

## 5.5 RESIDENCE HALL AND APARTMENT SERVICES

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Students will receive important information from the Housing and Residence Life Department via their SLU email account. Students should monitor this account regularly as information will not necessarily be sent in other ways. Students may have their email accounts from other addresses/platforms forwarded to their SLU email account. Assistance with this can be obtained by calling the **ITS Help Desk** at (314) 977-4000. Emergency notifications/timely alerts are sent by DPS. You can register and/or update your information in [myslu.slu.edu](http://myslu.slu.edu) (<http://myslu.slu.edu>) in Banner Self-Service.

### 1. Desk Operations

All residence halls and Marchetti Towers Apartments are staffed 24-hours with a highly-trained desk staff. Contracted security staff the desks from 12:00am-6:00am each day. The purpose is to provide additional security for the building. At the desks, a variety of other services and information are provided. Supplemental housing at supplemental locations (i.e. Manersa) may have different hours of desk operation.

In order to gain access to the lobby of a residential area a Student must utilize their Student ID to gain access to the front door. Students who desire to enter the residential section of a building must have their access rights approved by swiping their Student ID through the card reader at the Security Desk. For more information see Visitation/Host and Guest Responsibilities. The desk is often a busy, high-traffic area that provides answers to questions and information about campus resources to residents of the building. We expect that all students will cooperate with reasonable requests and be considerate of the desk staff. No type of harassment, verbal abuse, or other similar behaviors will be tolerated. Students who leave their ID in their space may have their access verified with a State Driver's License, Passport, or Military ID Card, and Banner ID.

### 2. Emergency Contracts

Residential students must register their confidential emergency contact information through [myslu.slu.edu](https://myslu.slu.edu) (<https://myslu.slu.edu>) and on their emergency card as part of the residential check-in process. In the event of an emergency, University personnel could access the information to notify your designated emergency contact.

### 3. Missing Person

Residential students must also register their confidential emergency contact information on their emergency card as part of the residential check-in process. A student's confidential contact information will be accessible only by authorized University personnel and law enforcement officials in the course of a missing person's investigation.

### 4. ID Card and Keys

The SLU ID has many functions including access to campus residential areas, the library, the Simon Recreation Center, and use in dining facilities. Each Student is issued a SLU ID card during their first semester at the University and is expected to carry it on with them at all times while on campus. Students are required to swipe their SLU ID cards each time they enter a Residence hall, other University owned/managed properties and/or to access their University meal plan. Students not in possession of their ID card need to check in at the front desk and will be recorded as a "lockout." Students who leave their ID in their space may have their authorization verified in

other manners but may be asked to wait until it is convenient for the Security Desk Worker to do so. Each Student is responsible for the care and maintenance of their SLU ID card. SLU ID cards are the property of Saint Louis University defacing, altering, unauthorized possession, transfer, use or reproduction of a SLU ID is prohibited. Students who are locked out of their room for a forgotten key may retrieve a spare key at their designated front desk. The spare key may be kept for 15 minutes while the permanent key is collected. If the spare key is not returned a core change will be conducted for the room in question and a charge may be applied to the Student's account.

### 5. Information Technology

It is the obligation of all students to familiarize themselves and adhere to the University's Appropriate Use Policy, outlined in Section 1.3 of the Student Handbook. All residential facilities have high-speed wired and wireless internet. Students are prohibited from setting up their own wireless routers or printers in residential facilities.