire extinguishers from their mounts or storage boxes except in the case of an actual fire
- g. activating a fire alarm when no fire is present or falsely reporting a fire or other emergency
- h. using electrical lights and appliances so that wattage in use totals more than 850 watts in a student room at a given time
- i. disconnecting the alarm or otherwise tampering with any smoke detector
- j. running electrical wires beneath any rug or carpet
- k. replacing any university-provided room draperies with something other than fire-retardant materials

#### 2.8.5.3 Prohibited Conduct Concerning Property

- a. removing furniture from any common area without the authorization of a hall supervisor
- b. removing any wall-mounted furniture
- c. marking or defacing any surface (e.g., door, wall, carpet)
- d. marking, defacing, stealing, harboring or damaging any property belonging to the university in general, to any hall resident or to any commercial vendor (i.e., vending machines, washing machines, dryers or telephone equipment)
- e. Vandalism/Responsibility for Damage. Residential halls and their populations are held responsible for all university property assigned for their use and may be financially liable for its destruction or loss. Residents will be billed for repair or replacement if they have caused damage in their own rooms or in common areas. In the event of willful damage to the common areas in the immediate vicinity of a student's room or to the furnishings or facilities located there, if the willful perpetrators of such damage cannot be identified, all residents served by that common area may be assessed for repair or replacement costs.

#### 2.8.5.4 Other Prohibited Conduct

- a. engaging in any disorderly conduct or interfering with other residents' rights to an environment conducive to study and to sleep.
- b. any activity that excessively disturbs residents, especially during designated quiet hours
- c. engaging in sports activities or making excessive noise within 50 feet of any residential hall
- d. shouting or otherwise creating disturbances from any residential hall window
- e. making excessive noise by any means whatsoever. This includes putting loudspeakers through room windows at any time and any noise audible outside a student's room or in public areas, especially during quiet hours.
- f. dropping or throwing any solid object or liquid from windows
- g. keeping dangerous materials, including but not limited to firearms, air or carbon dioxide- powered weapons, fireworks and dangerous weapons

- h. refusing to follow a directive from a hall supervisor or security official who is acting in the performance of his/her duties
- i. harassing or verbally abusing any resident, guest or staff member living in the residential halls
- j. physically assaulting or causing harm to any person on university premises
- k. posting or distribution of any materials or soliciting or canvassing within the residential halls without the approval of the resident supervisor or in violation of university posting policies
- l. hosting an overnight guest (resident student only) without obtaining an internal visitor's form
- m. tampering with telephone equipment, falsely using telephone credit cards or otherwise fraudulently using campus telephones
- n. accepting any collect telephone calls to a university or residential hall phone
- o. participating in water fights in and around the residential halls using water guns, water balloons or buckets
- p. video shooting or filming documentaries in the residential halls
- q. keeping any pet in a student room

### 2.8.6 Resident Assistants

The Office of Student Affairs encourages undergraduate resident students to work as resident assistants (RAs). This opportunity enhances students' leadership qualities and contributes to their personal and professional growth. RAs facilitate community development and support the mission of the residential halls. Resident assistants will be selected every semester.

#### 2.8.6.1 Criteria for Recruitment

- A. University Standing.** An applicant must be a full-time sophomore, junior or senior AUS student and must be residing in the residential hall for four continuous semesters. Students on disciplinary or academic probation are not eligible. Candidates must remain in good academic and judicial standing throughout the application process and employment.
- B. Grades.** All applicants must have a minimum cumulative GPA of 2.5. This GPA must be maintained even after the student is employed, although a higher average is encouraged.
- C. Skills/Qualities.** Applicants must have good communication skills, be cooperative, be

interested in building community within the residential halls and in working with a diverse population, be committed and possess a basic understanding of human interaction, and be capable of referring students to the right person on campus based on the need.

#### 2.8.6.2 Process of Recruiting

Applications received will be short-listed. Students will be called for group discussion and individual interviews. One student will be recruited in each residential hall (four females and eight males). The Vice Provost for Student Life will issue an employment letter after the final selection.

#### 2.8.6.3 Training

RAs will receive five hours of training scheduled by Student Residential Life Department.

#### 2.8.6.4 Other Details

- A. Responsibilities.** RAs will be responsible for balancing their residence life responsibilities with academics, other campus activities and social commitments; for nurturing student development; for familiarizing students with their rights and responsibilities at AUS; for following the rules and regulations mentioned in the handbook; for completing administrative duties assigned by the Senior Manager-SRLD; for contributing to the welfare of students and the residential halls; for responding appropriately in emergency situations; for helping develop a healthy, positive community; and for regularly assisting with and participating in residential hall activities.
- B. Duty Hours.** RAs are required to work a minimum of five hours a week.
- C. Duration of Work.** Each RA will be employed for one semester only. The term will be renewed or extended by the Vice Provost for Student Life subject to requirement.
- D. Leave and Absence from Campus.** RAs are expected to be on assignment whenever the residential halls are open, including two days before the halls open to students and the last day the halls are open.
- E. Compensation.** The RA will be given a remuneration on his/her room. The Vice Provost for Student Life will approve the applicable remuneration and notify the Senior Manager-SRLD accordingly. This remuneration will be restricted to one semester only.

- F. Job Performance Evaluation.** RAs will be formally evaluated in the middle of the semester by the Senior Manager of Student Residential Life. In the event that the RA fails to perform duties as expected, his/her contract will be terminated and he/she will not be reappointed. In case of such a termination, the RA will not be eligible for 50 percent remuneration for the semester.

### 2.8.7 Desk Assistant

The Desk Assistant is a student employee. He/she is the customer's second contact with the residence hall after the supervisor.

#### 2.8.7.1 Responsibilities

1. Perform duties following assigned hours at the desk.
2. Answer the desk telephone promptly and professionally.
3. Communicate messages recorded for hall staff.
4. Administer the hall's visitation (Dorm visitor students).
5. Liaise with hall residents, staff and guests.
6. Direct visitors/residents in the hall to appropriate people/places for assistance.

#### 2.8.7.2 Specific Requirements

1. Read and understand the *Student Handbook*.
2. Work at the front desk with the exception of opening in the fall semester and closing in the spring semester (check in and check out).
3. Maintain the front desk by performing related administrative duties.

#### 2.8.7.3 Duties

1. Attend and participate in all staff training sessions including staff meetings and others as assigned by the management.
2. Display a positive, professional attitude and support towards students, staff and visitors.
3. Report all emergencies and serious situations to the supervisor and help conduct emergency evacuations and/or drills on the supervisor's order.
4. Support, promote and participate in hall programs and activities.
5. Help to complete administrative tasks accurately such as check-in, check-out, maintenance requests, surveys, room inventory, head counts and others as assigned by the supervisor in a timely manner.
6. Be knowledgeable about and follow procedures for alarms and emergency procedure.

Interested students can obtain an application form from the Student Residential Life Office A259, First Floor, Student Center. Resident Assistants and Desk Attendants are students employed by Student Residential Life. Further details can be obtained from the website or the Student Residential Life.

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