

Living on Campus...



Residential Life and Housing Mission Statement

In recognizing that active learning is a process that continues beyond the classroom, the Office of Residential Life works collaboratively with the academic mission of Hope College to provide holistic learning. We strive to create positive residential communities that will intentionally challenge and support the growth of all students in the context of the Christian faith. Residential Life fosters the development of students by providing opportunities for intellectual conversation, encouraging physical, emotional and spiritual wellbeing, and cultivating the respect of all people.

Residential Life and Housing Shared Values

COMMITMENT: We are committed to putting students first. Challenging and supporting all students in their growth and development is our priority.

HONESTY, INTEGRITY and TRUST: In all interactions, with all people, at all times, by everyone.

INITIATIVE and LEADERSHIP: All Residential Life Staff members are accountable and responsible for the results of our program. Each individual is expected to take initiative and provide leadership.

EXCELLENCE: Committed to uncompromising professionalism, compassion and care.

LIFELONG LEARNING and EDUCATION: Providing opportunities to gain life skills which contribute to success today as a member of the Hope Community as well as tomorrow in our ever-changing world.

CARING and COMPASSION: For all students and each other at all times.

INTERDEPENDENCE: Fostering a true understanding that no person, staff, or department functions alone. Our success depends on unity.

FISCAL RESPONSIBILITY: Effectively managing departmental resources in a creative, innovative and responsible manner.

PROACTIVE and FORWARD-LOOKING: Striving to continuously improve the quality of our programs and facilities. We recognize that we must anticipate the future and position ourselves to best serve the needs of our current and future students.



RESIDENTIAL LIFE LEADERSHIP TEAM 2009-2010

John Jobson, w: 7800 jobson@hope.edu
Associate Dean of Students and Director of Residential Life and Housing

Sara Dickey, w: 7800 dickey@hope.edu
Associate Director of Residential Life and Housing, Cottages

Residential Life Coordinators

Cook Hall	Raymond Cook	6930	cookr@hope.edu
Dykstra Hall	Emily Whitmer	6999	whitmer@hope.edu
Kollen Hall	Matthew D'Oyly	6300	doyly@hope.edu

Resident Directors

College East	Matt Richardson	6902	richardsonm@hope.edu
Durfee Hall	Nathan Hansen	6460	hansenn@hope.edu
Gilmore Hall	Lindsay Zeller	6130	zellerl@hope.edu
Lichty Hall	Brian Mork	6770	mork@hope.edu
Phelps Hall	Kerri Allen	6200	allen@hope.edu
Scott Hall	Yadira Martinez	6670	martinez@hope.edu
VanVleck Hall	Stephanie Smith	6520	sasmith@hope.edu
Voorhees Hall	Alison Schantz	6817	schantz@hope.edu
Wyckoff Hall	Rosanne DeVries	6740	devriesr@hope.edu

Student Leadership Team

Apartment and Neighborhood Coordinators

Downtown Apts	David Paul	6979	david.paul@hope.edu
South Campus	Ashley Bertrand	6552	ashley.bertrand@hope.edu
Centennial	Sarah Patton	4858	sarah.patton@hope.edu
Dow	Shirely Bradley	6457	shirley.bradley@hope.edu
East Green	Natalie DeGeorge	6702	natalie.degeorge@hope.edu
North Lincoln	Ally Velderman	4887	allyson.velderman@hope.edu
South Lincoln	Trevor Coeling	4911	trevor.coeling@hope.edu
West Green	Sam Pettigrew	4907	samuel.pettigrew@hope.edu

Student Assistant Resident Directors

Dykstra Hall	Christine Tallon	6005	christine.tallon@hope.edu
Kollen Hall	Emily Novak	6627	emily.novak@hope.edu
Cook Hall	Danelle Koetje	6632	danelle.koetje@hope.edu

Residential Educators

Multiculturalism	Claire Higginbotham	4904	claire.higginbotham@hope.edu
Health & Wellness	Haley Bartel	6984	haley.bartel@hope.edu
Campus Engagement	Rachel Hashimoto	4659	rachel.hashimoto@hope.edu

Residential Life and Housing Staff



Residential Life Coordinator

A Residential Life Coordinator (RLC) is a full-time, professional staff member of the Office of Residential Life and Housing who supervises Resident Assistants, Student Assistant Resident Directors, and Resident Directors. The RLC serves in the creation of departmental policies and vision, as well as the coordination of significant departmental functions. Additionally, RLCs create positive community by interacting with students through programming, conversation, and policy enforcement.

Resident Director

A Resident Director (RD) is a professional staff member of the Office of Residential Life and Housing. The RD is responsible for the overall administration and operation of a building's living and learning community. The RD supervises and leads a staff of Resident Assistants in creating a vibrant community.

Student Leadership Team

Members of the Student Leadership Team (SLT) are upper class students who serve as resources for Resident Assistants. SLT members include student assistants, Resident Directors in Cook, Dykstra, and Kollen Halls. Neighborhood Coordinators in the cottage and apartment's communities, and Residential Educators who provide program support in key topical areas.

Resident Assistant

A Resident Assistant (RA) is a student who is there to assist you as you make your on-campus living arrangement your home-away-from-home. An RA enjoys answering your questions, providing you with support and, with you, maintains community standards. Resident Assistants plan a variety of activities and programs that are fun! The RA is a great resource and will serve as a guide to Hope College.

The Rights of Living On-Campus

- The right to a clean, healthy, and safe environment.
- The right to read and study free from undue interference or noise.
- The right to sleep without disturbance.
- The right to privacy and freedom from interference with personal activities.
- The right to expect that a roommate will respect your personal belongings.
- The right to free access to your room without pressure or intimidation from your roommate.
- The right to expect reasonable and cooperative use of room-shared equipment and materials. (physical, electricity, space, etc.)
- The right to be free from any unnecessary emotional distress, discrimination, or harassment. (physical, sexual, verbal, psychological, etc.)
- The right to host a guest with the expectation that the guest will abide by all hall policies and respect the rights of the roommate and other residents.
- The right to have conflicts resolved quickly. Residential Life staff members are available to assist with this.

Remember that all rights have accompanying responsibilities and you must be willing to ask for your rights when necessary.

Based on Responsible Living Environment, University of Wisconsin-Whitewater

Living With Your Roommate

1. To thine own self be true. If you are a messy person who likes listening to music at all hours, don't be ashamed to admit it. Just make sure that these things are discussed in your roommate agreement.
2. Speak up. Get to know your roommate. Don't be afraid to tell your roommate if his or her actions bother you.
3. Silence is golden. You shouldn't be afraid to discuss things with your roommate, but you'll probably be better off if you don't tell your roommates about all of their little annoying habits. Think long-term.
4. Plan ahead. Decide how you are going to handle financial obligations, (e.g. supplies, groceries) ahead of time so there won't be a misunderstanding when it time to pay. Establishing boundaries is fine as long as both roommates are aware of them.
5. Establish a guest policy. Decide whether it's acceptable to bring a boyfriend/girlfriend or friends back to the room. Also discuss what times visitors are welcome.
6. Do unto others... whether you like your roommate or not, treat him or her with the consideration with which you'd like to be treated.
7. Give a little. You don't have to subvert your personality to get along with another person but be prepared to compromise.

If you find yourself struggling with your roommate, contact your Resident Assistant or Resident Director right away. They are here to help! Do not make any room changes yourself as the decision to move is not yours. The final decision of any room change comes from the Resident Director.

Important Dates...

Friday, August 28	Residence Halls open for new students, 10:00am
Sunday, August 30	Residence Halls open for returning students, 12noon
Tuesday, September 1	Classes Begin, 8:00am
Friday, October 16	Fall Recess begins, 6:00pm
Wednesday, October 21	Classes resume, 8:00am
Thursday, November 26	Thanksgiving Recess begins, 8:00am
Monday, November 30	Classes resume, 8:00am
Friday, December 11	Last day of classes
Monday-Friday, December 14-18	Semester examinations
Friday, December 18	Housing closes, 5:00pm
(Residents must be checked out 24 hours after their last final or by 5:00pm, whichever comes first.)	
Sunday, January 10	Residence Halls open, 12noon
Tuesday, January 12	Classes Begin, 8am
Friday, February 12	Winter Recess begins, 6pm
Wednesday, February 17	Classes resume, 8am
Friday, March 19	Spring Recess begins, 8am
Monday, March 29	Classes resume, 8am
Friday, April 30	Last day of classes; Spring Festival, 3pm
Monday-Friday, May 3-7	Semester examinations
Friday, May 7	Residence Hall close for those not in Commencement, 5pm
(Residents must be checked out 24 hours after their last final or by 5:00pm, whichever comes first.)	
Sunday, May 9	Baccalaureate and Commencement
Monday, May 10	Residence Halls close for graduating seniors, 12noon

Getting to Know Your Roommate

Setting expectations and clear communication are the foundations to building a strong and healthy relationship with your roommate. To ensure these important conversations take place, all students living in college housing are required to complete a Roommate Agreement. Please use the following discussion guide as the first step in the Roommate Agreement process.

Getting started...

- Why did you choose Hope College?
- What is your family like?
- How would you describe your friends back home? How would they describe you?
- What is unique about your hometown?
- What has been your biggest accomplishment in your life?

Getting a little deeper...

- What are you hoping to major in?
- What extracurricular activities do you plan to take part in at Hope this year?
- What is your favorite kind of music?
- What is your favorite kind of food?
- What do you like to do for fun?
- What really interests or excites you?
- What do you like to do to alleviate stress?
- What are your pet peeves?

Getting a little more personal...

- What are your views or opinions on religion?
- What are your views or opinions on alcohol?
- How do you let others know what and how you are feeling?
- What angers you?
- How would you describe your general mood? How or when does that change?

Personal habits & preferences...

- What do you need in order to study well?
- What do you need in order to sleep well?
- How do you feel about sharing each other's things? What is off-limits?
- How clean do you want the room to be?
- How do you want to arrange the room?
- How warm or cold do you like it in the room?
- How do you feel about guests in the room? Significant other?

Roommate Agreement

Why do we need one?

Setting clear expectations and having healthy communication are important in building a strong relationship between roommates. To encourage these important conversations and provide a building block for discussions down the road, residents are required to complete a roommate agreement. The roommate agreement is kept for review and changes as needed by the roommates throughout the year. Residential Life staff is available to assist with any roommate disagreements or to help process situations that may come up in a room throughout the year.

Within the first week or so of classes, your RA will hand out these agreements. Please talk about the following areas together and write your thoughts in the spaced provided. Please be honest, thoughtful and specific about your feelings and what you have agreed upon. If you feel that you need assistance in filling out this agreement, please talk to your RA or RD. Residential Life staff expects each resident to be as honest as possible, (not just what you think your roommate(s) wants to hear) as this will help prevent issues from occurring. Your RA will collect all roommate agreements.

Communication

How do we agree to communicate with each other when there is a problem or concern in the room? What do we feel comfortable talking about or not talking about? If someone calls or stops by, how will we take messages? How late or early is appropriate for others to call our room? Any other thoughts?

Sleeping Environment

How much sleep do we need on a nightly basis? What are our class schedules? When do we think we will get up/go to bed? How do we think our schedules will affect our sleep habits? How do we feel about noise, lights, typing, etc, while sleeping? Any other thoughts?

Studying Environment

What are our schedules like? What are noise tolerances when studying? How much do we anticipate studying in the room? Any other thoughts?

Cleaning, Cleanliness, and Use of Space

How often and how thoroughly will we clean the room? Who will do what to clean? What are our expectations with general cleanliness of the room and personal belongings (messy, casual, spotless, etc)? How often will we remove trash? How do we divide the storage space or floor space? Any other thoughts?

Use of Personal Items/Security

What items can be shared with/without permission? What items may not be used by the roommate(s)? What will we do with items bought together for the room? What is our stance on other's access to our room and items? Do we agree/disagree about locking our doors during the day/night? **Please note: the College STRONGLY encourages all residents to lock room doors when not in the room during the day/evening or when in the room sleeping at night – please carry your room key when you are out of the room!** Communication between roommates can prevent lockouts from occurring (e.g. if you or your roommate is showering, what do you agree to do - leave the room unlocked, or carry keys to bathroom, etc?) Any other thoughts?

Guests and Visitation Hours

How often can guests come over/be in the room? When are good/bag times for guests? Does it need to be advance warning or discussion? What are expectations about guest of the opposite gender? Please note Hope College policy is that the opposite sex is allowed between 10am-12am on weeknights, and 10am-2am on weekends. Any other thoughts?

Need something fixed? Locked out? Cable Problems? Want to recycle?

Here is what to do...

Work Orders

If you need something repaired in your place of residence, contact your Resident Assistant so he or she can place a work order with Physical Plant. If you find the problem is not fixed within a week let your Resident Assistant know so they can follow up.

Emergency situations, such as no heat, no hot or cold water, no power, natural gas odor, roof leak or flooding, contact a Residential Life staff member or Student Development (x7800) immediately! After 5:00pm, call Campus Safety (x7770).

Lock Outs

If you are locked out of your room or out of the building, contact a Residential Life staff member. If it is during the day, contact Student Development to assist you (x7800); during the evening contact Campus Safety (x7770). You should always lock your door and carry your keys and student ID/access card with you. This is for your protection and safety. After two lock-outs in a semester, you may be fined \$50.00 for each lock-out!

If you lose your keys, contact a Residential Life staff member as soon as possible. If you lose your ID/ Access Card, contact Campus Safety as soon as possible. If someone has access to the building, you and your community could be a risk. The cost to replace these items is as follows:

- \$10 per key that has to be replaced
- \$30 to rekey a lock (replacement keys additional)
- \$40 to change a code
- \$20 to replace an access card

Cable and Telephone Problems

All cable and telephone problems are handled through Computing and Information Technology (CIT). If you need something repaired, contact your Resident Assistant. If you have questions about your bill or other related service questions, contact CIT (x7670) or submit a work order online.

Recycling

Each residential facility has recycling bins. Ask your Resident Assistant where the bins are located in your residential facility.

You can recycle the following items (please rinse and flatten all items):

- Pop cans
- Cans
- Newspaper and magazines
- Office paper, notebook paper, junk mail – please use the bins located in hall computer labs.
- Non-corrugated cardboard, such as cereal and pop boxes (the boxes should be folded)
- Glass containers – do not recycle glass if it is broken.
- Plastic – number 1 and 2 only.

Room Condition

Learning to accept the responsibility for one's actions is part of the educational process provided at a residential college. When you check-in to College-owned housing, you receive a Room Condition Report, which is used to assess the condition of the room. Carefully review the report and note any damage(s). If something in your room is damaged throughout the year, it will be noted on this report when you check out, and any repair charges will be assessed to your account and billed to you. All college owned furniture must remain in your room. Furniture can not be stored or removed from the residence hall.

Common Area Condition

Each residential facility has a common area that all residents are responsible for maintaining. In the residence halls this may be a lounge or kitchen area. In cottages and apartments, this includes living rooms and kitchens. Each of these areas is assessed at the beginning of each school year. Damage that occurs in public areas of the residential buildings is considered general hall damage, unless it is deemed appropriate to charge identified residents for the damage. All students residing in a residence hall, cottage, or apartment that incurs general damage are responsible for repair costs in the event that responsible persons are not identified. It is your responsibility as a member of your community to ensure that the facilities in which you live are maintained. If you are aware of damage, report it to your Resident Assistant or Resident Director immediately. Also, make them aware of anyone you know who may have contributed to the damage.

The more we all work together to maintain the residence halls, apartments, and cottages, the more appealing and attractive our housing remains. This also allows for monies to be spent improving the facilities rather than constantly repairing them.

The following is a list of common damages and their approximate repair costs. While we make every effort to ensure the accuracy of our repair costs, please note that prices are subject to change without notice. For a more complete list contact your Resident Director.

Damage	Cost
Broken Glass (Residence Rom)	1 hr. labor + \$20 = \$50.00
Thermopane residence hall window	\$42.00-\$92.00
Screen & Frame replace	1 hr. labor + \$42.00 = \$72.00
Screen repair	1 hr. labor + \$21 = \$51.00
Mirror replace - 24x30	\$50.00
Window blinds	\$17.00 - \$66.00
Desk chair replace	\$150.00
Desk chair repair	\$65.00
Desk repair	\$65.00
Desk drawer repair	\$35.00
Dresser repair	\$65.00
Bed pins	\$1.00 a piece
Bed ends / unit	\$75.00
Bed end repair	\$50.00
Bed spring	\$75.00
Bed mattress torn	\$25.00
Bed mattress replace	\$140.00
Repair holes in wall	\$75.00 - \$95.00
Paint walls or ceiling	\$45.00 per wall
Paint door	\$35.00
Key punch lock repair or replace	\$200.00 - \$714.00
Regular door lock repalce	\$290.00
Regular door lock repair	\$100.00
Floor tile / unit per tile	\$25.00 per tile
Carpet stain	\$40.00
Ceiling tile / unit per file	\$12.00 per tile
Ceiling light repalce (fluorescent)	\$150.00
Thermostat cover	\$35.00
Bed Rail replacement	\$116.00
Labor per hour	\$30.00
3/4 hour	\$22.50
1/2 hour	\$15.00
1/4 hour	\$7.50

**Please note that prices are subject to change without notice.
For a more complete list contact your Resident Director.**