

# **University Student Housing and Hospitality Services Contract Guide**

**Fall 2017 - Spring 2018**

# From the Directors

Living in the residence halls is a significant part of your college experience. We encourage you to apply and self-select your room and dining plan as soon as possible using the online application system.

Living on campus will be one of your most memorable college experiences. It will allow you to develop life-long friendships and many fond stories of the fun times you will have as a Red Raider. University Student Housing provides you many opportunities to get involved in your college community through activities, leadership roles and academic support services.

Hospitality Services' staff nourishes the minds of tomorrow and is dedicated to providing you with a wide array of dining experiences while you are at Texas Tech. Our all-you-care-to-eat options, food courts with national brands, express kiosks, food emporium, mini-markets and retail concepts offer many choices for everyone to enjoy. Serving hours will give you the convenience to dine on campus from early morning to late in the evening, seven days a week.

Sincerely,

Sean P. Duggan

Director of University Student Housing

Kirk Rodriguez

Director of Hospitality Services

# University Student Housing

University Student Housing and Hospitality Services are components of the Division of Administration and Finance. We fully support the mission and vision of Texas Tech University through our programs and services.

## University Student Housing Mission Statement

Promoting Student Success

## Vision Statement

University Student Housing and Hospitality Services will be leaders in advancing the Texas Tech University experience.

We seek to enrich the personal development of all students through creating exemplary activities, developing state-of-the-art facilities, implementing dynamic programs, and supporting quality services.

University Student Housing and Hospitality Services are committed to our values:

- Mutual respect and high ethical standards;
- Cooperation and communication;
- Creativity and innovation;
- Community service and leadership;

- Academic and intellectual freedom;
- Pursuit of excellence;
- Public accountability;
- Social Justice;
- Diversity
- Roommates

University Student Housing will provide a residential experience that recruits, retains, and supports students through graduation.

Our living communities will provide opportunities for students to gain the skills needed for personal, social, and academic success. Our services, programs, activities, and facilities will enhance each student's individual effort toward academic and social growth, involvement and citizenship in a compassionate and inclusive community.

# Residence Requirement

## Introduction

Living in Texas Tech University's residence halls is convenient, simple and virtually worry free. It's a fun and easy way to experience the excitement of college life. Students are more likely to meet new friends while living in the residence halls. They will have more exciting experiences on campus without the hassle of leaving and returning to campus for events and activities. Students live near their classes, avoiding the complexity of commuting or having to wake up early to make it to class each day. All they have to do is wake up and walk to their classes!

National research indicates that students living on campus maintain a higher grade point average and are more likely to graduate. Therefore, the Board of Regents of Texas Tech University supports the On-Campus Residence Requirement to give new students a greater chance of achieving their educational goals.

The On-Campus Residence Requirement applies to students enrolled in more than six hours for the fall and spring semesters, and/or enrolled for three hours per summer session.

## On-Campus Residence Requirement

The University feels students will have the best opportunity for a well-rounded educational college experience by living in a residence hall. Any student registered for credit may live in

the residence halls if space is available. Priority is given to those enrolled for a full-time academic schedule.

The current university residence hall policy requires students having fewer than 30 post high school hours of academic credit, (excluding hours earned from concurrent high school credit and credit earned by exam), to live on campus. A dining plan is required with a housing contract.

Any request for exemptions from the on-campus residence requirement should be submitted to University Student Housing no later than May 1, 2017, for fall semester enrollment or November 1, 2017, for spring semester enrollment. Below is a list of the exemptions listed in the University Operating Procedure (OP) 30.25. If you believe that you meet one of these requirements, the next step is to download a copy of the Exemption Application. Fill out the application and follow the directions for the exemption category for which you are applying. Send the form, as well as any other necessary documentation, back to the address listed at the bottom of the webpage (forms can also be faxed or emailed). We will respond to you by email within three to five business days with a notice of eligibility, ineligibility or a request for further information. Make sure you check your official Texas Tech email account. All responses will be sent to your official Texas Tech email account.

1. Subject to verification and authorization by University Student Housing, freshmen students who meet one or more of the following criteria may be given permission to live off campus:
2. A student is residing currently and continues to reside in the established primary residence of her/his parents (or legal guardian) if it is within a 60-mile radius of Texas Tech University. The parents must have established their primary Lubbock

residency at least six months prior to the request for an exemption. Legal guardianship must have been established by a court of law at least one year prior to the request.

3. A student presents sufficient evidence of an extreme financial hardship condition based on guidelines similar to those required for Financial Aid.
4. A student is married or has dependent children living with the student.
5. A student is 21 years of age or over on or before the first day of classes of the initial semester of enrollment.
6. A transfer student has successfully completed 30 or more post high school semester hours of academic credit prior to the student's enrollment or re-enrollment. Credit earned by exam (Advanced Placement, CLEP, ACT, SAT) and hours received from concurrent high school credit are not considered.
7. A student is awarded a university scholarship/sponsorship that is managed by a university department or college, which minimally includes the equivalence of the current academic school year's room, dining, tuition, fees, and textbooks (as estimated by the Student Financial Aid Office) during an academic school year. Upon prior approval from the managing department or college, the student may be exempt from living on campus. The managing department or college must provide verification in writing to University Student Housing prior to the student's enrollment and/or re-enrollment to the university.
8. A student is enrolled in the Graduate School or Law School.
9. A student has served in active military service, as verified by a discharge certificate (DD214).
10. A student presents sufficient evidence of an extreme medical condition, as documented by her/his treating physician for which on-campus accommodations cannot be made.
11. A student presents sufficient and satisfactory evidence of extreme or unusual hardship that will be intensified by living in the residence halls.
12. A student has completed a full academic year (fall and spring terms) of living on-campus in the Texas Tech residence halls; or provides sufficient evidence of living on-campus at another university prior to off campus residence eligibility.

13. A student is enrolled in on-line classes only.
14. A student is taking six or less hours during each semester.
15. A student is enrolled in Texas Tech University or Texas Tech University Health Science Center at a campus other than the Lubbock campus.

For more information regarding housing and dining policies please visit OP 30.25.

# Application Process

Students must first be admitted to Texas Tech University before applying for housing. Students are encouraged to apply for housing as soon as they are notified of their admission status and receive their eRaider account information. To complete the housing application, go to [housing.ttu.edu](http://housing.ttu.edu) and follow the online checklist provided.

New students for the fall 2017 or spring 2018 academic term have the opportunity to reserve specific room assignments. Students also have the option to select a Learning Community per availability for which they qualify, or select any other available space. This process will begin October 3, 2016 for current residents, and November 7, 2016 for new residents. Spaces that are not reserved by current students will be made available to all new incoming or off-campus students as of November 7, 2016. All applicants will be required to sign a contract and pay the required fees or make arrangements with University Student Housing prior to making a room reservation. Contracts may be signed online by students who are 18 or older, or may be printed, signed and mailed to University Student Housing. Students under the age of 18 must sign the contract in addition to the parent/legal guardian's signature, and mail the signed contract to University Student Housing:

University Student Housing

Box 41141

Lubbock, Texas 79409

Visit [housing.ttu.edu](http://housing.ttu.edu) regularly for updates.

For questions the University Student Housing office may be contacted at: [housing@ttu.edu](mailto:housing@ttu.edu).

## **Roommate Requests**

Students requesting to be roommates must select a room at the same time online. Both students must be admitted to Texas Tech University prior to selecting a room, and must complete an application, contract, and pay the required fees. If a Learning Community is desired, both students must be approved for that Learning Community.

Students who do not have a specific roommate request may select a room with a student who also chooses the available space in the room, apartment, or suite. Students may return to the website to check on roommate assignments and other application data as desired.

## **Changes In Assignment**

All students select a specific room and hall assignment when completing the application, contract, and required fees for housing. Once the initial application is completed, the student may return to the website to make changes at any time prior to the closing of the room selection process. Instructions for room and hall changes can be found at [housing.ttu.edu](http://housing.ttu.edu). Should the desired space not be available, the student should return to the website and check on a regular basis for space availability as other students make room/hall changes or cancel applications.

Preparing Room

## **Spring Only Contract Information**

## Application Process

This process will begin September 14, 2016. Students must first be admitted to Texas Tech University before applying for housing. All applicants will be required to sign a contract and pay the required fees or make arrangements with University Student Housing. It is preferred that Contracts are signed online by students who are 18 or older, or may be printed, signed and mailed to University Student Housing. Students under the age of 18 must sign the contract in addition to the parent/legal guardian's signature, and mail the signed contract to University Student Housing:

University Student Housing

Box 41141

Lubbock, Texas 79409

Students entering the residence halls for only the spring 2016 semester may choose up to three residence hall preferences instead of a specific room. Room assignments for spring applicants will be based on availability. It will be necessary to assign the spring residents to spaces made available when students vacate their room at the end of the fall term. During the signup process, a student also selects a Dining Plan. Dining Bucks Plans are designed to work around the students' eating habits. There are no restrictions on when and where students can use them it's all in the way they dine! The Red & Black level is best for students who are big-eaters and who will take advantage of late-night snacking and the mini-markets. The Matador level is ideal for students who eat most meals on campus. Finally, the Double T level is perfect for students who are light eaters or might miss meals for various reasons.

## **Application/Contract Highlights:**

- Admittance to Texas Tech University is required to apply for housing
- Have your eRaider account information and password available
- Apply early for priority in the room selection process
- Read the application, contract terms and conditions and Contract Guide BEFORE completing the process
- This is a legally binding contract
- Print and retain paper copies of your completed application and contract for future reference
- Choose a Dining Plan

# Deposits and Contract Terms

## Application Fee and Initial Deposit

A \$50 non-refundable Application Fee is required at the time of application. A \$400 Initial Deposit is due at the time of application. The Initial Deposit will automatically be applied after the spring portion of the contract is completed, or the student may choose to roll this payment over to the next fall contract period during Priority Room Selection in October. Refund of the \$400 Initial Deposit, due to cancellation prior to occupancy, is determined in the following chart. Students are required to contract for a Dining Plan in addition to a room.

Once the contract has been signed, even if it is after the cancellation dates above, it becomes a binding agreement, a contract between the student (and his/her Guarantor, if required) and the University. All cancellation requests must be submitted to University Student Housing in writing by the student.

### Initial Deposit Cancellation Schedule (Prior To Occupancy)

CONTRACT	DEADLINE	REFUND
Fall and Spring	April 1, 2017	\$400.00
Fall and Spring	May 1, 2017	\$300.00
Fall and Spring	June 1, 2017	\$200.00
Fall and Spring	July 1, 2017	\$100.00
Fall and Spring	After July 1, 2017	\$0.00
Spring Only	November 1, 2017	\$400.00

Spring Only	December 1, 2017	\$200.00
Spring Only	January 1, 2018	\$100.00
Spring Only	After January 1, 2018	\$0.00

## Contract Term

Students must select the contract term for the period of occupancy that they intend to reside in the Residence Halls. The following contract terms are available:

### CONTRACT OCCUPANCY PERIOD AVAILABILITY

#### Academic Year

Residence Hall	August 21, 2016 – May 17, 2017	All classifications
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#### Academic Year

Apartment/Suite	August 21, 2016 – May 17, 2017	Sophomore classification or above
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12 Month	August 21, 2016 – August 12, 2017	Sophomore classification / 21 year or above in West Village or All Classifications in Coleman Hall only
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Spring 2017	January 15, 2017 – May 17, 2017	Spring 2017 New admits
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## Additional Deposit

Residents who reserve space in Carpenter/Wells, Murray Hall, Gordon Hall, Talkington Hall, West Village or Honors Hall are required to pay a \$250 Additional Deposit, in addition to the \$400 Initial Deposit. It is due at the time a contract is completed. This fee is non-refundable if the contract is cancelled at any time before the end of the contract period.

Both the Initial Deposit and the Additional Deposit will automatically be applied as a credit after the spring portion of the contract is completed, or the student may choose to roll this payment over to the next fall contract period during Priority Room Selection in October.

## **Limitation Of Liability**

Although reasonable precautions are taken to maintain adequate security, the university cannot guarantee the safety of and does not assume any legal obligation to pay for injury to persons, or loss or damage to items of personal property, which occurs in its buildings or on its grounds prior to, during, or subsequent to the period of the contract. The student and their guarantor are encouraged to carry appropriate insurance to cover such losses. Refunds are not made for meals missed, special diets, religious activities, employment, class schedule conflicts, mechanical, heating/air conditioning, plumbing, electrical malfunctions, or for any other reason.

## **Contract Conditions**

The University Student Housing and Hospitality Services Contract is a legally binding agreement and should be read completely before the student and/or guarantor signs the contract. The contract is valid for the specific academic term(s) or the remainder thereof.

Registered sex offenders and students convicted of any felony are not permitted to live in university-owned housing which includes the university residence halls.

## **Vacancies In Carpenter/Wells, Murray Hall, Talkington Hall and West Village**

When a roommate in a suite or an apartment moves, the remaining residents may request a roommate of their choice by contacting University Student Housing at (806) 742-2661 or by visiting the Welcome Center in Wiggins Complex. Any person requested by the remaining residents must meet the eligibility requirements for residence in Carpenter/Wells and West

Village. Should the residents not have a preferred roommate; University Student Housing will assign an eligible person to the vacancy. Other residents of an apartment or suite may not occupy or use, in any way, a vacant bedroom space.

## **Single Room Apartment and Suites**

Students assigned to Carpenter/Wells, Murray Hall, Talkington Hall and West Village Halls receive a single occupancy bedroom within the apartment or suite and therefore, are not subject to Room Optimization (See below). Refer to "Vacancies in Carpenter/Wells, Murray Hall and West Village" above.

## **Double Rooms**

Most rooms in traditional halls are double occupancy rooms with the double room rate.

## **Triple Rooms**

University Student Housing offers the option for residents to reside in a triple occupancy room. Fall 2017 - Spring 2018 academic year, triple occupancy rooms will be located in the following residence halls:

- Knapp Hall 1st Floor – Female
- Bledsoe 1st Floor – Male

A triple occupancy room includes movable furniture that residents must keep in the space throughout the entire term of occupancy. These spaces have been approved by the fire marshal for triple occupancy and residents who elect to live in this type of space will receive a reduced rate that is lower than the standard double occupancy room rate.

## Room Optimization Process

Students who lose a roommate and elect not to pay the single room rate must move in with another student. If the students do not reach an agreement as to who will move, University Student Housing will decide according to application and assignment information. Students who are given the opportunity and elect to use the room as a single or fail to optimize, are subject to the additional single room charge per semester.

The Room Optimization process begins on the first class day. Students in double-occupancy rooms who were not assigned a roommate or who lost a roommate will be given the following options:

- Optimize with another student by moving to their room.
- Optimize by having another student move into their room. If space is available the following option may be added:
  - Contract the room as a single room.
  - The single room fee will be applied per semester.
  - Students who do not immediately receive a roommate should not occupy the entire space.

University Student Housing may assign a new roommate at any time. If the new roommate is not able to move in due to space being used, the student will be charged a single room fee effective to the date their room first became a single.

An email is sent from University Student Housing to the student who has lost a roommate notifying them of their options. An assignment to a specific room will be made based on the criteria listed above.

## **Residence Halls**

University Student Housing is a self-supporting unit within the university, which does not receive state funding. The Board of Regents determines room rates at levels needed to meet operating and replacement costs. These rates are based on a normal occupancy of two students in each room. When a student occupies a room as a single, an extra charge is assessed to cover fixed operating costs.

A limited number of single rooms may be available in the residence halls after occupancy. Single rooms are available on a first-come, first-served basis. As vacancies occur during the academic year, a student may request a single room by contacting their hall office. There is an additional charge per semester for single rooms. Single room requests may be rescinded if necessary due to a potential overflow in housing needs.

A single room guarantees the student that a roommate will not be assigned for the remainder of the contract term unless there is an occupancy management necessity. It does not entitle the student to make the extra furnishings available to another student or guest. Once a student reserves a room as a single, the student is obligated for the additional fee. If the student later decides to accept a roommate or move to another room, the single room fee will be prorated. Single rooms may not be offered to new students prior to the beginning of occupancy.

## **Temporary Assignments**

There are some semesters (usually the fall semester) in which more students desire housing than can be accommodated in permanent rooms. Therefore, the university makes additional space available for temporary housing, including Community Advisor rooms. The use of temporary assignments gives more students the opportunity for housing and contributes to

maintaining room rates as low as possible by making maximum use of facilities. Permanent assignments are made after no-shows are reported and spaces are vacated by students leaving or changing residence halls. Students may not choose to remain in a temporary space once rooms are available.

## **Vacation Periods**

The University Student Housing and Hospitality Services Contract is for room and dining plans during those periods of the academic year when Texas Tech University classes are in session. You may view the official Texas Tech University Calendar at:

<http://www.depts.ttu.edu/officialpublications/calendar/>. The West Village offers 12-month contracts.

## **Period Of Occupancy**

Occupancy begins in the residence halls on Sunday, August 21, 2016, at 10 a.m. for the fall semester. Some Hospitality Services locations will open Sunday, August 21, 2016, with the remaining opening the following week. Dining Plans are validated on Sunday, August 21, 2016. Occupancy for the spring semester begins at 10:00 a.m. Sunday, January 15, 2017. The first meal is breakfast, served Monday, January 16, 2017.

Occupancy ends in the Residence Halls at 10 a.m. Thursday, December 15, 2016, for the fall semester. Degree candidates may occupy rooms until 10 a.m. Saturday, December 17, 2016. The spring semester ends with the closing of the residence halls at 10:00 a.m. Wednesday, May 17, 2017. Degree candidates may occupy rooms until noon Sunday, May 21, 2017.

Late arrival and/or early departure are not a basis for reduction in cost. If the resident is not graduating at the end of the semester, the resident may stay 24 hours after completion of the student's last scheduled examination but no longer than the day listed as the closing day of the semester, as noted in the official university calendar. Those graduating at the end of the semester may make a request to remain in their rooms until noon on the day of the university graduation exercises.

University Student Housing and Hospitality Services reserves the right to make calendar changes according to the Texas Tech University official academic calendar.  
[www.depts.ttu.edu/officialpublications/calendar/](http://www.depts.ttu.edu/officialpublications/calendar/).

# **Learning Communities**

The following Learning Communities are currently being offered for the 2017 –2018 academic year (subject to change, please check <http://housing.ttu.edu/learningcommunities> for updated information):

## **Architecture And Design Learning Community (ADLC)**

**2nd and 3rd Floor of Clement Hall**

The Architecture and Design Learning Community is for students admitted to general and pre-professional programs in the College of Architecture and students majoring in Apparel Design and Manufacturing or Interior Design in the Department of Design in the College of Human Sciences.

## **Arts and Sciences Learning Community**

**2nd and 3rd floor Gates Hall**

The Arts and Sciences Learning Community is for students majoring in Social Sciences and Humanities degrees.

## **Business Learning Community**

**1st Floor of Murray Hall, part of 2nd floor**

The Business Learning Community is for Business students admitted to the Rawls College of Business.

## **College of Agricultural Sciences and Natural Resources Learning Community (CASNR)**

**2nd and 3rd Floors of Murdough Hall**

The CASNR Learning Community is for students admitted to the College of Agricultural Sciences and Natural Resources.

## **Engineering Success Learning Community**

**Bledsoe Hall and 1st floor of Sneed Hall**

The Engineering Success Learning Community is for male students admitted to the Whitacre College of Engineering and Pre- Engineering programs.

## **Fine Arts Learning Community (FALC)**

**2nd and 3rd Floors of Wall Hall**

The Fine Arts Learning Community (FALC) is for students admitted to the College of Visual and Performing Arts.

## **First Year Success Learning Community (FYS)**

**All floors of Chitwood/Weymouth Halls**

The First Year Success (FYS) Learning Community. FYS is for first-time freshman Texas Tech students who want to live with other first-time freshman students in support of their transition to Texas Tech.

## **First Gen Learning Community**

**4th floor of Murdough Hall**

The First Gen Learning Community is for First Generation College (FGC) students.

## **Future Teachers Learning Community**

**2nd and 3rd Floors of Hulen Hall**

The Future Teachers Learning Community is for students pursuing educator/teacher certification, including those admitted to the College of Education and Early Childhood Education program in the College of Human Sciences.

## **Global Leadership Learning Community**

**2nd through 5th floors of Coleman Hall**

The Global Leadership Learning Community provides students the opportunity to learn about leadership on a global scale and allows residents to integrate with students from other countries.

## **Health Sciences Learning Community**

**2nd, 3rd and 4th Floors of Stangel Hall**

The Health Sciences Learning Community is for students pursuing careers in professional health fields and related majors.

## **Honors Learning Community**

**Honors Hall and the 3rd Floor of Murray Hall (returning Honors students only)**

The Honors Learning Community is for students accepted to the Honors College.

## **Media and Communication Learning Community**

**1st floor of Murdough Hall**

The Media and Communications Learning Community is for students enrolled in or admitted to the College of Media and Communications.

## **Men of Science, Technology, Engineering And Mathematics Learning Community (STEM)**

**2nd and 3rd Floors of Sneed Hall**

The Men of STEM (Science, Technology, Engineering and Mathematics) Learning Community is for male students majoring in or otherwise pursuing study in science, technology, engineering and mathematics disciplines.

## **PreLaw Learning Community**

**5th and 6th floors of Murdough Hall**

The PreLaw Learning Community is from students interested in attending law school.

## **Tech Transfer Acceleration Program – TTAP Learning Community**

Any available traditional style hall. First Year Success is highly recommended.

The TTAP Learning Community is recommended for students in the TTAP Program.

## **Terry Scholars Learning Community**

**3rd floor of Murray Hall**

The Terry Scholars Learning Community is for students who are admitted as Terry Scholars.

## **Transfer Connection Learning Community**

**2nd floor Murray Hall and 3rd floor of Gordon Hall**

The Transfer Connection Learning Community is for Texas Tech transfer students wanting to live with other transfer students in support of their transition to Texas Tech.

## **Women In Science and Engineering Learning Community (WISE)**

**2nd and 3rd Floors of Knapp Hall**

The Women in Science and Engineering (WISE) Learning Community is for female students majoring in science, technology, engineering and mathematics disciplines.

# Construction and Appliances

## Construction Within The Room

As a safety precaution, student construction within the room must follow these guidelines:

- Furniture must be free-standing (not fastened to walls or ceiling).
- It must be structurally able to safely support a student's weight.
- It must not block a doorway. The room door should open to its original design.
- It must not restrict exit from any portion of the room or be a safety hazard to persons walking around the room.
- It must not block the heating or air-conditioning system.
- It must not include false floors of any kind, cork or shingles attached to any wall or ceiling surface.
- It must not include any highly flammable material attached to the ceiling or to any wall surface.
- It must be at least three feet from the main construction frame to the ceiling.
- It must have all materials of questionable safety approved in writing by the Associate Director of Facilities in regard to fire retardant properties, toxic chemicals, etc.

All student room construction shall be removed and the room returned to its original condition prior to checking out of the room. University Student Housing will not provide storage for any materials involved in student room construction, nor will the department assume any liability for injury or damage as a result of such construction.

All furniture should remain in place and may not be dismantled in any manner.

Student room modification that could create a possible fire, health or safety hazard to any resident will not be allowed.

Lofts are not permitted in residence hall rooms.

It is highly suggested that a FixIt at [fixit.housing.ttu.edu](http://fixit.housing.ttu.edu) be submitted to have beds adjusted. University Student Housing is not responsible for injuries caused by adjusting room furniture. More information is available online at [housing.ttu.edu](http://housing.ttu.edu).

## **Electrical Appliances**

Coffee makers (must be 4 cups or less), popcorn poppers, small microwave ovens, small refrigerators and portable television sets are permitted in student rooms.

Microwave ovens must operate at 1500 watts or less. (Because of limitation of the electrical systems in the residence halls, microwave ovens may not operate satisfactorily, especially if operated in conjunction with other appliances.) Refrigerators must operate at 120 volts at 60 hertz and not exceed the size of a standard small refrigerator (2.7 cubic feet).

While there are not size restrictions on televisions, a 50-inch TV will not allow much room for other items and it cannot be attached to the wall.

All electric appliances must bear a UL or equivalent certification label. Televisions, radios, stereo systems, computers, desk lamps and electric blankets are also permitted provided the

total electrical requirements do not exceed the capacity of the system. All equipment should be kept in safe operating condition. No outside antennas of any type are permitted.

# Services

## Hall Office Services

Each residence hall/complex has an office staffed with a Senior Business Assistant and student assistants where residents may report emergencies, complete FixIT requests, report lost keys, give change, and many other services. The hall office staff will provide assistance with room and hall changes, Room Optimizations, and other concerns. After you move in, the hall office can help you find the answers to your questions.

## Housekeeping Services

The department employs housekeepers to keep all public areas cleaned and maintained. Public areas include lobbies, lounges, TV rooms, hallways, restrooms, laundry rooms and kitchenettes. Residents can help by properly disposing of all trash. Residents are responsible for the day-to-day cleanliness of their individual room. Bathrooms, in suites and apartments, are cleaned by housekeeping staff three times a year.

## Maintenance Repairs/FixIT

Maintenance personnel can help residents with routine repairs such as a clogged drain, a broken blind, a leak, etc. To request maintenance service, a resident must submit a Request for Maintenance FixIT. This request is available online at [fixit.housing.ttu.edu](http://fixit.housing.ttu.edu) or at the hall office.

Light bulb replacements are available at the hall office. A resident does not need to wait in the room for a Tradesman. Whenever a resident submits a FixIT request, it gives the staff permission to enter the room and make the necessary repairs. If the item is an emergency,

the staff may enter without having a work order so the problem can be addressed immediately to prevent further damages.

## **Mail Service**

Mail is delivered directly to each residence hall/complex and posted in resident mailboxes.

Example of address mail to:

Student's Name

Room Number, Residence Hall – TTU

Lubbock, TX 79406

To the right is a list of addresses per hall for shipping packages. When receiving a package or mail that will not fit in the mailbox, residents will receive an e-mail by our package program EZTrackIT notifying them they have a package. Residents must present proof of identity to retrieve packages from the hall office.

As a precautionary measure, it is recommended that checks, plane tickets and other valuables be sent by registered or insured mail. Mail sent with endorsements (insurance, delivery confirmations, etc.) will be sent to Mail Tech where students may pick up their items. Packages will be accepted by the halls beginning August 1st.

It is the responsibility of the student to provide a mail forwarding address at the end of the contract term so that University Student Housing staff may forward packages and first-class stamped mail.

## Hall/Building Addresses for Packages

BUILDING	ADDRESS
Chitwood/Weymouth	3115 18th St
Coleman	1802 Flint Ave
Horn/Knapp	2519 15th St
Hulen/Clement	3003 18th St
Stangel/Murough	3217 Main St
Murray	903 Flint Ave
Carpenter/Wells	909 Flint Ave
Bledose/Gordon/Sneed	2508 Broadway Ave
Wall/Gates	2803 18th St
Talkington	1803 Boston Ave
West Village	1700 Texas Tech Parkway

Example of address for packages:

Student's Name

Residence Hall –Street Address

Lubbock, TX 79406

# Safety and Security

Safety and security in the residence halls is a priority. It is the responsibility of the resident to be aware of policies and procedures related to safety and security. Residence hall staff provides safety and security programs for residents throughout the year on topics such as harassment, personal safety and securing personal property. Safe Ride, a service provided by the Student Government Association (SGA), is a free service available to students from 8:00 p.m. to 4:00 a.m. nightly.

## Facility Coordinators

The Facility Coordinators are staff that patrol residence halls and adjacent areas during evening hours (10:00 p.m. – 6:00 a.m.) to maintain the integrity and security of our buildings.

## Visitation and Escort

All residence halls begin the year with 24-hour/7 day visitation. This means that an escorted guest may visit you in your room at any point.

Visitation policies in the residence halls may be amended at the beginning of each academic year through the following process:

By the third hall government meeting of the fall semester or the end of September- whichever comes first, every traditional style residence hall's government will conduct a vote, pursuant to complex constitutional guidelines, during a general assembly meeting to determine whether their respective residents desire to maintain the 24 hour visitation or

would like to conduct a vote of all residents to adjust the hours. (Suite style and apartment style housing complexes will not conduct a vote and will remain under 24-hour visitation yearlong.)

If the council determines it in the best interest of residents to conduct a vote, the following four options will be presented to residents.

### **Option 1**

Sunday through Thursday

11:00 a.m. – Midnight

Friday and Saturday 11:00 a.m. –2:00 a.m.

### **Option 2**

Sunday through Saturday 11:00 a.m. –2:00 a.m.

### **Option 3**

Sunday through Thursday 11:00 a.m. –2:00 a.m.

Friday and Saturday 24 hours

### **Option 4**

Sunday through Saturday 24 hours (Default)

Residents will then be presented with a three-day voting period. A vote of 2/3 of all building residents are required for any one option to pass. Failure to reach a 2/3 majority would mean the continuation of 24/7 visitation.

The Director of University Student Housing shall have the discretion to modify and/or withdraw visitation hours should it be determined that members of a residence hall have not maintained community standards related to the visitation policy and behavioral expectation of the university described in the Code of Student Conduct:

[www.depts.ttu.edu/studentconduct](http://www.depts.ttu.edu/studentconduct)

It is especially important that residents escort their guests at all times. The majority of vandalism, theft and many policy violations occur as a result of unattended visitors or strangers wandering the floors and building.

Residents are responsible for the conduct of their visitors and will be held accountable for their visitor's actions.

The roommate's rights to the room must be given high priority with regard to visitation. The roommate should not be compelled to leave the room in order to accommodate a visitor, nor should the student/roommate be placed in a situation that might cause embarrassment or inconvenience.

Visitors of the opposite gender are not permitted to use community restrooms. Visitors should use the public restrooms located in the main lobby.

## **Policies**

Living in a residence hall plays an important part in students' growth, as they become part of the Texas Tech community of scholars. This University Student Housing and Hospitality Services Contract Guide provides general guidelines for residence hall living and includes

important information to help students participate as responsible residents of Texas Tech University. Students are responsible for their own personal conduct.

Residents are expected to live by the general academic and social standards of Texas Tech University, as contained in the Student Handbook and by all local, state, and federal ordinances and laws. Residents and visitors of the residence halls are also expected to follow residence hall policies and procedures listed in this guide as well as other policies and procedures adopted by the university during the student's occupancy in university housing.

## **Pets and Animals**

Pets, with the exception of fish in tanks five gallons or less, are not allowed to visit or be kept in residence hall rooms. Service dogs and emotional/comfort animals are permitted within the residence halls for students with a documented disability. Service dogs and emotional/comfort animals require approval from University Student Housing prior to moving into the residence halls. All requests for emotional/comfort animals must be processed first through the Office of Student Disability Services.

## **Weapons and Other Prohibited Items**

In the residence halls and dining rooms, prohibited weapons include handguns, handguns (with the exception of Carpenter/Wells, Murray, Talkington, and West Village), dart guns, switchblades, knives (two or more inches in length) and all hunting equipment including shotguns, paint-pellet guns, bows and arrows and designated martial arts equipment. Unlicensed ammunition for any type of firearm is also prohibited.

For reasons of safety, explosives are not permitted in the residence halls. Any resident who throws, ignites or has in his or her possession any firecrackers, explosives, or pyrotechnics of

any nature within, or around, the residence hall will be subject to university judicial action and may be removed from the residence halls.

Halogen or touchier-type lamps, pets, alcoholic beverages, illegal substances, candles, incense, open-coil electrical appliances, George Foreman®-type grills, toasters and air conditioners are not allowed.

## **University Student Housing Campus Carry Policy**

In response to Senate Bill 11 passed by the Texas Legislature and signed into law June 2015, a person who holds a Texas Concealed Handgun License (CHL) may carry a handgun on the grounds and in the buildings of an institution of higher education effective August 1, 2016. There are a number of exclusionary zones that have been identified around campus where even a licensed individual may not carry their handgun for any reason. Refer to Texas Tech University O.P. 10.22: Concealed Carry of Handguns on Campus for additional policy information.

Handgun license holders residing in individually assigned rooms in suite style and apartment style TTU housing accommodations, specifically Carpenter Wells, Murray, Talkington, and West Village Residence Hall, will be allowed to possess handguns on the premise provided:

- That such possession is in compliance, at all times, with Texas statutory law and these rules.
- The license holder stores handgun(s) in a university-approved gun safe installed in the license holder's room. A university-approved gun safe is defined as follows:
  - Must be large enough to fully contain all firearms placed in it and provide for secure storage; but no larger than a safe you would find in a hotel room.

- Must have exterior walls constructed of a minimum of 16-gauge steel.
- Must have a high-strength locking system consisting of a mechanical or electronic combination or biometric lock, and not a key lock.
- Must be physically secured inside the license holder's residence in a manner that conforms to University Housing policy.
- Installation costs and any damages upon removal of safe will be the responsibility of the student.
- The premise of all Texas Tech University residence halls are exclusionary zones except as provided in OP 10.22.
- Please refer to OP 10.22 for all additional exclusionary zone requirements.

## **Screens, Sealed Windows and Window Stoppers**

Screens must be left on the windows and window ledges are not to be used for storage. Removal of screen encourages storing items on ledges and provides a temptation to throw things out of windows, thereby creating a hazard to students walking below. Students can be held personally liable for any damages to property or any personal injury resulting from items being thrown from windows or falling from ledges. Screens are part of the room inventory. If the screen is removed, a replacement fee will be assessed to the resident(s) of the room.

Residence halls that do not have screens (Horn/Knapp, Bledsoe, Sneed, Hulen/Clement and Murray Halls) have window stoppers instead. If a window stopper is removed, a replacement fee will be assessed to the resident(s) of the room.

The windows in Chitwood, Weymouth, Talkington, West Village, Stangel, Murdough and Coleman Halls must remain sealed for safety reasons.

If they are opened in anyway, a charge is assessed to the resident(s) of the room to reseal the windows.

## **Check-Out Procedures**

If a student leaves prior to the end of their housing contract they must complete a written cancellation request at the main University Student Housing office located in Wiggins Complex. Residents must also inventory out of their room with their Community Advisor. The Community Advisor will date the room inventory and other forms as of the date of check out (this date is important as it determines charges or refunds for time in the residence hall).

If the Community Advisor is not available, contact the hall/ complex office so another staff member can help you with the check out procedures process. The resident should retain the student copy of the form as proof of completion of the check out process. In order to receive the proper refunds, or to be charged correctly, residents must return their room key at the time of check out. An improper check out may result in additional charges.

A resident who fails to check out properly, with University Student Housing and the Community Advisor, or fails to remove personal belongings from the assigned space upon cancellation of the contract; is subject to additional charges for room use, cleaning and/or packing of items.

# Rates

The cost of education is a significant investment in the future of students. University Student Housing and Hospitality Services are constantly reviewing services and looking for ways to keep the cost of higher education affordable. Rates must be set to cover the cost of operations, debt retirement and plan for the continued changes in what today's students expect in their living and dining options.

Room rates include a range of styles traditional halls to suites and apartments. Rates for 2017-2018 will be determined by the Board of Regents. Rates include all utilities, expanded basic cable TV, Showtime and Internet access. Residents also have access to computer labs, limitless laundry facilities and study rooms/ lounges.

Dining rates include convenient dining plans with access to over 20 locations across campus and more!

## Billing

The student agrees to pay the residence hall room, and Dining Plan charges at the time tuition is billed by the university. Room and Dining Plan fees are billed 60% in the fall and 40% in the spring.

Students who cancel for the spring will be billed 60% of the academic year contract. Dining Bucks are disbursed 50% in the fall and 50% in the spring. Room and Dining Plan fees are due and payable by the semester; however, fees may also be paid by an installment plan if needed according to the terms and conditions of Student Business Services. Payments are made directly to Student Business Services. Payments may be made online with Visa,

MasterCard, Discover, AmericanExpress, personal check, cashier's check, wire transfer, cash, or money order payable to Texas Tech University. For scholarship information please visit: [www.financialaid.ttu.edu](http://www.financialaid.ttu.edu).

Students living on campus for the spring semester only will be billed 50% of the academic year rate. Dining Bucks carry over from the fall to the spring semester and your next year's residence hall contract.

You can use your Dining Bucks during the summer if you live on campus. Dining Bucks balances are non-refundable, non-transferable and rollover only if you are living on campus the following semester.

Rates listed below are per person for all traditional halls, suites and apartments. A Dining Plan is required with your housing contract.

## Traditional Hall Rates

HALL NAME	FALL 2016	SPRING 2017	TOTAL	SPRING 2017 INCOMING
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### Traditional Double

(Bledsoe, Chitwood, Clement, Coleman, Gates, Horn, Hulen, Knapp, Murdough, Sneed, Stangel, Wall, Weymouth)	\$2,706.00	\$1,804.00	\$4,510.00	\$2,255.00
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### Traditional Triple

(Bledsoe, Horn, Knapp, Sneed)	\$2,106.00	\$1,404.00	\$3,510.00	\$1,755.00
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## Pod Style

HALL NAME	FALL 2017	SPRING 2018	TOTAL	SPRING 2017 INCOMING
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Honors	\$3,450.00	\$2,300.00	\$5,750.00	\$2,875.00
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Rates for the Honors Hall are for the fall 2017, spring 2018 academic year

## Apartment/Suite Rates

HALL NAME	FALL 2016	SPRING 2017	TOTAL	SPRING 2017 INCOMING
Carpenter/Wells and Murray	\$3,498.00	\$2,332.00	\$5,830.00	\$2,915.00
Gordon	\$3,132.00	\$2,088.00	\$5,220.00	\$2,610.00
Talkington	\$3,864.00	\$2,576.00	\$6,440.00	\$3,220.00

## West Village

ROOM TYPE	FALL 2016	SPRING 2017	TOTAL	SPRING 2017 INCOMING
Single, 1 Bedroom	\$4,650.00	\$3,100.00	\$7,750.00	\$3,875.00
Double, 2 Bedroom	\$4,440.00	\$2,960.00	\$7,400.00	\$3,700.00
Quad, 4 Bedroom	\$4,200.00	\$2,800.00	\$7,000.00	\$3,500.00

## Dining Plans

DINING PLAN	FALL 2016	SPRING 2017	TOTAL DINING BUCKS	SPRING 2017 INCOMING
Red & Black	\$2,337.00	\$1,558.00	\$3,895.00	2,075* \$1,947.50
Matador	\$2,067.00	\$1,378.00	\$3,445.00	1,625* \$1,722.50
Double T	\$1,767.00	\$1,178.00	\$2,945.00	1,125* \$1,472.50

Scarlet

(Exclusive to West Village)	\$780.00	\$519.00	\$1,299.00	1,199	\$649.50
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*Dining Plans include an operations cost of \$1,820.00 per academic year, except the Scarlet dining plan which includes a \$100.00 operations cost per academic year.*

## Summer Dining Plans

DINING PLAN SUMMER SESSION    DINING BUCKS

Red & Black	\$520.00	325 per Summer Session
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Matador	\$450.00	255 per Summer Session
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Double T	\$399.00	195 per Summer Session
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Scarlet

(Exclusive to West Village)	325.00	300 per Summer Session
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*Summer dining plans include an operations cost of \$195.00 per summer session, except the Scarlet dining plan which includes a \$25.00 operations cost per summer session.*

# Hospitality Services

## Hospitality Services Mission Statement

Dedicated to Student Success

## Vision Statement

The Department of Hospitality Services aspires to be a leader by enriching each guest's experience through excellence in services, staff development, technological advancements, cutting edge facilities, sustainability and performance.

## Values

As a member of the campus community, the values of Texas Tech University and the Statement of Ethical Principles are an extremely important part of Hospitality Services.

## Welcome

Welcome to Texas Tech and the Hospitality Services Department! We want you to have the best college experience possible. You are our number one priority! We provide a memorable dining experience you can savor, unsurpassed service, and top quality products.

Why leave campus when you can get a great value and a variety of food choices right here ranging from home-style grilled items, to a variety of international entrees, and even fresh and healthy options? Dining on campus means you stay close to your classes and have access to over 21 locations around campus with over 50 plus options!

You have access to full meals, grab-n-go items, mini-markets, food courts, national brands, retail venues, all-you-care-to-eat venues, late-night meals, the StrEat Food Truck, and all kinds of snacks. Our variety of service styles is what makes our dining plans so unbelievable.

Our menu is designed by a professional culinary team comprised of three Certified Executive Chefs and other professionally trained chefs!

No matter what you're hungry for, Hospitality Services is cooking it up on campus! So come join us and savor the experience!

You have tons of eating options across campus. It's all about convenience! Grab-n-go or grab a seat. You'll find something open from 7:00 a.m. – 2:00 a.m. You can use your Dining Bucks at any of our locations. We also accept cash, checks, credit/ debit cards and Raider Cash. Smart Choices are offered at every location. Stay connected.

# Dining Bucks

Hospitality Services provides residents with a variety of dining options and dining plans that are convenient to use on the University ID Card. We recognize that our student customers are different in their dining and eating habits. Our plans offer students flexible options that will accommodate diverse lifestyles.

## When Do I Pick a Dining Plan?

Choosing a dining plan is easy. When you apply online for your Texas Tech housing, you choose your dining plan. A dining plan is required with your housing contract. If you do not select a plan, the Matador Plan will be selected automatically. If you have a question about which plan you should choose, click on the information about dining plans link on the housing application to find out which plan best suits your needs and dining habits. Dining plans can be changed through the 20th class day of each semester.

## What Dining Plan Should I Get?

Since dining plans are more than a "meal plan" it really depends on your eating habits. Do you eat three times a day? Do you snack late at night? Are you not a breakfast person? Do you sleep in on the weekends or have a job off campus?

## Dining Plan Level Eating Habits

Red and Black Plan: Highest Level

Matador Plan: Middle Level

Double T Plan: Lowest Level

As a student, your schedule may not allow you to eat at traditional times so Dining Bucks let you eat what you want, when you want! You can eat early in the morning or late at night, often until 2 a.m. You could eat five times a day if you wanted. Also, with the variety of food and convenient choices that Hospitality Services provides on campus, you never have to leave when you get hungry.

## **How Do Dining Bucks Plans Work?**

Dining Bucks offer you a convenient and valuable way to dine on campus. Dining plans are similar to the debit card you carry and probably use almost every day. Instead of managing a dollar balance, you have a Dining Bucks balance to buy food items in any Hospitality Services location on campus. Each time you purchase food with your dining plan, it deducts Dining Bucks from your balance right through your student University ID Card.

## **Dining Discounts**

What is the advantage of having Dining Bucks? You get discounts all over campus with your Dining Bucks plan!

With a dining plan you are able to dine at The Fresh Plate food emporium at Bledsoe/Gordon and in the all-you-care-to-eat venues at a reduced rate.

## Discounts

- 50% off at The Market at Stangel/Mudough
- (30% off during late-night service, 25% off at Fazoli's® a and Day Break®)
- 30% off at Sam's Place Express (Law School, Library, Engineering, Media & Communications, Petroleum Engineering and Rawls College of Business)
- 30% off at On-The-Go @ Horn/Knapp
- 30% off Sam's Place Mini-market locations in Murray, Wall/Gates, Poolside and Sneed
- 25% off at Sam's Place West, Einstein Bros bagels® at RCoBA and StrEat Food Truck
- 20% off at all of our Student Union concepts (Sbarro Pizza®, Chick fil-A®, Metro Deli, Zi, Union Grill, Center Sweets, Union Bistro, Smart Choices, Cold Corner, Sam's Place at the Student Union, 1923 and StrEAT)

With a dining plan you are able to dine at The Fresh Plate food emporium at Bledsoe/Gordon and in the all-you-care-to-eat venues at a reduced rate.

## The Fresh Plate @ Bledsoe/Gordon and AYCE @ Hulen/Clement Discounts

MEAL	WITH A DINING PLAN*	WITHOUT A DINING PLAN*
Breakfast	3.41 DBs	\$6.40
Lunch	4.59 DBs	\$9.18
Dinner	4.59 DBs	\$9.18

\* Includes current applicable sales tax.

These rates are based on the 2015–2016 board approved rates and may change without notice.

## **What if My Plan Isn't Right for Me?**

Dining Bucks means having options! If you think you picked the wrong plan, you can change your Dining Plan through the 20th class day of each semester. This gives you time to get into your class routine and learn what's close to you when you are hungry. At the beginning of the spring semester if you find that you have too many, or not enough Dining Bucks, in the fall you can lower or raise your dining plan level by the 20th class day. Plus, if you begin to run low on Dining Bucks you have the option of adding 15% to your balance once a semester at: [hospitality.ttu.edu](http://hospitality.ttu.edu), [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu) or the University Student Housing Welcome Center in the Wiggins Complex.

## **Do Dining Bucks Rollover?**

Dining plan holders have the option to rollover their unused Dining Bucks and not waste them. Dining Bucks carry over from the fall to the spring semester and instead of losing your unused Dining Bucks at the end of the spring semester, you can now roll them to your next ON-CAMPUS LIVING CONTRACT. Rolling over a balance provides you with the opportunity to purchase a lower dining plan to save money!

## **Where Can I Eat?**

The last thing you want to worry about is food and it's easy for you to eat what you want! You can use your Dining Bucks at any Hospitality Services location on campus, and we offer

an assortment of menu choices and restaurants to keep you satisfied. You will be able to get the most out of your university experience, because you won't have to leave campus when your stomach starts calling!

## **What Kind Of Food Is Available?**

Having a dining plan with Hospitality Services is all about having choices! On campus, you have access to food choices such as complete meals at all-you-care-to-eat venues; dine-in/carry-out entrees from one of the many concepts in The Market at Stangel/Murdough; the quick cuisine on hand at one of the six Sam's Place Mini-markets located conveniently around campus or one of the six Sam's Place Express locations. We also have a state-of-the-art food court in the Student Union that houses mouth-watering menu selections from national concepts such as Sbarro Pizza® and Chick-fil-A®. The Student Union is also home to the award-winning Asian concept Zi, the Union Bistro, Smart Choices, Cold Corner, Center Sweets, Sam's Place, 1923, StrEat and more.

## **When Are Meals Served?**

A Dining Bucks plan means you are never far from your next meal or snack on campus because there are restaurants all over campus. The two all-you-care-to-eat venues are generally open during the traditional meal times of breakfast, lunch, and dinner with brunch served on the weekends. The Market food court at Stangel/Murdough is open from 7:00 a.m. to 11:00 p.m. Monday through Thursday with reduced hours Friday through Sunday. Most of the six Sam's Place Mini-markets are open from 7:00 a.m. until 12:00 a.m. daily with some locations open until 2:00 a.m. daily. The Student Union has something open during various times; daily hours are subject to change.

Check out Facebook, Twitter or [hospitality.ttu.edu](http://hospitality.ttu.edu) for a listing of serving hours.

# Ten Things To Know About Hospitality Services

## Before You Get To Campus!

1. Dining plans begin Saturday, August 15, 2017.
2. Your dining plan is on your Student ID Card.
3. Dining plans are accepted at all Hospitality Services' locations. COWamongus™ and Starbucks® are not part of Hospitality Services.
4. You have until the 20th day of classes each semester to change your dining plan.
5. Variety...no matter what you are hungry for, Hospitality Services is serving it on campus.
6. Dining Bucks carry over from the fall to the spring semester, and in the spring you can roll Dining Bucks to your next on-campus living contract.
7. Add-ons to dining plans can be done at the ID Office or on-line at [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu). Dining Bucks are non-refundable and non-transferable.

8. You can add 15% to your dining plan once each semester if you run low.
9. Most retail locations are open for late-night service, some until 2:00 a.m.
10. Dining Bucks balances can be closely monitored on the Hospitality Services website.

Check us out at [hospitality.ttu.edu](http://hospitality.ttu.edu) for more information.

# Dining Options

## Open Dining

Residents are encouraged to eat at the all-you-care-to-eat options: The Market at Stangel/Murdough; Sam's Place Mini-markets; The Fresh Plate food emporium at Bledsoe/Gordon; Kiosks; Retail Outlets and the Student Union during the year.

This open dining concept gives residents the opportunity to choose from a wide variety of choices at each meal. Open dining also allows residents to eat at dining facilities close to their classes or at locations that offer extended meal serving hours.

## Grab-N-Go

Pressed for time during your busy day? Grab-n-Go items can be the answer! Grab-n-Go food choices are prepared fresh by our head production chef right here on campus and can be purchased at a variety of Hospitality Services' locations. In a hurry? Try one of our gourmet sandwiches that are made with Healthy Ones® meats on a variety of specialty breads and rolls. Quick items such as seasonal fruit cups, fruit parfaits, and ready-to-go chicken salad sandwiches are available in most Sam's Place Minimarkets around campus and the Student Union outlets.

## Late-Night Hours

The Market at Stangel/Murdough offers late-night service Monday through Thursday from 8:00 p.m. to midnight and Sunday evenings from 6:00 p.m. to midnight. Stop in for that late-night burger from the Smokehouse Grill or grab a quick study snack from The Market Cafe. Dining Bucks at a reduced purchase discount of 30%, Raider Cash, cash, checks, and credit cards are accepted during late-night hours.

Additionally, Sam's Place Mini-markets at Murray, West, Wall/ Gates and Sneed are available for late-night service. Times vary by location. Serving hours, locations and menu items are subject to change without notice.

## **Special Events**

Hospitality Services makes eating fun, and we are proud to have won numerous awards in the Theme Dinner category from the National Association of College and University Food Services (NACUFS). Special events change the daily routine into exciting dining options! Follow us on Twitter and Facebook for more info on special events!

# University ID Card/Raider Card

To safeguard your Dining Bucks, Raider Cash and other accounts you should invalidate your account if your University ID card is lost or stolen.

Go to [www.raidercard.ttu.edu](http://www.raidercard.ttu.edu) to invalidate lost or stolen ID cards. Replacement ID cards may be purchased for \$10 at the University ID Office, located in the Student Union Building. University ID Cards are not to be loaned for any reason.

Check us out at [hospitality.ttu.edu](http://hospitality.ttu.edu) and on Facebook and Twitter to find out more about Hospitality Services, Dining Plans, dining locations, employment opportunities and nutritional information, or just to let us know how we are doing.

Contact Us:

[hospitality.ttu.edu](http://hospitality.ttu.edu)

[hospitality@ttu.edu](mailto:hospitality@ttu.edu)

(806) 742-1360

[www.twitter.com/TTUHospitality](https://www.twitter.com/TTUHospitality)

[www.facebook.com/EatAtTexasTech](https://www.facebook.com/EatAtTexasTech)

# **Move-In Day!**

## **Check-In Procedures**

When you arrive at the residence hall, you will be directed to the hall office or another designated location to complete paperwork. You will need your Texas Tech ID to check in.

## **Food Choices**

Hospitality Services has operations open during the first day of move-in and your Dining Bucks are available for use on your student ID card. Most Hospitality Services' locations will be open. Food service on campus during move-in will usually consist of the Sam's Place Mini-markets and limited venues in the Student Union. Check [hospitality.ttu.edu](http://hospitality.ttu.edu) for a complete listing of open-up hours.

## **Inventory And Damage Charges**

It is very important to complete the Room Inventory Form preferably before you move your belongings into the room. List ALL pre-existing damages in your room on the inventory. Your room will be inventoried again when you move-out, and any damage not listed on the inventory at move-in will be charged to your account. This initial inventory is your chance to make sure you are not charged for damage that was present before you moved in.

## **Storage**

Storage facilities are not provided by University Student Housing. There are many self-storage businesses in the city if you have items that need to be stored.

# Contact Information

Texas Tech University is committed to the principle that in no aspect of its programs shall there be differences in the treatment of persons because of race, creed, national origin, age, sex, or disability and that equal opportunity and access to facilities shall be available to all. Refer any complaints of discrimination to the Residence Life Coordinator in your building.

We reserve the right to make changes in programs, services, rates, etc., at any time.

University Student Housing

Box 41141 | Lubbock, Texas 79409-1141

806.742.2661 | [housing.ttu.edu](http://housing.ttu.edu)

Hospitality Services

Box 42184 | Lubbock, Texas 79409-2184

806.742.1360 | [hospitality.ttu.edu](http://hospitality.ttu.edu)