



Residential Living Parent Guide

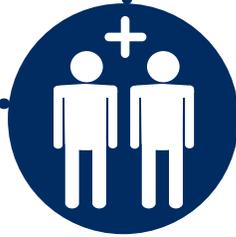
If...

Then...

my student is having roommate trouble and wants to switch rooms

...you should encourage your student to first contact their Resident Assistant (RA). The RA can work with your student to talk through their concerns and develop mutually agreed upon solutions. If this first option does not resolve the issue, then your student can ask the Community Director (professional staff members who oversee the safety of students), to assist. Remember that the Office of Residential Living embraces its inclusive tradition by valuing the diversity present in our community and will create options that treat all with dignity.

my student is concerned about receiving a new roommate



...remind your student that modeling the Jesuit principle of 'Community in Diversity' means welcoming all individuals into the residence hall community. Additionally, per the Housing Occupancy Agreement, residents only occupy a space in the room, not the whole room. The Office of Residential Living reserves the right to change rooms, residence halls, apartment or townhouse assignments, to assign roommates, to consolidate vacancies, and to change occupancies as it deems to be necessary and without consent of the occupants. You can read more by visiting: studentliving.georgetown.edu/forms-documents.

my student needs special housing accommodations because of a medical concern



...you should discuss these with your student and encourage him/her to address them with the Academic Resource Center - the department that manages all applications for medical housing. If the request is approved, the Office of Residential Living will work directly with the Academic Resource Center to make the necessary accommodation. Learn more about the process by visiting: academicsupport.georgetown.edu

my student has been involved with a policy violation, and I want to learn more about the University's judicial process



...it is helpful to know that the University has a student conduct system which handles infractions against rules and regulations. When a student is involved in an incident, a report is filed by a University official, a hearing is conducted (in which the student has the opportunity to present relevant facts of the case), and then a finding (responsible or not responsible) is made. To review the Code of Student Conduct and learn more about the process visit: studentconduct.georgetown.edu.

my student is not answering their phone, and I haven't heard from them in a few days



...you are welcome to contact our professional staff; however, please be understanding of the time frame. Sometimes, when students go off to college, they don't always return phone calls as quickly as they once did. If you are worried for your student's safety and/or well being, please call your student's Community Director during business hours or the University Police Department if there is an emergency in the evening or over the weekend (202-687-4343).

If...

Then...

my student believes there may be rodents present in the room...



...know that we do everything we can to avoid those undesirable situations, yet sometimes they do occur. Encourage your students to submit a work order online, so that we can begin mitigating the effects of rodents with traps, bait stations, shoring up penetrations, and providing door sweeps. However, we cannot hunt down rodents in the immediate time-frame. There can be a time-lapse between action and resolution, depending on the severity of the issue. Rodents are typically attracted to environments with easily accessible food sources. Encourage your student to keep food locked in airtight containers and store them off the floor.

my student believes there may be bed bugs in the room...



...please know that while we have had some isolated cases of bed bugs, we have not had a serious infestation spanning multiple rooms in recent history. We will instruct students to remain in their space until an assessment can occur, usually the next business day. Although it may be difficult to hear, moving the student before an assessment and extermination causes infestations to spread. If the assessment is positive for bed bugs, students can be relocated temporarily only after they complete a series of steps designed to exterminate the pests. They will then be temporarily relocated until an extermination can occur (usually another day's time).

my student is having maintenance work that cannot be completed while the room is being occupied



...we will offer temporary relocation to a space in our halls while the maintenance is ongoing. If a facilities issue requires your student to be relocated, we will always use our available spaces on campus, regardless of the severity/duration of the issue. As long as we have space available on campus, we will not relocate students to hotels.

my student has been involved in some sort of incident (roommate issue/medical/policy violation), and I am seeking information



...we will encourage your student to communicate with you directly in minor cases where we can ensure your student's privacy. In cases of emergency and when it is deemed necessary, we will communicate directly with parents, since you are our partners in helping your student succeed while enrolled at Georgetown University

I will be mailing a package or letter mail to my student



...please be sure to clearly display your student's full name and correct address on the label. It can be difficult to correctly route packages with nick names, parent names, or incorrect labels. When shipping belongings in bulk for move-in, you should ship them 48 hours prior to the arrival of your student, so that the student is available to pick up the package as soon as it arrives. To learn more about correct labeling and package distribution, visit: studentliving.georgetown.edu/RHO

I'm wondering what educational opportunities exist for my student within the residential communities

...we're pleased to share with you that each residential community engages students through intentional programs and initiatives designed to meet the needs of residents. Educational Plans come to life through community programming, one-on-one conversations, mentoring opportunities, and participation in campus events. Each community's plan is based on the 5 "Magis Measures" - Inclusivity, Care, Student-Ownership, Faith & Justice, and Learning.