

Welcome Home



2024-25 STUDENT HOUSING HANDBOOK

Northark Pioneer Villas Resident Handbook

INTRODUCTION

This handbook is a guide to life in a community college's residential environment, Pioneer Villas. It describes policies relating to residents' contractual relationship with Northark, Northark Housing, community living, roommate information, safety procedures and maintenance standards. All students living on campus must follow these guidelines as well as the policies and procedures located in the Northark Student Handbook and Northark Catalog.

Pioneer Villas and North Arkansas College reserve the right to update and/or change policies throughout the year.

Any questions concerning policies and procedures should be addressed to the Student Housing Coordinator.

MEET THE STAFF

Vice President of Student Affairs – Tavonda Brown

The Vice President of Student Affairs oversees the student affairs departments such as housing, advising, financial aid, career services, student activities, Career Pathways, TRIO programs, and other student related programming.

Student Housing Coordinator – Logan Riney

The residence hall staff is responsible for helping to create a secure atmosphere conducive to studying, socializing, and learning to live with other individuals. Each resident is expected to respond appropriately to requests from staff and fellow residents concerning behavior that disrupts this secure atmosphere. The refusal to obey the reasonable request of a College staff member acting within the scope of his or her authority under circumstances where such refusal interferes with the regular and proper performance of that staff person's duties is considered a serious violation and may result in disciplinary action.

Additionally, threats toward and/or physical contact with a residence hall staff member in the performance of their duties are considered serious violations which may result in immediate removal from the residence hall. A student has the right to a hearing under the procedures set forth in the Student Handbook following the removal.

Disability Services – Hannah King

The Disability Services Coordinator ensures that students with disabilities are able to obtain appropriate accommodations to ensure that students are able to access on campus living opportunities. Disability Services and Accommodations information is located at <http://www.northark.edu/student-and-community-services/disability-services> or visit Hannah King in the Advising Center.

PREAMBLE

At Pioneer Villas, we expect certain standards for conduct and behavior to ensure order. North Arkansas College assumes that, by the act of moving into Pioneer Villas, the student agrees to obey all rights, rules and regulations set forth by the College.

Rights include but are not limited to:

- The right to sleep.
- The right to one's personal belongings.
- The right to access to one's room and suite facilities.
- The right to a clean environment in which to live.
- The right to read and study free from undue interference in one's room.
- The right to voice concerns and be heard.
- The right to personal privacy.
- The right to be free from verbal or written abuse, threats, intimidation, or violence.

Residents are expected to respond appropriately to the reasonable requests of other residents, RA's, and the Student Housing Coordinator. Residents will respect the rights of other residents, and each resident is responsible and held accountable for his or her behavior, as well as for the behavior of his/her guest(s).

RESIDENT SERVICES

Internet Access

North Arkansas College will provide internet access to Pioneer Villas. The fee for internet service is included in the semester housing fee. Students must register with IT Services to access the security code for access either wirelessly or through a wired connection. Internet access at Pioneer Villas will meet the same IT policies for North Arkansas College.

Wireless printers that communicate in the 2.4 or 5 Gigahertz (GHz) frequency are not allowed in the Pioneer Villas residence.

Students found in possession of prohibited devices may face disciplinary action.

Northark staff may enter a room to remove prohibited devices.

Laundry

Washers and dryers are located in the east end of the main floor of Pioneer Villas.

- Washers and dryers are to be used for clothing only – no large, bulky items, shoes, etc.
- Washing machines may not be used for dyeing clothing or other items.

Residents are strongly encouraged to report any problems with the washing machines, or dryers promptly to the Student Housing Coordinator or place an online work order request. North Arkansas College is not responsible to any damage to a student's clothes from the laundry equipment provided.

Students are encouraged to remain with their laundry in the laundry room or to track the cycles to promptly remove laundry to free up the machine for the next resident. Students may not use another student's laundry supplies, including detergent, fabric softener, dryer sheets, hamper, etc. even if those supplies are unattended in the laundry rooms without that student's permission.

All abandoned laundry will be kept in the lost and found for 10 business days. After that time, the item(s) will be disposed.

Lost and Found

Items that have been found in or around Pioneer Villas will be kept by the Student Housing Coordinator (SHC). If students are looking for a lost item(s), they should contact the SHC during posted office hours. Found items not picked up will be discarded after being held for a period of 10 business days.

Mail and Package Delivery

Students may receive postal mail at Pioneer Villas. The mailing address is:

Name of Student
1530 Pioneer Drive, Apt #
Harrison, Arkansas 72601

Mail received that does not fit into the mailbox will be delivered to the Student Housing Coordinator, who will send an email to the student's Northark email informing them that a package has been received and is to be picked up at Student Housing Coordinator's office during the posted office hours.

Storage Between Semesters

Residents may leave their belongings in their rooms between fall semester and spring semester if they are returning to classes for the spring semester.

Room furniture and other department owned furnishings provided in the room at the time of check-in must be in the student's designated room in working condition at the time of official check-out from the villa.

All personal belongings must be removed at the end of spring semester and summer sessions.

Northark does not provide storage space and does not assume responsibility for theft or loss of individual property. Northark strongly recommends all valuables be taken home for semester breaks.

Trash Disposal

To reduce possible health hazards and for the enjoyment and benefit of all, students are expected to dispose of their trash and recycling containers in an appropriate and timely fashion in the trash bins located outside on the east end of Pioneer Villas. All large objects or abandoned items must be taken to the outside trash bin or designated areas as well.

Vending Machines

Pioneer Villas has vending machines distributing soft drinks, candy, and other snacks. Refund request forms for money lost in machines can be obtained from the Student Housing Coordinator.

STUDENT HOUSING COMMUNITY STANDARDS

Northark Housing supports the advancement of the academic mission of the college through the residential model. As an integral part of the out-of-classroom experience, students living in college residences will increase their cognitive, interpersonal, and intrapersonal development and complexity. Northark will establish and maintain a safe and healthy environment conducive to student overall success, both academically and socially.

In order to provide the proper environment, all residents must follow College policies, including, but not limited to, the Student Code of Conduct, located in the Northark Student Handbook, and all housing guidelines/procedures located in the Student Housing Handbook. Additionally, residents will comply with federal, state, and local laws and ordinances. Any violation may be referred to the Office of Student Affairs and/or Campus Police.

Alcohol in Northark Pioneer Villas

Alcohol will not be allowed on any Northark property as stated in Northark's Alcohol and Drug Use Policy located in the Northark Student Handbook.

Access to Pioneer Villas

EVERYONE entering the building must have their Northark ID. North Arkansas College student ID cards must be carried at all times and presented on request of a College official. If a student does not have their ID on them, their name/information will be confirmed by the SHC or RA against a hall roster to confirm they are an actual student of the building by asking for information specific to that resident. Failure to present your ID to a College official/hall staff upon request is considered a violation of the Northark Student Code of Conduct.

From the hours of 7:00 am - 8:00 pm all on-campus residents will have access to all residence halls through designated doors. From the hours of 8:00 pm - 7:00 am on-campus residents will have access to ONLY their own residence hall of assignment via the designated doors.

From 7:00 am - 8:00 pm all on-campus residents may come and go as needed in a residence hall via their Student ID. At all times, non-resident students and/or guests (family, friends, etc.) will need to be escorted and/or accompanied at all times by a resident of the hall to which they are visiting. During this time frame all guests will need to be signed-in electronically at the Room Status Form. Residents are expected to sign guests out using the Room Status Form to ensure that the SHC knows the head count during an emergency situation.

Bed Bugs

If bed bugs are present, staff will give additional instruction for a series of chemical treatments to occur. Impacted student(s) will be provided with instructions on expected cleaning and care to eliminate the current bug infestation and prevent further issues. Any student who has a confirmed case of bed bugs will not be allowed to move rooms to prevent the spread to an additional space. If bed bugs are found in personal furniture, the RD may require cleaning or disposal of the affected furniture.

Each fall, every residence hall room and apartment are screened for bed bugs by our pest control company and confirmed as bed bug free. Therefore, any subsequent inspections or treatment are the responsibility of the student and will be billed to their student account.

Bicycles

Students are expected to operate bicycles in a safe and courteous manner and comply with College regulations and state laws pertaining to bicycle operation, including safety equipment standards. Bicycles are subject to the same driving laws as motor vehicles, and citations for improper and unsafe riding may be issued. Bicycles may not be operated in the residence halls at any time. Pioneer Villas is equipped with an outside bike rack. Bicycles may not be chained to railings, left in lounges or public areas, or stored anywhere that would hamper the exit of residents during an emergency.

Controlled Substances/Drugs

Students are prohibited from the use, possession, distribution or sale of marijuana, cocaine, amphetamines, or any other controlled substance covered by the Federal and State Controlled Substance Act. If a residence hall staff member has a reasonable belief that a resident may be in possession of or is using or distributing illegal drugs, the resident may be confronted with that suspicion and an investigation may be initiated. Campus Police and/or Local Police may be notified. Any illegal drugs or paraphernalia will be confiscated.

In any case involving violation of this policy, College disciplinary action is deemed appropriate. Disciplinary action may range from a warning to dismissal from the College. Action may be taken whether a drug violation occurs on or off campus and whether civil criminal authorities take independent action.

* See the Student Handbook for the complete Alcohol and Drug Use Policy, 1300.01.

Copyrighted Materials

Residents may not illegally download files or share movies or music with others on or off campus while using the North Arkansas College computer system. Illegal downloading and sharing movies take up space on the College computer system and uses a considerable amount of bandwidth.

Many college students who have lawsuits brought against them are shocked, to say the least. They question why they were not warned about the perils of downloading movies and songs online and passing them along to friends. However, with the rise of claims, no one can claim ignorance. If you engage in illegal downloading and/or sharing, you can be brought to court. College students are learning that it is against the law and in violation of copyright laws to share or download copyrighted material.

Electronic Imaging Devices

- Any activities infringing on the privacy of others or in violation of policies or federal or state laws, is prohibited.
- It is not permissible to use electronic or other devices, to make an audio or video record of any person, without the person's prior knowledge or consent where there is a reasonable expectation of privacy and such a recording is likely to cause injury, distress, or damage to reputation, including, but not limited to, in such locations as showers, locker rooms or restrooms.
- Use of cameras or other electronic imaging devices to send or record images or video from residence hall rooms is limited to the capture of that resident's contracted part of the room unless written permission is obtained by all contracted residents of the room.
- This written permission must be filed with the Student Housing Coordinator.

Use of these devices and application of these guidelines must comply with existing North Arkansas College policies and practices, including but not limited to College Sexual Harassment Policy, Student Code of Conduct, Information Technology Resources Responsible Use Policy, and other applicable policies and laws.

Fire Hazards

Anything which may create a safety or fire hazard is not allowed in the residence halls. This includes but is not limited to candles, incense, halogen lamps, space heaters, large wall hangings or wall paneling, hover boards and/or hover board charging units.

Residents may not install any doors other than those provided by the College.

The use of extension cords and/or multi-plug adapters shall not be used in residence hall rooms unless the device is equipped with a maximum 15-amp circuit breaker and complies with the National Electric Code.

Lighter fluid is considered a dangerous combustible and is not permitted in Pioneer Villas.

Cooking equipment with exposed heating elements (i.e. toaster oven, burger cookers, hot plates) are not allowed in the rooms. Circuits can be easily overloaded by simultaneous operation of electrical equipment such as hair dryers, stereos, televisions, and refrigerators.

False fire alarms endanger the safety of students and interfere with students' abilities to enjoy a safe, peaceful living environment. Students found responsible for activating a false alarm risk disciplinary action, including suspension from the College and possible criminal consequences.

This policy is in accordance with the Uniform Fire Code and City of Harrison Housing Code. North Arkansas College carries no insurance covering personal property that may be destroyed by fire. The College suggests that students obtain insurance coverage for all personal property if they do not have such coverage already.

Guests

A guest is considered anyone not currently assigned to the residential living space, including other Northark students. The college encourages guests with the consent of roommate(s)/apartment mate(s).

Guests must obey College and residence hall policies. ***Residents are responsible for the actions of their guests at all times.***

Residents may have overnight guests in the Pioneer Villas for a maximum of four nights at a time or for no more than eight nights per calendar month in the residence hall system, whether with the same or different resident hosts. Guests found in violation of this policy will be requested to leave and may be prohibited from visiting the residence halls. All roommates must consent to any overnight guests.

Overnight guests **must** register electronically through the Room Status Form located on the website.

Residents must meet their guests at the front entrance after the hall doors are locked and must escort them throughout the building.

Guests may not sleep in any lounge areas or public area.

If violations of policy do occur, guests and visitors will be removed from the hall and future admittance to the hall may be restricted.

All visitors or guests present in a residence hall must be signed in by a resident of that hall or the visitor/guest may be escorted out of the building.

Guests who are minors, non-contracted residents, under the age of 18 are not allowed without parental supervision.

Musical Instruments and Equipment

No musical instruments may be played in residents' rooms during quiet hours. Non-amplified instruments are allowed in the lounges.

Pets

All pets are prohibited, as they can create safety and sanitation hazards in the residence halls. Animals "just visiting" are also **not** permitted in the residence halls. If an animal is found in or around the Villas, an attempt will be made to determine ownership. If reasonable attempts to determine ownership of the animal or to find off-campus shelter for the pet fail, the animal shelter will be called.

*See the Student Handbook for the complete College policy regarding Animals on Campus, 1110.07.

Posting in the Residence Halls

1. Lobby and lounge bulletin boards are for general notices. The bulletin board in the lobby or main hallway is reserved for official College notices and notices that are necessary for the general welfare of the residents. All bulletin boards will be under the jurisdiction of the SHC.
2. One lobby bulletin board shall be used solely for the purpose of the posting of notices and announcements.
3. Floor bulletin boards are to be reserved for Official College notices and notices that are necessary for the general welfare of the residents. They shall be under the jurisdiction of the SHC.
4. Signs and posters shall be kept to a reasonable size.
5. All signs and posters shall have the name of the sponsor and email contact clearly displayed on the front.
6. Any group outside the residence halls may post material in areas within the halls approved by Student Housing Coordinator.

Quiet Hours

- Quiet hours are as follows: Sunday through Thursday, 11 p.m. to 7 a.m., Friday and Saturday, 1 a.m. to 9 a.m.
- Courtesy Hours are defined as any other time other than quiet hours.
- Consistent noise and complaints during Courtesy Hours can result in disciplinary action. While quiet hours are in effect, residents are not to disturb others in their use of musical sound equipment and televisions or by speaking loudly. No noise should be heard in the hallways during quiet hours. Residents may lose the right to use musical sound equipment and television if this policy is violated. Noise caused by guests is the responsibility of the host. Consideration for others should always be observed.
- Residents should be considerate of their neighbors above and below their room as well as on their floor.

Sales and Solicitation

The Vice President of Student Affairs Office shall regulate fund-raising and sales campaigns on campus that are directed to students in the following cases:

1. Salespersons shall not solicit or conduct business with students on campus.
2. Student rooms cannot be used for commercial purposes.
3. Door-to-door solicitation in residence halls for commercial purposes is prohibited.

If you see or are confronted by a solicitor in the residence halls, call the Student Housing Coordinator. A staff member will confront the individual and escort them out of the building and all appropriate staff will be notified of the presence of a solicitor on campus.

Residence hall rooms may not be used for business purposes of any nature. Unauthorized selling, collecting of money, and promotion on campus or within any College building is not permitted. Students may not act as agents for business firms that entail solicitations or the receiving of business offers or goods on College property.

Smoking

The North Arkansas College campus is a smoke-free campus. E-Cigarettes and Hookah pipes are not allowed on campus. Hookah pipes may not even be stored in the residence halls. Should a resident be found responsible for smoking in their residence hall room, that resident will be assessed a cleaning fee of \$250 at the time of the incident. Students found responsible for smoking on campus may be assessed a \$25 College fine and may additionally be subject to being assessed a state fine.

*See the Student Handbook for the complete College policy, Smoking and Tobacco Use, 1110.13.

SAFETY INFORMATION

Emergency Evacuation for Students with Disabilities

Students with disabilities must develop their own facilities' evacuation plans and decide their primary and secondary evacuation routes. Student with disabilities will reside on the main floor of Pioneer Villas. During an emergency event, all students are asked to be respectful to the needs of the disabled student and to offer assistance when appropriate.

Fire Alarms

All resident's and guests must evacuate the building whenever a fire alarm sounds. Failure to follow College personnel directions may result in conduct sanctions. Failure to follow emergency personnel directions is illegal and a resident may be charged for a crime.

Tampering with or disabling smoke and heat detectors, fire sprinklers, fire extinguishers or emergency lighting systems is a violation. The minimum restitution for this type of offense is \$500.

Evacuation maps are posted in all residences.

Fire Drills

Fire drills will be practiced. Everyone is required to vacate the building during a fire drill. Fire drills and safety practices in the residence halls must be taken seriously. Failure to properly evacuate during a fire drill could result in a citation and/or College conduct charges.

Periodic fire safety inspections in resident rooms will be conducted by the hall staff. Advance notice will be given when possible.

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False fire alarms endanger the safety of students and interfere with students' abilities to enjoy a safe, peaceful living environment. Students found responsible for activating a false alarm risk disciplinary action, including suspension from the College and possible criminal consequences.

This policy is in accordance with the Uniform Fire Code and City of Harrison Housing Code. North Arkansas College carries no insurance covering personal property that may be destroyed by fire. The College suggests that students obtain insurance coverage for all personal property if they do not have such coverage already.

Fire Safety Tips: What to do during a fire

- Before opening a door, see if it is hot by placing the palm of your hand against it. If it is hot, remain in the room.
- If you are on the ground floor level, carefully exit through the window if possible.
- If on an upper floor, call 911 and notify the dispatcher of the room number.
- Block entrance of smoke and heat into the room by stuffing towels or blankets around the door.
- Stay low near the floor to avoid smoke and heat.
- Open a window if possible. Do not exit onto ledges.
- Remain calm. Firefighters will get to you as soon as possible.
- If the door is cool, open slightly and check for smoke in the corridor.
- Close doors on your way out.
- If the corridor is too smoky to reach stairway or exit, remain in the room,
- When leaving a building, continue to the designated rally point for your residence.
- Follow all instructions as they are given.
- Wear a coat and shoes. Carry a towel in case of smoke. Keep these items easily accessible for emergency use. Bring along your key/fob and ID. If you are away from your room or apartment when the alarm sounds, continue to the nearest exit without returning to your room or apartment.
- Do not use elevators during fire alarms or active emergencies, use stairways only.

Fireworks

The possession or use of firecrackers, bottle rockets or other materials which may endanger a person's health or safety, is prohibited, and could result in dismissal from the residence halls and/or the College.

Flammable Materials/Candles/Incense

Burning of candles, incense, and similar materials is a fire hazard and is prohibited in residence hall rooms and on exterior windowsills. The aroma of incense and scented candles may affect another student's health. The storage and use of flammable fluid is prohibited.

Illness and Accident

Please immediately report all illnesses and accidents to the Student Housing Coordinator or resident assistant.

Immediately call 911 if an emergent accident has occurred and immediate attention to one's health is required. North Arkansas Regional Medical Center located at 620 North Main Street in Harrison is staffed with fully certified and licensed medical personnel. Their emergency staff is available 24 hours per day if emergent care is required. The phone number of NARMC is (870) 414-4000. North Arkansas College will not be responsible for any medical expenses incurred due to an accident or illness that occurs within the residence hall.

Room Locks and Keys

Entrance to the main doors of Pioneer Villas and to the apartment a student resides in will be provided through electronic access. Individual room keys are issued to students for their convenience and security. In order to maximize security, students must exercise care in the protection of their keys, whether a standard or electronic access key.

Lost or Stolen Key Fob Replacement

1. Notify SHC ***IMMEDIATELY***
2. Purchase new key fob at the College Store
3. Take to Campus Police for reprogramming

Lost or Stolen Room Key Replacement

1. Notify SHC ***IMMEDIATELY***
2. SHC will then notify appropriate personnel and get replacement key for student.

Standard key replacement will be \$25. The monetary charge covers costs of replacement keys and provides an incentive for students to protect their keys. Any student may make a request to have the room lock changed. The student will be billed for this service.

Students are responsible for having their keys with them at all times. Should a student lock themselves out of their room, they should contact the SHC to be let back in. A fee may be assessed for this service each time.

Smoke Detectors

Residents are responsible for the smoke detectors in their rooms. Smoke detectors are required in all residence hall rooms by Harrison city ordinance. Report faulty detectors to the SHC immediately. Keep the smoke detector in the room unobstructed for a maintenance person to repair it. Staff members are the only people who may remove a detector. Facility Services will endeavor to restore the detector no later than 4 p.m. of the first working day after it is reported. Residents are billed for damaged or missing detectors at checkout. If a student has been found to have damaged, tampered with, or removed a smoke detector from their room they will be subject to disciplinary action.

Theft

Even if just going next door or leaving for a short period of time, each student should lock their room door when leaving their assigned residence hall room or apartment. Each student is responsible for all College furnishings placed in the room and apartment. The College is not responsible for money, jewelry or any other article taken from student rooms. Please report any thefts to the SHC or Campus Police at once. The College suggests that students obtain insurance coverage for all personal property if they do not have such coverage already.

Unauthorized Access

Unauthorized access to residence hall rooms, maintenance or custodial spaces is considered a violation of the Residence Life Code of Conduct and disciplinary action may be taken.

Weapons and Dangerous Substances

Use or possession of firearms, ammunition, bows and arrows, explosives, incendiary devices, bb guns, paint guns, imitation guns/weapons or any dangerous weapon, substance, or material on campus, is prohibited except as expressly authorized by the College. Persons found to be in possession of such items or weapons may be charged with a violation of the Student Code of Conduct.

WEATHER SAFETY

Earthquake

Although the likelihood of a major earthquake on campus is low, North Arkansas College can be affected by the New Madrid fault located in Missouri. In the event of a major earthquake the College would sustain major damage to building and utilities. Response to an earthquake varies, depending on whether one is inside a building or outside.

If inside:

- Take cover under a desk or table and hold on. If your cover moves, move with it. Brace yourself in a doorway if cover is not available. Avoid outside or high use doorways.
- Stay away from windows and objects that can fall.
- If in a lecture hall, stay in your seat or get under it, if possible. Cover your head with your arms.
- When the shaking stops, move cautiously outside. Be careful of falling building materials, downed utility lines, and uneven ground.
- Once outside, get away from the building and report to the assembly area. Remain in the assembly area until instructed to leave by North Arkansas College Public Safety, Harrison Fire or Police personnel or a member of the North Arkansas College Incident Command Team. Additional information will be provided at assembly areas. Notify Campus Police of any missing or injured persons. Do not go back into the building until notified by Campus Police.

If outside:

- Stay away from buildings, trees, utility poles, and other items that can fall unexpectedly. Also stay away from equipment and vehicles that could move suddenly.
- Get low to the ground and protect your head with your hands.
- Do not take shelter in doorways or under walkways.
- Go to the assembly area and wait until told to leave by Campus Police, Harrison Fire or Police or a member of the North Arkansas College Incident Command Team. Additional information relating to the emergency will be provided in the assembly areas. Notify Campus Police of any missing or injured persons.

Tornado

The City of Harrison participates with the U.S. Weather Service in providing notification for tornado or emergency warnings. Students are encouraged to cooperate with the residence hall staff during a tornado watch or warning. A watch is the first alerting message from the U.S. Weather Service which specifies an area and a period of time during which tornado probabilities are expected to be dangerously high. A warning is issued when a tornado has actually been sighted in the area or detected by radar. City siren signal is a five-minute steady blast, which means to take shelter immediately.

Where to take shelter:

1. Away from windows
2. The main floor

RESIDENTIAL FACILITIES

Abandoned Items

Except for laundry, all items found in the Pioneer Villas or on the premises will be secured at the Resident Hall Director's office for 10 business days. After this time, if the abandoned items are not claimed, they will be placed in the garbage.

Air Quality

Effects on Indoor Air Quality

- Poor ventilation or blocked air flow
- Problems controlling temperature or broken thermostats
- High or low humidity levels
- Other activities in or near a building that can affect the fresh air coming into the building.
- Specific contaminants like dust from construction or renovation, mold, cleaning supplies, pesticides, or other airborne chemicals.

Air quality is affected by daily and seasonal environmental changes. It is common to see frequent alerts provided by the National Weather Service reporting elevated pollen, mildew, mold and other allergen and air contaminants that may be problematic for people with heightened sensitivities to changes in air quality.

According to the United States Environmental Protection Agency, there is no practical way to end all mold and fungal spores in an indoor environment. Mold spores' breeze through the indoor and outdoor air continually. When fungal spores land on a damp spot indoors, they may begin reproducing, creating an environment for mold to form.

- To reduce the possibility of spores reproducing, Northark Housing strives to keep relative humidity indoors at levels at or below 60 percent.
 - To reduce the potential of mold indoors, when water problems or leaks are found, they should be reported as soon as possible. These include dripping pipes, leaks, floods, and rainwater coming in through windows.
- Tips to Prevent Mold
- Keep wet clothing in a sealed container until laundered
 - Do laundry regularly
 - Dry clothing before storage
 - In warmer temperatures, keep the windows closed. Open windows allow humidity/moisture levels to rise, condensation to form and creates conditions that allow mold to grow in a resident's room.
 - Where possible, hang wet towels or robes in the bathroom to dry and keep moisture from migrating into the bedroom.

- Always keep the bathroom door closed to keep moisture out of the room. The ventilation system in the bathroom is designed to take moisture out and keep it out of the bedrooms.
- Report Suspected Mold
 - Residents should report any presence of mildew or mold in their room immediately to the Student Housing Coordinator.
 - For more in-depth information on mold, visit the government's Environmental Protection Agency's (EPA) Mold Resources.
- Temperature Controls
 - Blocking the air supply on a fan coil unit or opening windows negatively affects the efficiency of the unit and allows more humidity to build up within the room.
 - Keep the thermostat set at or near 72 degrees. It is best to keep the system running, but if it is too cold, relative humidity will rise and condensation may form.
 - Keep the thermostat fan setting on "AUTO." Frequent manipulation of the thermostat negatively affects the efficiency of the fan coil.

Balconies/Roofs/Bridges

Throwing, dropping, or suspending objects from windows, balconies, roofs, bridges, or fire escapes is prohibited. Being on roofs or roof areas is a safety hazard and is prohibited. Additionally, residents may not climb from balcony to balcony, jump or hand-drop from non-ground level balconies, or jump or hand-drop from bridges. Unauthorized access to the roof tops or balconies may result in disciplinary action.

In order to maintain proper entrance and egress for the residence halls, the fifty-foot radius of the residence halls and residence hall bridges and stairwells may not be reserved or used as a programming space unless approved by the Resident Hall Director.

Care of Individual Students' Rooms

Residents are responsible for the rooms to which they are assigned. Simple health habits and respect for roommates and neighbors will promote good living conditions for all. Equipment (brooms, dustpans, and vacuums) is available at the hall desk to help keep rooms clean. Trash, dirt, and lint are **not** to be swept into the hallways. All large objects must be taken to the outside trash bin or designated areas. Residents should not collect large amounts of trash or beverage containers in their rooms as this may be considered a health hazard.

Residents are not permitted to hang objects out the windows or store items on the window ledges or the air conditioners. For safety reasons, the use or construction of pool or pool like structures in the residence halls is prohibited, this includes but is not limited to wading pools and hot tubs. Residents are responsible for damages.

Common and Public Areas

Residents are responsible for the condition of the hallways and common areas and are held accountable for any damage done to them. Hallways, stairways, recreation areas, lobbies, study rooms and bathrooms are to be kept clean and orderly at all times. Personal property should not be stored in common or public spaces. Although Custodial Services staff is responsible for the upkeep of these areas, student cooperation is necessary.

Sporting activities and the throwing of balls or other projectiles in halls are not allowed.

The use of or storage of hover boards is not allowed in the residence halls.

All residence hall public spaces, kitchen, laundry room, living room, etc. are for the use of the residents of that hall. No student groups or organizations may utilize these locations as a meeting or gathering space.

These public spaces are to be used by the residents of the hall as a social gathering space, a place to watch television or for individualized studying. The only exception to this policy includes use of the spaces for events sponsored by the Student Housing Coordinator who is the entities with direct responsibility for living environments within the residence hall system.

Public area furniture or property is provided for the convenience of all residents. Removal of this furniture will result in disciplinary action. In cases of loss or damage to common areas of the building, defined as being those areas not assigned to an individual or group, the cost, repair and/or replacement may be assessed each resident on a pro-rated basis.

All guests or visitors must be signed in by the student being visited of Pioneer Villas or the visitor/guest may be escorted out of the building.

Neither residents nor guests may sleep in public spaces: living rooms, hallways, bathrooms, laundry rooms, kitchens, lounges, or on lounge furnishings. Hosts who permit overnight guests to violate these policies will be subject to disciplinary action. Exceptions to this policy may only be granted by the Housing staff responsible for the building in which the resident resides.

See also North Arkansas College policy for Use of Facilities—Outdoor Space, 1140.4.

Doors

No doors of any kind may be added or installed in any residence hall room by anyone other than Northark Maintenance Services. Additional doors are not permitted in residence hall rooms for fire, safety, maintenance reasons.

Maintenance and Repair

Faulty equipment and damage should be reported to the Student Housing Coordinator.

Under no circumstances should residents attempt repairs of College owned property. This often increases the cost of repairs. College maintenance staff members manage the repairs of college property. See the SHC with any questions about maintenance or repair requests.

Maintenance personnel work from 7:30 am to 4:30 pm on weekdays.

Pest Control/Bed Bug Protocol

Northark maintains routine pest control.

In the last 10-15 years the United States has seen a significant resurgence of issues with bed bugs. They are becoming more commonly found in homes, apartments, hotels, luggage, and campus residence halls.

If a student believes they have bed bugs, they should contact the SHC to report the issue. Once notified, the SHC will ask the resident a series of questions to gain additional information so that a pest control company can inspect the room. A staff member will let the resident know when the inspection will occur, generally within 48 hours of the issue being reported.

If bed bugs are present, staff will give additional instruction for a series of chemical treatments to occur. Impacted students will be provided with instructions on expected cleaning and care to eliminate the current bug infestation and prevent further issues. Any student who has a confirmed case of bed bugs will not be allowed to move rooms in order to prevent the spread to an additional space. If bed bugs are found in personal furniture, the SHC may require cleaning or disposal of the affected furniture.

Each fall, every residence hall room and apartment are screened for bed bugs by our pest control company and confirmed as bed bug free. Therefore, any subsequent inspections or treatment are the responsibility of the student and will be billed to their student account.

Residence Bill of Rights

- Read and study free from undue interference in one's room.
- Sleep without undue disturbance from noise, guests, or roommates, etc.
- Respect of personal belongings.
- Personal privacy.
- Be free from intimidation, physical, and/or emotional harm.
- Free access to one's room without pressure from a roommate.
- Expect any and all grievances to be discussed in an atmosphere of openness and mutual respect, and to involve a residence hall staff member in the discussion, if desired.

Room Changes

The Student Housing Coordinator must approve all room changes, and the room change forms must be completed before a student may move into a new room. Should an unauthorized room change occur, the resident will be assessed an improper room change fee of \$100. Students may be required to change rooms for the benefit of the College or the hall community. The College reserves the right to reassign residents to make the most effective use of available accommodations.

Room Condition Report

When students check into their residence hall room, they receive their room key and a Room Condition Report describing the condition of their room. If the resident finds any other damages, they must be reported to the Resident Hall Director within the first week of living in the room. Additional damages will be billed to the student's Northark account. Residents are responsible for their entire room. Any damage to the room will be split equally between the residents of that room unless an agreement is made with the hall staff at checkout.

Residents are encouraged to thoroughly check their rooms and report any damage they might find.

Room Damages

Residents are responsible for the furnishings in their apartment suite and room including the appliances, furniture, and Ethernet. Residents should note carefully the inventory of appliances and furniture and the condition of the room and furniture at the time the room is assigned, because they will be charged for any damage found to the room and its contents during the period of time they are assigned to the room. If the damage charges are not paid, action will be taken which may result in withholding the transcript of grades and disallowing registration for the next semester. Students are also liable for charges for any unusual housekeeping service, such as cleaning rooms left dirty when moving out.

Students are not permitted to paint or plaster their rooms. Storage cabinets and closet doors may not be removed or altered from their original design. Construction or room alteration involving heavy building materials, wooden or cloth material platforms, or lofts are prohibited due to fire and safety regulations.

Damage charges are assessed equally against all occupants of a room or apartment suite unless personal liability can be determined. Only College personnel may repair damages to the room. Students are responsible for any damages caused by adhesive substances, such as mounting tape, duct tape, scotch tape, or self-adhesive fixtures. Residents are responsible for any damage to College property and agree to pay for the replacement or restoration of the property, excluding reasonable wear and tear. It is the College's discretion to determine reasonable wear and tear. Students also are responsible for the condition of their room door; however, this is considered public space in the hall. All public spaces in the hall are under the jurisdiction and care of Custodial Services and SHC. Although the College respects the right of expression, some signs, or drawings in public areas, including room doors, can be found offensive. In

such instances, the SHC will determine if the signs or drawings should be removed. If so, the residents will be asked to remove the material. Should a student wish to appeal the assignment of damages, please refer to the Appeal process outlined in the Student Handbook.

It is strongly recommended that students obtain Renters Insurance if the family policy does not already cover this.

Room Decorating

Students are encouraged to personalize their rooms with posters, furniture, drapes, curtains, or other decorations. We want you to make this your home away from home. Rooms, however, cannot be painted and decorations must not create a fire hazard. Only doors provided and installed by Northark Facility Services may be used. Holiday decorations are also encouraged, but must follow the following guidelines:

1. Exit signs and emergency lights may not be decorated.
2. Live trees are not allowed. Artificial trees with no lights are allowed.
3. No continuous hallway decorations may be used.
4. No rope or string lights are allowed.
5. No candles or other open flames are allowed in the halls or resident rooms.
6. All decorations must be taken down before leaving for the semester break.
7. Any signs in residence hall windows with any form of obscenity on them are not allowed.
8. Personal decorations will be limited to within 2 feet surrounding a person's door.
9. Decorations in the hallways should not block the hallway, nor should decorations hang from the ceiling or across the hallways.
10. "Chalking" or otherwise defacing walls in the hallways and resident rooms is strictly prohibited.
11. Floor decorations are at the discretion of the SHC.
12. Students posting decorations in public areas, or areas in their room visible to the public, are encouraged to be mindful of the impact of their decorations on the community. Decorations, images, and messages will be representing the floor to others. Students are encouraged to make responsible and well-reasoned decisions about content before decorating.

Room Furniture

Residents are strongly encouraged to keep the College recommended room set-up to maximize the space usage, as well as minimize safety risks. Beds may not be placed on desks, bookshelves, or dressers. Beds may not be placed on concrete blocks or plastic risers. Bed frames must be securely supported on both sides with College bed ends. Safety guardrails must remain installed for beds supplied with safety guardrails. Should residents move their bed so that the non-guardrail side of the bed is exposed or tamper with or remove the safety guardrail(s), they do so at their own risk. Lofted beds cannot be placed under air ducts for safety reasons.

Furniture and equipment may not be moved from one room to another or from the lounges or recreation rooms. A fee of \$50 will be charged for all furniture moved without authorization. College furniture in resident rooms must remain in the room for which it is designated. Removal of College owned furniture from the Residence Hall may be considered theft. This circumstance would usually apply to a medical condition of the student, supported by a Doctor's documentation.

Room Inspections

The College reserves the right to make appropriate inspections as necessary to help guarantee that laws and College policies are being followed and that the health, safety and welfare of its students is fostered. An inspection schedule will be developed by the Student Housing Coordinator. Illegal materials, drugs or items that pose an immediate danger to the health or safety of the residents, will be removed if they are noticed during a room inspection. The resident will be notified of this action immediately.

A student's room will not be entered without knocking. A sufficient time lapse will be allowed to provide the resident ample opportunity to open the door. If no response is received, the room may be entered to make appropriate inspections.

Roommate

Living on campus at Northark is considered an important part of the college experience. From building camaraderie with your roommate in the residence hall to sharing living spaces and studying with your closest friends, you will make unforgettable memories and grow personally. After all, learning is not limited to the classroom!

Research has shown that students who live in residence halls...

- earn higher grades.
- are less likely to drop out.
- build closer relationships with faculty, staff, and students.
- are more involved in student activities.
- have fewer emotional problems.
- report less conflict with parents.
- are more generally satisfied with their overall college experience.

Roommate Tips

One of the most influential people in your housing experience will be your roommate. Depending on the relationship you form, your roommate can be the reason for memorable times or times you'd rather forget.

Here are a few suggestions we have that might help you and your roommate create a functioning living environment:

- Get to know each other sooner than later. Move-in day is a great day to start!
- Discuss the type of atmosphere both of you wish to have within the room.
- Establish any personal guidelines and expectations of each other.
- Respect each other's privacy.
- If privacy is needed within the room, schedule appropriately or gain your roommate's consent as they have rights to the room as well.
- Be open and honest with each other.
- Never hesitate to contact your Resident Assistant or Student Housing Coordinator if any serious roommate issues evolve.

When talking about expectations it is best to be specific. This will be helpful if questions or new issues arise later. Some areas it is helpful to have common agreement about include:

- Study time in the room.
- Music – what kinds you like, when it can be played, what is too loud.
- Borrowing or using each other's possessions (TV, stereo, computer, personal items).
- Cleanliness – who does what chores and how often.
- Habits – early or late riser, how social you are, etc.

*Remember to contact your RA/Student Housing Coordinator if you need assistance,
and to consult this handbook for policies which apply to all living areas.*

Room Search

Residence hall room searches may be performed, with or without consent, when a reasonable suspicion exists that a policy or law is being violated.

Storage

There is no storage available on campus. Any residents needing storage will need to seek a location off campus. Information for facilities can be obtained by asking the Student Housing Coordinator.

Telephones

North Arkansas College does not offer landline phone lines in the residence hall rooms. It is encouraged that students obtain their own mobile/cell phone option as a mode of communication.

Televisions

There is a public television available in the lounge of the residence hall. This television is for the use of all residents. Common courtesy should apply when using the television and the surrounding space.

However, the televisions may not be used for the public viewing/watching/exhibition of copyrighted and or trademarked materials (for example: Residents may not hook-up a DVD player, VCR or other electronic equipment to view/watch movies, videos or other forms of media).

Windows and Screens

Windows and screens are to remain in place at all times. Repairs to broken windows and/or bent or damaged screens will be charged to the occupants of the room or apartment. A fee also will be assessed for reinstalling screens. Dropping, throwing, suspending, or projecting any item from a window is strictly prohibited.

Residents need to keep their Residence Hall room windows closed when temperatures fall below 32 degrees Fahrenheit. Failure to do so may result in the freezing and bursting of the pipes causing significant flooding and damage to your room as well as other rooms. Damage charges for College property may be assessed equally against all occupants of a room or apartment unless personal liability can be determined. Only College personnel may repair damages to the room. The College insurance does not cover student personal property damage. We encourage residents to secure their own renter or homeowner's insurance for personal property damage.

OPERATIONS

Billing and Payment

All billing transactions are processed through the Student Accounts Office.

Charges are placed on student accounts by semester; however, students are financially and legally responsible for the entire contract period for the full academic year.

Once a student has been notified they have a room assigned to them, they must pay \$350 reservation fee. This charge is an advanced payment that is applied towards spring housing charges. If student does not complete the contract through the spring semester, the advance payment is forfeited to the College.

Break Periods

All residence halls are open during Thanksgiving, Christmas, and Spring breaks. No overnight guests are permitted during any break periods.

During summer break and Intersessions, limited housing is available for a cost in Pioneer Villas. Please contact the Student Housing Coordinator for additional information.

Cancellation of Lease

All persons assigned residential status in North Arkansas College housing facilities must sign a written Housing Agreement, thereby committing to obey all rules and regulations pertaining to the Residence Facilities as set forth by the College, including those rules regarding requests to be released from the Agreement. (Lease Cancellation)

During extenuating circumstances, a request for release of contract may be submitted.

The contract terms are still in effect (and charges continue) even if a resident has not been living in their assigned room.

Requests for release from the contract must be based on one of the following:

- Significant unexpected change in the financial situation occurring after checking into a Pioneer Villa residence.
- Documented medical or psychiatric condition that has worsened by living in a residence hall.

Requesting a release from the contract is a lengthy process and requires specific information and documentation. Release is not automatically approved, and residents should not expect an immediate decision.

Residents may electronically complete the Request for Release Form located on the Northark Housing webpage. Cases are decided based on the documentation provided.

Evidence of deliberate falsification of information or the submission of any materials that provide false or mistaken information in connection with an attempt to be released from a contract shall be grounds for disciplinary action.

- A determination will be made by the Housing Committee and notification will be sent to the student's official Northark email within 10 business days after receiving the completed form.
- If the lease cancellation is approved, then a prorated refund based on the remaining term (days of semester from the official check out from the room) may be issued. This will be based on the ability to fill the room vacancy created by the potential lease cancellation and the extenuating circumstance.
- A student may appeal the decision by appealing to the Institutional Standards and Appeals Committee within 10 business days after receiving the notification from the Housing Committee.
- A refund of any portion of a student's Housing Charges is not guaranteed and not automatic. The College is under no obligation to provide a refund of any semester housing charges for any reason. However, a pro rata refund of Housing Charges, exclusive of the Deposit, may be considered by the College provided the unit being vacated can be reassigned during the course of the current paid-up term. Any proration for refund purposes would be based on the confirmed date of unit reassignment or the date of written notice to the student of final approval for a release from the Housing Agreement, whichever is later.

Check-In Process

Students who have been notified of a room assignment, completed the lease agreement, and paid the reservation semester charge will be allowed to "move in" to their assigned room Monday before classes begin. Please consult the Housing Calendar for specific dates. An email will be sent to notify students of eligible times to move in including move in tips. Before the agreement is complete, a Room Condition Form must be completed with the Student Housing Coordinator. Keys will be distributed at that time.

Check-Out Process

Residents are required to check out by 5:00 pm on the Monday following Spring Commencement. Residents must schedule a check-out time with the Student Housing Coordinator to complete the Room Condition Form (RCF). All noted damage charges will be charged to the student's Northark account. If the check-out process is not followed, the Resident will be charged an Improper Exit Fee of \$60.

Contract/Lease Agreement

The Pioneer Villa Lease Agreement signed with North Arkansas College is an academic year contract beginning when students move to campus and ending the Monday after graduation.

Occupancy Selection

North Arkansas College will give housing assignment priority to students who have completed housing application files (including application fees/deposits) on file, based on the following student populations in descending priority order as well as the date of completed application:

1. Current residential student in good standing
2. Student based on location of permanent residence/address
3. All other students

Student gender, characteristics and areas of interest may be considered when making room assignments to ensure the best fit for roommate compatibility.

* See the Student Handbook for the complete Student Housing Occupancy Selection Policy, 1350.05.

Release for Active Military

Pioneer Villa residents called to active duty at any time during their contracted period will be released from their housing contract after the resident provides a copy of their official orders to the Student Housing Coordinator. The resident must schedule an official checkout of their room with the Student Housing Coordinator to avoid being charged an improper checkout administrative charge. All check out operations and damage fee assessment will be conducted as usual.

Residents Requesting Special Needs Accommodations

Residents with disabilities may need special accommodations to have access to on-campus housing. To request accommodations for housing, please complete the Disability Services Intake Form and select on-campus housing needs or contact Taylor Whillock in the Advising Center.

Timeline

Fall 2024/Spring 2025

Lease Period: 8/14/2024 – 5/12/2025

Priority Deadline for Room Assignment: (must register for classes and complete housing application process)

- Returning Residential Student in Good Standing – 5/12/2024
- New Residential Applicant (Current/New Student) – 5/14/2024

Move In Dates	8/14 – 8/16/2024
Move Out Date	5/12/2025

EXPECTATIONS

What We Provide:

- Twin bed
- Twin mattress
- Desk
- Desk chair
- Built in closet
- 2 drawer dresser
- Wireless internet
- Electricity
- Water
- Trash disposal

What We Recommend You Bring:

- Twin bedspread, sheets, and mattress pad
- Pillow and pillowcases
- Towels, hand towels and washcloths
- Personal grooming products
- Shower caddy
- Laundry supplies
- Clothes hangers
- Alarm clock
- Trash can
- Surge protector
- Kitchen supplies (plastic ware, can opener, cups, dishes)
- Small personal refrigerators are allowed in the room for an additional \$100 per semester
- Television and connecting cables
- Radio, stereo
- Study lamp (NOT halogen)

What is not allowed:

- Candles, incense or flammable decorations or liquids
- Heaters
- Firearms
- Additional kitchen appliances
- Personal grills
- Pets
- Rope lights/party lights
- Nails, screws, or anything that could damage the walls