Columbia
COLLEGE CHICAGO

Housing & Residential Experience

2026-2027
RESIDENT HANDBOOK

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WELCOME

You are joining a community of diverse students where artistic expression is valued, and civility is required. We are dedicated to creating an environment that will support your academic success and personal growth.

It is your responsibility to become familiar with the community standards and policies in the Resident Handbook, as well as the Columbia College Chicago Student Code of Conduct. We expect students to be responsible for their behavior and ensure their behavior has a positive impact on the residential community.

The Housing & Residential Experience staff is available to assist you with interpreting the various policies enclosed in this Handbook, learning about your new surroundings, and becoming involved in campus life.

Creativity lives here!

The Housing & Residential Experience Team

HOUSING & RESIDENTIAL EXPERIENCE HANDBOOK

This handbook is an extension of your housing contract. Housing & Residential Experience (HRE) reserves the right to amend, modify, change, or revoke any statement contained in the Handbook with or without notice. Housing & Residential Experience will attempt to provide notice to residents of any such changes when made. In the event of questions, final interpretation of the policies and procedures applicable to HRE is the responsibility of the Director of Housing & Residential Experience, in consultation with the Vice President and Dean of Students.

HOUSING & RESIDENTIAL EXPERIENCE OFFICE

The Housing & Residential Experience (HRE) office is located on the second floor of 30 East Balbo.

Email: housing@colum.edu
Phone: 312-369-7803

The HRE staff are committed to creating a vibrant living and learning community that is healthy, comfortable, and well-maintained. Residents are provided with opportunities to interact with each other and become involved in the educational and cultural life of the College. The staff is also dedicated to developing a supportive community, programs and services that empower and challenge residents, as well as create opportunities for involvement among residents in the community.

Scope and Responsibilities of the Office

- Support students in their academic pursuits.
- Guide students in developing healthy life skills (i.e., conflict resolution, negotiation, respect for others and property, etc.).
- Provide opportunities that will assist residents in becoming acclimated to living in a community setting.
- Educate students about the Student Code of Conduct and the importance of being accountable for their behavior.
- Provide co-curricular programs that support academic success, body of work, wellness, and the development of life skills.
- Ensure the orderly and effective administration of programs through effective management.
- Engage in appropriate and timely responses to circumstances that are deemed crisis in nature.

THE RESIDENTIAL EXPERIENCE MODEL PILLARS & SUB-CATEGORIES

The following are the pillars and sub-categories of the Residential Experience Model, which HRE uses as a foundation to engage with residents via programming, 1:1 conversations, and more:

***Equity, Inclusion, & Justice*:** Students will become more knowledgeable about their experiences and identities while demonstrating respect & empathy for identities and experiences different from their own.

- Identity Development: Students will develop an understanding of themselves in relation to the world around them.
- Cultural Consciousness: Students will be able to demonstrate awareness, recognition, and respect for other cultures, including their own.
- Advocacy: Students will be able to demonstrate support for experiences different from their own by educating themselves and others while also combating systems of oppression.

***Academic Success*:** Students will be able to engage in behaviors that will aid them in successfully navigating academic curriculum.

- Self-Management: Students will be able to manage their behaviors & decision-making to better serve them in the various aspects of their lives while at college.
- Resourcefulness: Students will be able to resolve challenging situations in an efficient and innovative manner.
- Critical thinking - Students will be able to think reflectively and strategically before acting.

***Wellbeing*:** Students will be able to implement behaviors and routines that contribute to their mental and physical wellness.

- Mental health: Students will be able to express and manage a range of positive and negative emotions.
- Physical health: Students will be able to incorporate actions and routines that contribute to their physical well-being.
- Emotional health: Students will be able to understand and manage their own emotions while empathizing with the emotions of others.

***Community Responsibility*:** Students will be able to engage in behaviors that contribute to constructive community membership.

- Interpersonal skills: Students will be able to engage in behaviors that assist in building strong, effective, collaborative relationships.
- Conflict management: Students will implement appropriate strategies to responsibly manage conflict with others.
- Civic engagement: Students will engage in the community around them constructively.

***Vocation*:** Students will be able to identify their skills, talents, and gifts to apply them to their future aspirations.

- Self-discovery: Students will be able to apply their own personal values and beliefs in their behavior and decision making.
- Career readiness: Students will be knowledgeable about behaviors that will lead to acquiring, maintaining, and growing within their future career.
- Innovative thinking: Students will engage in creative thinking to generate ideas and solutions.

HOUSING & RESIDENTIAL EXPERIENCE STAFF

Resident Assistants (RAs)
Resident Assistants are responsible for building community for the residents, keeping residents informed on department and campus wide events and procedures, confronting and documenting policy violations, mediating roommate issues, and participating in nightly duty to ensure safety and security in the Residence Halls.

Graduate Assistants (GAs)
Graduate Assistants are responsible for supervising the Resident Assistants in the Residence Hall they oversee, assisting in large scale programming, and participating in a 24 hour on duty rotation for emergency and crisis management response in the Residence Halls.

Residence Hall Professional Staff
Residence Hall Professional Staff are responsible for training, supervising, and the recruitment and selection of student staff, serving as the primary hearing officer for disciplinary matters, and participating in a 24 hour on call rotation for emergency and crisis management response in the Residence Halls.

Director of Housing & Residential Experience
The Director is responsible for training and supervising the Housing & Residential Experience professional staff. They are also involved in assisting with resolving a variety of student issues, serving as the on- call senior level emergency and crisis response administrator, and ensuring that the HRE mission is carried out. Additionally, the Director works with student housing contracts and property managers of residential facilities.

Housing Operations Staff
The Housing Operations Staff assist in the administrative and operational functions of the Housing & Residential Experience Department. They are responsible for coordinating room assignments, overseeing contracting processes for returning students and new students, overseeing web communications, assisting in answering questions about housing for parents, current and prospective students.

COMMUNITY LIVING

Community Standards

Within any community, there are rules to ensure that each member of the community thrives to their fullest potential. This holds true for residential living on college and university campuses. First and foremost, the resident is living on campus in a residential space to pursue their education. As a member of the residential community at Columbia College Chicago, the resident is expected to know their rights and responsibilities which are listed below to their responsibilities may jeopardize some of their privileges and their status as a resident.

Rights of a Resident

- The right to live in a space that is free of harassment and intimidation of any kind
- The right to expect that your personal belongings, as well as your privacy, will be respected
- The right to live in a smoke-free environment that is reasonably clean
- The right to live, study, and sleep in an environment that is free of unreasonable disruption
- The right to access the facility and the room that you are assigned to by Housing & Residential Experience (HRE)
- The right to address issues and grievances with the Housing & Residential Experience (HRE) staff or through the HRE Conduct process, when appropriate

Responsibility of a Resident:

- To comply with directives from the Housing & Residential Experience (HRE) staff
- To become familiar with the policies as outlined in the Residents Handbook and the Student Code of Conduct
- To treat other residents and the HRE staff with respect
- To accept responsibility for your behavior
- To assume responsibility for any guest you sign into the residence hall
- To refrain from causing any damage to the property or tampering with any fire safety devices

HOUSING AND RESIDENTIAL EXPERIENCE POLICIES AND COMMUNITY STANDARDS

The policies below are set forth to ensure that all members of the community are aware and informed of the standards that help to enhance our community. The Housing & Residential Experience staff are always available to assist you with interpreting these policies. Please become familiar with them; failure to adhere to these policies may result in removal from the residence halls and possibly the College. Additionally, students are expected to abide by the *Student Code of Conduct* and the terms of their 2026-2027 Academic Year Housing Contract, signed at the time of application, in addition to the following policies.

Amnesty and Help-Seeking

The health and safety of the College community are more important than fear of disciplinary consequences for personal alcohol or drug use. Students are encouraged to seek prompt assistance when they believe another person may need medical or emergency help. 1

- Medical Amnesty. A student who, in good faith, seeks emergency or medical assistance themselves or another person will not be found responsible under this Code solely for personal use or possession of alcohol or drugs revealed because of the request for assistance. This amnesty applies to the person seeking help, the person receiving help, and other students who provide good-faith assistance or information necessary to address the emergency.

- Limits. Medical amnesty does not prevent the College from addressing other conduct that is independent of personal alcohol or drug use, including violence, threats, hazing, distribution of drugs, significant property damage, or other serious misconduct.

- **Follow-Up.** A student receiving amnesty may be asked to participate in a non-disciplinary follow-up meeting, education, or referral to available support resources. Such follow-up is intended to address health and safety and is not a conduct sanction for the protected alcohol or drug use.

- **Repeated Incidents.** Amnesty is not automatically lost because a student has previously received amnesty. Repeated incidents may result in additional non-disciplinary outreach, support, safety planning, or other appropriate intervention. Independent misconduct remains subject to this Code.

- **Other Required Amnesty.** Nothing in this section limits additional amnesty, immunity, or protection provided by the College's Anti-Hazing Policy, Title IX Sexual Harassment Policy & Procedures, Anti-Discrimination & Harassment Policy, or applicable law. When a specialized policy applies, that policy's amnesty provisions control.

Alcohol
Residents agree to comply with the laws of the State of Illinois as well as all federal, state, county and municipal laws, ordinances or regulations regarding the possession, consumption and/or selling of alcoholic beverages. Students, irrespective of age, are not permitted to possess or consume alcohol in Housing & Residential Experience (HRE)facilities.

Violation of Housing & Residential Experience policies regarding the possession, distribution and consumption of alcoholic beverages includes:

1. Consuming or transporting alcoholic beverages in residence hall common areas including, but not limited to, hallways, outdoor spaces, lounges, stairways, and/or public restrooms.
2. Possessing alcohol paraphernalia including, but not limited to, empty alcoholic beverage containers, beer bongs, and/or kegs.
3. Being present where alcohol is also present is a violation of the alcohol policy, regardless of use or consumption.

Controlled Substances
The manufacture, sale, possession, or use of any substance which has been declared illegal by municipal, state, or federal law is prohibited in residence halls and/or on college property. Students may not possess any form of drug paraphernalia. Medical marijuana is currently not permitted on Chicago property. The College is subject to the federal Drug-Free Schools and Communities Act Amendments, which mandates campus communities be free of controlled substances (including marijuana/cannabis), and therefore all forms of marijuana/cannabis are not allowed in residence halls or on-campus property. Failure to comply will result in confiscation of the substance and any paraphernalia, and disciplinary action will be taken. The Chicago Police Department may be contacted in these cases. Being present where controlled substances or paraphernalia are present is in violation of the controlled substances policy regardless of whether there is use or consumption.

Prescription drugs should be used for their intended purpose by the person to whom they were prescribed. Sharing or selling prescription medication is a violation of this Policy.

Business Operations & Solicitation
Residents are prohibited from conducting any organized businesses from their room or within any on-campus residential area where money is exchanged. No signs, advertisements, or announcements may be displayed on the outside or inside of Housing & Residential Experience premises. Door-to-door solicitation is prohibited within the residence halls. If you encounter a solicitor at your door or in your building, contact security immediately.

Common Areas
Residents must abide by all guidelines posted by Columbia College Chicago and each building's property management for use of residence hall common areas.

Damages
Every effort is made to ensure that the residence halls are properly maintained. Residents will be held responsible for any damage they or their guest(s) cause. Damage to residence halls may result in a fine for the resident(s) responsible for the damage, as well as a judicial sanction.

Damages found within a shared room/suite/apartment will be calculated and divided between all the room's residents if no one claims responsibility for the damage. During the end of year checkout, students will be charged a fee for damages beyond the normal wear and tear within their space after the property manager in each facility completes their assessment of the space. Charges will be added to the student account.

Persons responsible for vandalism within the residence halls will face disciplinary action, possible financial restitution, and possible removal from the residence halls.

Decorations
Displaying obscene (as defined by Illinois or federal law) or discriminatory information/materials that cause, or would be reasonably likely to cause, mental harm to another is in violation of HRE policies.

Decorating your room may provide comfort and a personalized living space. We encourage you to decorate your room, however, for safety reasons; we have set forth the following guidelines:

- Do not put holes in the wall or affix anything with nails, screws, or mounting brackets.
- Only use painter's tape to affix decorations to your walls.
- Command strips are <u>not</u> recommended for decorating, as improper use and/or removal will damage walls. Any marks left on walls by tapes or adhesives will not be considered normal wear and tear and during check out, you will be charged for damages.
- Do not use any kind of tape on the floors or carpeting
- When moving furniture do not drag it, lift it.
- When you place furniture against a wall, check to see that it will not rub/scrape the wall when in use.
- Decorations should not be placed on fire extinguisher cabinets, smoke detectors, sprinkler heads or exit signs.
- Decorations must be non-flammable.
- Light bulbs must be CFL and must not exceed the wattage for lamps.
- Light fixtures, air ducts etc. cannot be covered nor have any materials draped around them.
- Halogen bulb floor lamps (torchiere lamps) are prohibited.
- Decorations must not damage walls, furniture, doors, or woodwork. If damage occurs and painting is required, the resident(s) of the apartment will be charged for repairs and painting costs. Students may not paint the walls or fixtures in their units.

- Apartment furnishings or fixtures may not be removed from the apartment. Furniture or fixtures may not be disassembled.
- Door decorations may not contain obscenities or be otherwise offensive images or language.
- There may not be any decorations or signs posted in the windows of the buildings.

Disorderly Conduct
Conduct or behavior which infringes upon the rights of a resident and/or does not uphold the responsibilities of a resident as outlined in the Residents Handbook Community Standards is not acceptable in the residence facilities.

Electrical Appliances
Residents may not have appliances with exposed heating elements (hot plates). Only electrical appliances with self-contained heating units (irons, corn poppers, coffee makers, microwaves) are allowed in the Housing & Residential Experience facilities. Residents are asked to use CFL (compact fluorescent light bulbs) in any lamps that they may bring in order to reduce the risk of fire.

Evacuation and Emergency Procedures.
Failing to follow applicable evacuation instructions or reasonable emergency directives issued by HRE, Campus Safety & Security, property management, fire personnel, or other emergency responders.

In the City of Chicago, there are specific instructions for evacuating high rise buildings such as the UC, and the Dwight. Residents should wait for instructions from fire department personnel and our staff should make an alarm sound in these buildings.

In 30 East Balbo whenever a fire alarm sounds, whether it is a drill or an actual fire, every resident and guest is required to evacuate the building immediately. Remaining in the building is not an option and will result in a disciplinary referral for failing to comply.

Use of elevators during an evacuation is prohibited. Any student unable to evacuate the building via the stairs should go to the designated area to be assisted by residence life staff and/or fire department personnel. Students in need of evacuation assistance should communicate with the Housing & Residential Experience Office at 30 East Balbo upon moving in, or when the need arises.

Please know your safety is our highest priority. Any resident who does not comply with the evacuation procedures may face disciplinary action which can result in a fine. If you have any questions regarding the fire alarm or evacuation procedures, please contact the Housing & Residential Experience Office, the Building Management Office, or Campus Safety & Security.

Failure to Act
It is the student's responsibility to intervene or notify staff of behavior that is not consistent with college expectations, including reporting violation of college policy to the appropriate authorities.

Failure to Comply
Failure to comply with the directive of a college official, or those appointed to act on behalf of the College, including refusing to display or relinquish an identification card to college officials and failure to comply with oral or written directives that arise from policy violation are subject to disciplinary proceedings.

Filming and Photography

The Film Request Form is available through the Housing Portal, eRezLife https://colum.erezlife.com/. Only current residents may submit a filming or photography request during the 2026-2027 Academic Year. Requests must be submitted at least three (3) business days in advance of the requested filming date. Filming or photography sessions may not exceed two (2) hours in duration, and furniture or room setups may not be moved or altered during filming. All participants must comply with the residence halls' normal guest policy. Approval is required for all projects conducted in residence hall spaces, including lobbies, lounges, laundry rooms, and apartments. Rooftops, balconies, and outdoor areas surrounding residence halls are strictly prohibited for filming or photography. Students may only film within their assigned residence hall unless they are properly checked in as a guest by another resident.

Unauthorized filming or photography is strictly prohibited and may result in disciplinary action, fines, and/or loss of filming privileges for the entire class or academic program. All filming activities and content must comply with the HRE Resident Handbook.

HRE reserves the right to refuse any filming or photography requests for any reason, including but not limited to:

- A violation of student, staff, faculty, or property management privacy.
- Inappropriate use of the name, logo, or branding for Columbia College Chicago, Housing & Residential Experience, or property management.
- Improper use of building amenities that could cause damage or safety hazards.
- Disruptions in normal business operations for HRE or property management.

Failure to adhere to this policy will result in disciplinary action and possible fines.

Fire Safety
It is the responsibility of each community member to ensure that their behavior does not compromise the safety of the community. All resident/student rooms and stairwells are equipped with smoke detectors. Fire alarm pull stations are located throughout the buildings. Please become familiar with your floor plan. The greatest threat to a fire is smoke. If you smell or see smoke in the building: (a) activate the fire alarm system; (b) go to the

nearest exist and evacuate the building immediately; and, (c) stand at least 300 feet away from the building once you are outside.

Violations of Fire Safety Policies Include:

- Tampering with any safety equipment (e.g., fire alarms, smoke detectors, fire doors, emergency exit signs, etc.)
- Intentional false activation of the fire alarm system, or activation through forbidden activity (e.g. smoking, candles, open flame cooking equipment).
- Failing to evacuate after the activation of the fire alarm and/or following the directives of College and/or emergency personnel
- Possession of, but not limited to, candles, incense, marijuana smelling smoking substances, smoking, fireworks, “Christmas Trees” (live or cut down), lighter fluid, gas/propane, charcoal briquettes, and/or burning of any materials.

Furniture

Unauthorized removal, relocation, disassembly, misuse, or possession of College or property-management furniture is a violation of HRE policy. Furniture in the various lounge areas is for the comfort and enjoyment of all residents. It is prohibited to remove furniture from the lounge areas. If lounge furniture is found in a student’s unit, a fine will be charged to the student, as well as a disciplinary sanction imposed.

Guests and Visitation

Having a guest in the residence halls is a privilege and it is important that your guests do not infringe upon the rights of your roommates or any other community member(s). Therefore, communication is of the utmost importance to ensure that you, your roommates and your guest(s) have an in-depth understanding of the Guest and Visitation Policy. Permission must be granted by all roommates for a guest to be present.

A student who invites, hosts, sponsors, or admits a guest to College Property or a College activity is responsible for taking the appropriate steps ahead of time to secure their access in addition to reasonable steps to inform the guest of applicable rules and for complying with directives concerning the guest. A student is not automatically responsible for every independent act of a guest, but may be held responsible for knowingly facilitating, encouraging, or failing to comply with reasonable directives intended to address the guest's conduct.

For this policy's purpose, a guest is anyone whose name is not on the housing contract as assigned to the room they are visiting. Residents and their guests are expected to fully cooperate with directives from college officials (i.e., RA, GA, Coordinators, etc.) and to adhere to the policies outlined in the Resident Handbook.

Residents should:

- Obtain permission from all roommates before having overnight guests.

- Leave their government issued/picture ID, along with their guest's government or Columbia issued/picture ID, with the security guard when signing in a guest. ID's will be returned upon leaving the building.
- Only sign in individuals' guest they know.
- Always accompany their guest. Do not leave your guest unattended.
- Check-in no more than two guests at any time.
- Ensure that their guests are at least 18 years of age or older

Overnight Guests:

- Anyone checking in after quite hours will be consider overnight stay
    - Quiet hours – 10pm-7am Sunday-Thursday / 11p-7a Friday and Saturday
- Maximum 3 nights for each guest within the following time frame
    - o 1st of the month – 15th of the month
    - o 16th of the month to 31st of the month
    - o NOT to exceed more than 3 nights in a row

Note: The same guest cannot be checked in for more than 3 consecutive nights in a row, regardless of who signs the guest in or when during the month the guest visits

Any resident whose guest does not meet the criteria outlined in this policy must submit a guest exception form in eRezLife https://colum.erezlife.com/

- **Residents must submit the guest exception form at least 48 hours prior to their guests' arrival.** Any requests that are made less than 48 hours in advance must be made in-person at the HRE office in 30E Balbo Suite 200 during business hours Monday to Friday 10am to 4pm.
- **There will be no approval after office hours or on weekends from Friday at 5pm to Monday at 9am**
- HRE will review your exceptino request and return your form after review with either an approval or a denial of the request. If denied, the reason for denial will be included.
- Housing and Residential Experience retains the right to refuse approval for any guest exception requests
- HRE retains the right to revoke guest exceptions at any time; this includes but is not limited to before, during, or after the stay.
- Failure to complete this form in advance may result in your guest being denied access to the building.

Any guest consistently present in a residence hall room beyond the overnight stay policy will be found in violation of the guest policy. A resident may also be found to be in violation of the guest policy if they are found to be consistently present in a room that they are not assigned to reside in. If a resident violates the guest policy, their guest privileges may be revoked temporarily or permanently, as well as the guest being banned from the residence halls.

Gatherings
Students are prohibited from assembling twelve (12) or more people (residents included) in a residential room, suite, or apartment.

Hall Sports
Students are prohibited from engaging in games and sports intended for outdoor play including, but not limited to, water guns/balloons, rollerblading, and bouncing and throwing balls.

Health and Welfare of Living Space
Failing to maintain an assigned living space or shared area in a reasonably clean, sanitary, unaltered, and hazard-free condition is a violation of HRE policies.

Key Card Authorization
Resident's room, apartment, or mailbox keys may not be transferred to unauthorized persons. Giving your keys to an unauthorized person will result in disciplinary action which may also include a fine for the replacement of a key.

Occupancy/Use
Students are prohibited from unauthorized occupancy of a living space or use of residential facilities including, but not limited to; cohabitation, subletting, altering the physical structure of the room/apartment without approval, remaining present if maintenance work is occurring after temporary space has been assigned, and/or providing laundry facility access to non-residents.

Offensive Odors
An offensive odor is an odor of such pungency that it becomes apparent or bothersome to others. When offensive odors can be localized to a particular room, the residents and/or guests may be in violation of the odor policy. Housing & Residential Experience (HRE) has the right to rid the room of the odor if the resident does not comply with the request immediately. Residents should report any offensive odors to their RA or the HRE/Management Office. Residents may be assessed a fee to remove the odor if the odor was caused by the resident(s).

Pets
Fish are the only pets allowed. The maximum tank capacity is 10 gallons. Other animals will be moved to the local humane shelter in the interest of health and safety. Service Animals and Assistance Animals are allowed under certain circumstances. Any student requiring a Service Animal or Assistance Animal must apply for accommodations through the Services for Students with Disabilities office PRIOR to bringing the animal into Housing & Residential Experience facilities.

Posting
All postings in the residence halls must be approved by the Housing & Residential Experience (HRE)Office. Postings not approved by HRE and/or not containing a Columbia College Chicago

logo can be removed by staff. Students are prohibited from the unauthorized display, distribution, or removal of flyers, posters, banners, or other advertisements.

Prohibited Items/Objects

For the safety of all residents and the College community, anything that could be perceived as a weapon is prohibited in all of Columbia's residence halls. The list below is not an exhaustive list of prohibited objects, but merely serves as a guideline as to the type and nature of objects that are prohibited:

- Fireworks
- Portable washers and dryers
- Explosives
- Smoke bombs
- Firearms
- Ammunition
- BB guns
- Pellet guns
- Paintball guns
- Hunting knives
- Swords
- Throwing stars
- Nun-chucks
- Billy clubs
- Mace
- Laser pointers

The following items may post a fire hazard and are also prohibited:

- Appliances with an open heat source and/or no thermostat control (i.e. hot plates, space heaters, etc.
- Portable washer/dryer
- Incense and incense burners
- Hookahs
- Candles
- Live holiday trees or wreaths
- Space heaters
- Waterbeds
- Fog machines
- Flammable/combustible liquids and gases
- Hoverboards or self-propelled scooters are not allowed in Columbia College's Residence Halls due to an increase of fire caused by faulty batteries and charging systems. Until the safety standards of these devices are improved, they are banned from all Housing & Residential Experience (HRE) facilities.

Additional Prohibited Items:

- Empty or full alcoholic beverage containers for consumption or decoration
- Metal tip darts (darts with plastic or velcro tips are permitted)
- CTA signs, and/or emergency lights (these items are subject to confiscation and will be considered as stolen property unless the resident can show proof of ownership)
- Motorized vehicles/scooters
- Halogen floor lamps (torchiere lamps)

If any of the above items/objects are found on HRE premises, the object/item will be confiscated and disposed of when deemed necessary. Confiscated items will not be returned, and a sanction may be imposed on the resident.

Roller blades, cleats, and roller skates may not be worn inside HRE buildings. . Skateboarding in front of the HRE buildings can be dangerous as well as disruptive to the community members and our neighbors. Please refrain from skateboarding inside, and in front of the residence halls.

Projectiles

Throwing, dropping, launching, or projecting, objects from a residential structure is a violation of HRE policies.

Quiet Hours and Courtesy Hours

When living in a community such as a residence hall it is imperative that the utmost respect and courtesy is shown to community members. The focus of all residents should be their studies. Therefore, it is important to establish quiet hours that are conducive to learning.

The established weekly quiet hours are 10:00pm to 7:00am, Sunday through Thursday. Quiet hours on Friday and Saturday are 11:00pm to 7:00am. During quiet hours, residents are to refrain from making noise that can be heard outside their residence room/apartment.

- Quiet hours are extended during finals/exam periods. These hours will be posted by a Housing & Residential Experience staff member.
- Courtesy hours are in effect at all other times. During courtesy hours, residents are expected to avoid making noise in the hallways and common areas and keep in mind that noise can easily be heard throughout the residential facilities.
- As a courtesy, yelling from the windows and/or across the hall, playing loud music, singing or chanting loudly is strictly prohibited at all times.
- Please be aware of the sound level in your apartment while the windows are open in order not to disturb your neighbors. Please refrain from congregating in front of the residence halls because this can be disruptive to our neighbors. Courtesy to our neighbors is necessary at all times, excessive noise will not be tolerated.

Roommate and Community Agreements

Failing to follow a Roommate Agreement, creating an inhospitable environment, or not maintaining personal care is a violation of HRE policies.

Failing to comply with a written roommate or community agreement after HRE intervention, or engaging in conduct that materially undermines an agreed-upon residential living arrangement. Ordinary interpersonal disagreements that do not implicate a policy or written agreement are not disciplinary matters.

Smoking and Vaping
Smoking and vaping are not allowed in any College building and is also prohibited within 15 feet of any college owned or leased property. Enforcement of the Smoke-free Policy in all buildings is the joint responsibility of the residents and staff. Students found in violation of smoking in their living space or inside the residence halls will be fined. This includes tobacco, vape products, and electronic cigarettes.

Title IX Sexual Discrimination and Sex Based Harassment Policy
Students living in the residents halls are expected to abide by the College's Title IX Sexual Discrimination and Sex Based Harassment Policy. Details on this policy can be found here: https://students.colum.edu/title-ix/

Trash/ Recycling
Students are expected to frequently and properly dispose of trash and recycling. Improperly storing, accumulating, or disposing of trash and/or recycling in a manner inconsistent with residential health, sanitation, or disposal requirements is a violation of HRE policy.

Unauthorized Entry
Residents and guests are not allowed in unauthorized areas within the residential facilities. Such areas include but are not limited to any space that is officially closed, any place restricted to designated persons only, mechanical and maintenance rooms, the rooftops of the residential facilities, or any place where the safety and welfare of the students and guests could be endangered.

Weapons Policy

While living on campus, students are responsible for adhering to all other college policies, including, but not limited to the Campus Weapons Policy:
https://colum.knack.com/columbia-college-chicago-policy-site#safety-and-security2/policy-details11/610ae04b40c7ab001ea7d496/

Wheeled Transportation
Unauthorized parking, storage, securing, indoor transport, use, charging, or abandonment of a bicycle, skateboard, scooter, hoverboard, motorcycle, or similar device is a violation of HRE policies.

Windows, Balconies, and Rooftops
Unauthorized access to, tampering with, hanging or extending items from, or throwing/dropping objects from residential windows, balconies, rooftops, or related exterior

structures, is strictly prohibited. Residents who drop or extend items from the windows will be subject to disciplinary and/or legal action that may also include a $500.00 fine.

HOUSING & RESIDENTIAL EXPERIENCE STUDENT CONDUCT PROCESS

As members of the residential community, you have certain rights and responsibilities. In order to protect these rights and responsibilities, it is important that you understand the importance of adhering to the community standards set forth in the Community Living section of this Handbook.

Student Rights and Responsibilities in the Conduct Process

A Respondent in the student conduct process has the following rights:

- To receive reasonable written notice of the alleged conduct and applicable policy provisions.
- To receive a fair and impartial process free from material conflict of interest or bias.
- To have a reasonable opportunity to respond to the allegations and present relevant information.
- To identify relevant witnesses or other sources of information.
- To be accompanied by an Advisor as provided in this Code.
- To request reasonable disability-related accommodations for participation in the process.
- To receive notice of the decision, sanctions, and available appeal rights.
- To decline to make a statement about the alleged conduct. A decision may still be made based on the information reasonably available.

A Respondent in the student conduct process has the following responsibilities:

- To monitor the student's official College email account and respond to required administrative communications.
- To provide truthful information and authentic records when choosing to provide information.
- To comply with reasonable safety, access, and process directives.
- To avoid retaliation or interference with the conduct process.
- To complete imposed sanctions and conditions by the stated deadlines or timely request an extension when circumstances warrant.

Students who violate the *Student Code of Conduct*, the *Housing & Residential Experience Handbook*, and/or the *University Center Handbook*, may be called to a conduct hearing by the Housing & Residential Experience staff or a representative of the Dean of Students office.

Most of the time, residents are given an opportunity to correct undesirable behavior that is disruptive to roommates and/or the residential community. Therefore, a progressive discipline model is used. Students who repeatedly violate the policies set forth in this Handbook may face sanctions from restitution to expulsion from Columbia residential

facilities and/or the College. There are instances when progressive discipline will not be used (i.e., bringing a firearm into the residence halls) and suspension or expulsion will be the immediate sanction.

Conduct Process Procedures

More specific information regarding the Administrative Resolution Process can be found in the Columbia College Chicago Student Code of Conduct. The following is an overview of the HRE conduct process:

1. When an incident is reported, the Housing & Residential Experience (HRE) staff will review the report to determine if a student disciplinary meeting is necessary. A member of the HRE staff will initially contact the student via their @colum.edu email or by phone within 5 business days of receiving the report to schedule a meeting time which will be set based on the student's course schedule.

2. At the disciplinary meeting, the incident and any violation(s) of the policies will be discussed. A determination of responsibility will be made by the staff member meeting with the student. If a student fails to attend their scheduled meeting, a decision is made in absentia and the student is accountable for any sanctions assigned as a result.

3. If a student is found responsible for a policy violation, the student is assigned an appropriate sanction(s). The staff member will go over applicable sanctions during the meeting and discuss completion dates. Students who fail to complete their assigned disciplinary sanctions by the assigned date may be subject to further disciplinary action. Sanctions include, but are not limited to suspension of guest privileges, verbal or written apology, learning activities, probation, restitution, restricted access, verbal reprimand and/or written warning, suspension, or expulsion.

4. Students found in violation of policy may submit an appeal. Students must contact the Director of Housing and Residential Expereince in writing within 5 business days from the date the initial decision was made. Appeals may only be based on what the student believes to be a procedural error, an inappropriate sanction, or new relevant information that has become available and would affect the initial decision.

Interim Outcomes

Before final resolution of a conduct matter, the Dean of Students or designee may impose an interim student-status, access, housing, or participation action when reasonably necessary to protect health or safety, preserve College operations, protect property, or prevent material interference with a College process.

Interim actions may include a no-contact directive; restriction from a specific building, room, activity, event, or area; modified housing access or temporary relocation; restriction from student organization activity; temporary limitation on use of specified College resources; or interim suspension from some or all College activities or property.

Residents who are documented in an incident where a policy violation may have occurred may have their guest privileges suspended until the student has completed the conduct/disciplinary process. Any guests that are present at the time of an incident may be temporarily banned from Housing & Residential Experience (HRE). Any guests banned from the building must submit a petition to the HRE Office requesting future access as a guest. The HRE Office reserves the right to accept or deny a guest petition, as well as change policies and procedures at any time, given the approved changes have been announced to the community.

Sanctions and Educational Outcomes (Per the Student Code of Conduct)
Sanctions are intended to be proportionate to the circumstances and may serve educational, protective, restorative, or accountability purposes. In determining an appropriate sanction, the College may consider the nature and severity of the conduct; actual or potential harm; the student's intent and level of responsibility; prior conduct history; aggravating or mitigating circumstances; the student's response to the incident; the need to protect the community; and sanctions imposed in comparable circumstances when reasonably available.

8.01 Warning. Written notice that the student has been found responsible for a violation and that future misconduct may result in more significant action.
8.02 Educational Requirements. Reasonably related educational activities, reflection assignments, workshops, meetings, projects, or other learning-based requirements. Educational sanctions will not require a student to affirm a belief or viewpoint the student does not hold.
8.03 Restitution. Payment or other reasonable action to compensate for documented loss, damage, or expense caused by the conduct, to the extent the amount can reasonably be determined.
8.04 Restrictions. Temporary or continuing restrictions on access to specified College property, activities, events, organizations, resources, privileges, or contact with identified persons when reasonably related to the conduct or safety needs.
8.05 Housing Actions. A residential room change, housing probation, restriction, relocation, cancellation or termination of a housing agreement, or exclusion from College housing, when authorized by applicable housing agreements and policies.
8.06 Disciplinary Probation. A defined period during which the student remains in good standing for enrollment purposes but is notified that additional misconduct or failure to satisfy imposed conditions may result in more serious sanctions. Specific restrictions or conditions, if any, will be stated in writing.
8.07 Deferred Suspension. A determination that suspension is warranted but is deferred for a stated period subject to specified conditions. A future violation does not automatically result in suspension; the College will determine whether the conditions of deferred suspension were violated and what additional action is appropriate.

8.08 Suspension. Separation from the College for a defined period. During suspension, the student may not attend classes or participate in College programs and may be restricted from College Property. Conditions for return, if any, will be stated in writing.

8.09 Expulsion. Permanent separation from the College. An expelled student is not eligible to return except if the College expressly provides a process for reconsideration.

8.10 Revocation of Admission. Withdrawal of an offer of admission when serious misconduct, fraud, or material misrepresentation occurring before matriculation would reasonably have affected the admission decision or the student's eligibility to enroll.

8.11 Organization Sanctions. Sanctions described in Section 12 may be imposed on Student Organizations.

8.12 Other Reasonably Related Sanctions. The College may impose another educational or administrative requirement that is reasonably related to the violation and consistent with law and published College polices.

HOUSING & RESIDENTIAL EXPERIENCE PROCEDURES AND GUIDELINES

Housing Cancellation

Per the 2026-2027 Housing contract student's sign at the time of application.

TERMINATION OF CONTRACT BY STUDENT

A. Any Columbia student with a signed housing contract is bound by the full terms of the contract and is responsible for the full contractual charges for room and, if applicable, meal plan, unless a release is approved by the Dean of Students or their designee. Such approvals include, but are not limited to: transferring institutions, withdrawing from Columbia, graduating, approved study abroad, or participation in Semester in Los Angeles.

B. Any student with a signed housing contract who cancels their housing contract prior to the start of the contract period will forfeit their prepayment deposit submitted at the time of application but will incur no further charges.

C. Any student with a signed housing contract who cancels their housing contract after the start of their contract period will be subject to the following penalties:

i. Forfeiture of housing prepayment deposit submitted at the time of application.
ii. Forfeiture of their optional meal plan cost (if applicable) if cancellation occurs after the 10th academic day of the semester.
iii. A $250 cancellation fee.
iv. 75% of the remaining contracted room cost.

D. Students who have not registered for the spring term before the close of the previous fall term will be expected to vacate their room assignment. Students not registered for the spring term who do not move out prior to the close of the fall term will be billed a daily rate of occupancy which is calculated by the specific room type cost (divided by 117 nights in a term) and applied for each day of occupancy over the winter break period until the student moves out.

E. Students who are registered for the spring term but terminate their spring enrollment any time prior to the spring term add/drop deadline will be charged $750 for their occupancy over the winter break and their daily rate of occupancy from the start of the spring semester through the day they move out.

Roommate Agreement

Many students have found living with roommates to be beneficial in developing healthy relationships and life skills. To facilitate a healthy living environment, it is important for roommates to create an apartment & roommate agreement early in the relationship. Some conditions to incorporate in the resident agreement are quiet/study time, use of space, personal boundaries, privacy, clean living conditions, respect of property, visitors, and keeping the lines of communication open. RAs will provide a roommate agreement/ apartment agreement for all residents. Students are required to complete a suite/ apartment living agreement each fall and when update their agreement when new residents move in.

Roommate Conflicts

Within relationships come conflicts of many kinds. The first step to resolving conflict is to have a conversation with your roommate. If you and your roommate(s) encounter a conflict that you are unable to resolve, please seek assistance from your RA. Please note that your RA will first mediate this conflict to ensure that all parties' voices are heard, and a resolution is made to move the relationship forward. If additional assistance is required, Graduate Assistants and professional staff are available to assist in mediation. We are aware that there may be times when the conflict is such that mediation may not resolve the conflict and a room change may be necessary.

Hospitalization

While students are living on campus, they may experience hospitalization. Students are required to meet with the Dean of Students Office prior to their return to campus in order to ensure they have the appropriate resources and support in place. Students can contact the Dean of Students Office at 312-369-8595.

Keys (Lock Outs and Lost Keys)

All residents share the responsibility of ensuring a secure living environment. Residents are encouraged to close and lock their doors whenever they leave their room. If you are locked out of your apartment, you are encouraged to first reach out to your roommate for assistance getting back into your space. If a resident cannot get ahold of their roommate for assistance, you should contact the security officers at the security desk in your building who will contact a Housing & Residential Experience staff member for admittance. Be prepared to show proper identification immediately after being admitted to your apartment. Residents are only admitted to their assigned apartments. You will receive a 1-time complimentary lockout. For any subsequent lockouts, a $50 fee will be assessed to your account.

If a resident loses a key, they are required to obtain a replacement key from the Management office in their building. The cost to replace a keycard, a mailbox key or an individual room key is $50.00 each. The key replacement fee will be assessed to your account.

Meal Plan/Card Authorization

There are two kinds of meal card authorizations, one is for students living in the University Center (UC), and the other is a supplemental meal plan (at an additional cost) for students living on campus in apartment-style housing. The meals provided are available at the UC dining facility. Students living in a suite-style room in the UC have a mandatory 15-meal plan included in their housing costs. The meal plan is non-refundable and there are no refunds on any unused portions of the meal plan. The standard meal plan is 15 all you care-to-eat meals per week with $25.00 flex dollars per week (allocated by semester). If students exhaust their flex dollars, they may add additional flex dollars at Center Dining in the UC. More details regarding the meal plan can be found at https://uccapartments.com/.

Students not residing at the UC but in other campus housing may choose to purchase the 150 Meal Plan. The 150 Meal Plan card allows access to the UC dining facilities only and does not give students access to the residential areas within the UC. Students must be signed in by a resident in order to enter the residential area at the UC. The card must be presented upon request to any UC official. If the 150 Meal Plan card is lost or stolen, please report the incident to the security desk at the UC for replacement. A $50 fee will be assessed for replacement of lost, stolen, or damaged meal cards. The card is the property of the UC and is not transferable. All students must agree to adhere to the UC's policies and procedures.

Missing Student Protocol

Columbia College Chicago is a caring educational community where the well-being of our students is of utmost importance to us. We encourage our students to explore our vibrant campus and the City of Chicago, which is also our extended campus community. We recognize, however, that we have an obligation and a responsibility to report a residential student who has been missing for 24 hours to the proper authorities.

In order to comply with the federally mandated Missing Persons Procedures[1], we ask that students provide confidential emergency contact information for an individual to be contacted by college officials if a student is determined to be missing. Regardless of your age, Columbia College Chicago will abide by the federal mandate and notify a custodial parent or guardian if your health and safety are a potential issue, as in the case of a missing person's report. Law enforcement authorities will also be notified by a representative from Campus Safety and Security no later than 24 hours after the filing of the report.

Move-in and Move-Out Procedures

Upon move-in, residents are issued key(s) to their unit. Residents will be billed $50 per key anytime a key is replaced. It is the resident's responsibility to carefully examine their unit and report any issues to the Property Management Office and via the Room Condition Form. Residents will be held financially responsible for any damages, repairs, or missing items found at the end of the year.

[1] Described in the Campus Security Policy and Campus Crime Statistics Act of 2012, 20 U.S.C. § 1092(j) (Clery Act)

Move-In
Students are expected to abide by all instructions provided to them by their Resident Assistant, Housing and Residential Experience staff, and HRE communications regarding moving into their assigned bedspace at any time of the year. All students are required to sign up for a move-in appointment, as outlined by communications that are sent regarding move in during the summer leading up to the fall semester.

Move-Out
Students are expected to abide by all instructions provided to them by their Resident Assistant, Housing and Residential Experience staff, and HRE communications regarding moving out of their assigned bedspace at any time of the year.

University Center residents, please follow the Express Check-out procedures outlined in *The University Center Handbook*.

All students must be moved out by 12pm on Sunday, May 16, 2027. Failure to properly vacate by this time will result in a $150 improper checkout charge.

Before you checkout, here is a list of things that need to be done in order to avoid unnecessary fees.

- Sign-up for a check-out time. Instructions will be provided by HRE office in advance.
- Make sure to update your address to receive mail. Mail, nor packages deliveries, are not forwarded to students over the summer nor kept on campus.
- Pack up all of your belongings. Do not leave any personal items or furniture that was not initially provided.
- Empty all drawers, wardrobes, and closets.
- Remove all adhesives from walls, ceilings, & doors
- Wipe down & sanitize all surfaces.
- Vacuum and mop every floor.
- Clean the microwave, refrigerator, and stove.
- Clean all faucets, sinks, toilets, and bathtubs.
- Throw away all trash bags and empty boxes in the designated area for your building.
- Close & lock every window.
- Empty your mailbox.
- Make sure you have every key, key card, and/or key fob given to you when you moved in.

Building management enters every space after everyone has vacated and will bill for any damages and/or lack of cleanliness. Building management will communicate any damage or cleanliness charges to HRE which will be assessed to the affiliated resident's account.

Any belongings left in the room will be discarded. Residents not completing the entirety of the Express Check-out procedures, as outlined, will be assessed an improper check out fee of $150. Upon inspection, any damages or cleaning fees will be assessed to the student's account. All damages in common areas are split equally between roommates unless a

written notification is provided by the responsible party to the Housing & Residential Experience Office prior to the student's check-out.

Some common fees and charges (Property Management teams will make the final assess on fees and the charges affiliated with them):

- Improper check-out fee- $150.00
- Missing key - $50 each key
- Cleaning fee - $50 (minimum, determined by property management company)
- Trash & unclaimed belongings- $25-50 per bag
- Wall damage- $150.00 (minimum, to be determined by property management company)

Room Condition Forms

Each of our building's property management and hall teams thoroughly inspect every unit prior to move-in to ensure it meets our move-in ready standards. However, we understand that some issues may occasionally be overlooked. This Room Condition Report Form is designed to give you an opportunity to review your RA's notes regarding the condition of your apartment and assigned bedspace. This can be completed in the eRezLife Housing Portal. Please take time to carefully inspect your room/unit, including all furnishings, fixtures, walls, floors, windows, and appliances. If you disagree with your RA's findings regarding a specific item or condition, you may use the Room Condition Form to provide additional notes and document your own findings. Your comments will help inform our office of any differences between the condition noted by your RA and the condition you observed.

The form is not a maintenance request. To have issues resolved, you must submit a separate maintenance request through the building's maintenance portal.

We encourage all students to take photos of their bedroom and shared unit spaces on move-in day for their personal records. Accurately documenting your space protects you from being held responsible for any pre-existing issues at move-out. These images do not need to be submitted with this form but should be saved in case they are needed later—particularly if damage charges are added to your account at move-out and you wish to appeal them.

Some examples of things to report on the room condition form include:

- Carpet staining
- Scuff marks or holes in the wall
- Paint chipping
- Markings or dents on kitchen appliances
- Light fixtures not working

Please complete and submit the Room Condition form within 24 hours of moving in. Thank you for helping us maintain a safe, clean, and comfortable residential environment!

Room Buy Out

Students are sometimes required to move for purposes of consolidation. If you are asked to move due to consolidation, subject to available occupancy and approval by Housing & Residential Experience staff, you may be given the opportunity to remain in your current assigned space by electing to buy out the vacant assigned space in your room at a rate of fifty percent (50%) of the contract cost for the space. The opportunity to buy out a room is not guaranteed. No student may buy out more than one vacant assigned space.

Room Changes

At the start of each semester there is a minimum three-week waiting period for all room changes. The waiting period allows the Housing & Residential Experience (HRE) staff an opportunity to evaluate occupancy as well as give roommates an opportunity to get to know each other. All room change requests must be submitted to the HRE office for approval via the Space Change Waitlist. Students may not change rooms until they receive a copy of the room change approval form from the HRE office. Unauthorized room changes will result in a $150.00 fee and possibly moving back to the previously- assigned room.

Room changes are not permitted on a basis of gender identify, race, color, religion, sex, national origin, age disability, sexual orientation, or political orientation. *Room changes are subject to availability and at the discretion of Housing & Residential Experience (HRE) staff.*

Room Consolidation and Relocation

Housing & Residential Experience reserves the right to consolidate room(s), i.e., you may be assigned to another room or other students may be moved into your room. On rare occasions, a resident occupying a room with multiple vacancies will be asked to pay the rate of a single room. The rate each student pays is based on the number of students occupying the room.

Room Entry, Search, and Inspection

The College staff reserves the right to inspect and/or enter an assigned space when there is reasonable cause (i.e., potential danger to life, safety, or health; assistance during an emergency; repairs to property; inspection for compliance with contract terms; violations of the Student Code of Conduct and/or the Resident Handbook, municipal, county, state or federal laws or ordinances).

In most cases a room will not be entered without knocking first. Entry following the knock may be preceded by a time lapse of sufficient duration to provide the occupant(s) ample opportunity to open the door. If it is necessary for authorized College personnel to enter a room when the occupant(s) is/are not present, the student(s) will be notified regarding the reason for the entry.

Your room will be inspected at the beginning and end of each semester and periodically during the year. These inspections are conducted to ensure that maintenance, safety, and

sanitation requirements are being followed. Items prohibited by law or Housing & Residential Experience policy may be confiscated, and the residents of the apartment will be subject to disciplinary action. A 24-hour advance notice will be posted for all planned inspections except for those made during breaks. It is not necessary that the room's resident(s) be present; nor will a resident's refusal, either verbal or physical, prevent an entry or inspection.

Service Animals

Service animals are working companions and are not considered pets. Prior to moving into a residence hall, you must inform the Housing & Residential Experience (HRE) staff that you have a service animal. The service animal should wear some type of commonly recognized identification designating it as a service animal (i.e., a tag, license, a vest). A resident utilizing a service animal should also inform the Services for Students with Disability office (SSD), 623 Wabash, Suite 311, that you have a service animal.

If your guest has a service animal, you must notify the HRE staff at least 48 hours prior to your guest's arrival. Weekends are not included in this 48-hour timeframe. Upon request, visitors with service animals should be prepared to provide staff with identification and documentation for their service animals.

RESIDENTIAL RESOURCES AND SERVICES

Columbia College and the residence halls are equipped with a variety of services that aim to ensure your space is safe, clean, enjoyable, and conducive for studying. Below is a list of services within the residence halls (please note that the amenities differ within each residence hall) and on campus. For more information on your residence hall's amenities and services please speak with an HRE staff member.

Bicycles

If you have a bike, you may not store it in your room/apartment. Bike storage rooms are available on the basement levels of the buildings. Please work with the Management Offices at 30 East and the Dwight during business hours to arrange bike storage. If you place your bike in storage at this location, your key will be coded to allow you access. Also, your bike must be always locked to the bike rack. For safety reasons and to meet fire codes, bikes must not be attached to stairways, gates, fences, or entry/exit areas. Please note that all bike storage rooms are cleared at the end of each academic year. Any bicycles left behind will be removed and donated.

Internet

Rooms/units are equipped with WiFi. Students are responsible for keeping any cable, internet, and/or tv equipment in their units. Failure to do so will result in a $1,000 fee for replacement(s).

Center for Student Wellbeing

The Center for Student Wellbeing is a space-driven, integrated mental health model that services students through a variety of rapid intervention services. We are here to support any student interested in seeking mental health resources and connecting them with providers both on and off-campus. Our goal is to create a supportive environment where students can thrive academically, socially, and emotionally.

Our services are designed to offer immediate support and long-term wellbeing strategies:

- Short-term counseling
- Acute care/stabilization
- Consultation line
  - A dedicated phone number for students, parents, faculty, and staff seeking advice on supporting or directing a current student needing social-emotional support and mental health resources.
- Drop-in Decompression Space
  - A therapeutic wellness space consistently staffed by the mental heal team offering decompression, quiet, therapy resources, and self-help framework care.
- Therapeutic case management
- Referral support

- 24/7 mental health care via TimelyCare, Columbia's virtual medical and mental health platform

To schedule an appointment, ask a question, or connect with us, please call (312) 369-7861 or email us at wellbeing@colum.edu.

Non-Emergency Consultation Line: (312) 369-8700

Office Hours (Fall & Spring Terms)
Monday – Friday
9:00 am - 5:00 pm

Office Hours (Summer)
Monday – Thursday (in-person)
9:00 am - 4:30 pm

Friday (remote)
9:00 am - 4:30 pm

*Hours subject to change due to holidays, campus closures, and other special events.

Center for Student Wellbeing
623 S. Wabash Ave
Suite 303 & 304
Chicago, IL 60605

Timely Care
Columbia College Chicago now offers students 24/7 "in your pocket" access to mental and medical health services and support through TimelyCare. Students may request one-time (Talk Now) and ongoing (Scheduled) therapy services at any hour of the day, any day of the week.

The Center for Student Wellbeing seeks to engage students in relational, meaningful therapeutic care that positively impacts student mental health and access to broader communities. The Office can support any student interested in seeking mental health resources in the community and connecting with providers across Illinois.

Before using TimelyCare, students will need to register their profile using their Columbia email address (___@colum.edu) to verify enrollment status. TimelyCare is available to students throughout the calendar year (including breaks) and some services are accessible to students worldwide.

Common Areas and Lounges
Within each residence hall is a common area. These areas are for the enjoyment of the residents to study, collaborate, or just relax. Every student has a vested interest in maintaining the common areas. Damage to common areas should be reported immediately to the Housing & Residential Experience staff.

The rooftop space at 30 E. Balbo is available 24 hours. This space is not available for private parties. When using the outdoor barbeque area at 30 E Balbo, please clean up after yourself and your guests.

There are study spaces on the 11th and 12th floors of the Dwight and the 2nd and 17th floors at 30 East. 30 East residents can access their Business Center on the 17th floor.

When using the dog run at 30 East, animal waste must be cleaned up immediately, placed in a bag securely tied and disposed of properly in an outside trash can. Failure to do so is grounds for the removal of the animal from the building pursuant to the Services for Students with Disabilities Office Assistance Animal Policy.

Conflict Resolution Pathways

We understand that living with others can come with challenges, and our goal is to help students navigate these situations in a respectful and constructive way. Here's how we support students through conflict resolution:

- Start with a Conversation
    - We encourage students to begin with an open and honest conversation with their roommate(s) or apartment-mate(s). Often, a calm discussion can clear up misunderstandings and help everyone move forward.
- Reach Out to the RA
    - If a student isn't comfortable addressing the issue alone or if the initial conversation doesn't resolve the concern, their Resident Assistant (RA) is here to help. The RA can meet with each student individually, then bring everyone together for a facilitated conversation.
- Communication is Key
    - It's important that students let their RA and/or Housing & Residential Education (HRE) staff know if a concern arises. We can only help if we are made aware of the issue.
- Next Steps if Needed
    - If the situation isn't resolved through RA mediation, a graduate or professional staff member will become involved to provide additional support and guidance.
- Housing Assignments
    - Our goal is to help students work through challenges—not to move them out of their housing assignment. Relocation is not our first response and is considered only after other resolution efforts have been explored.

Elevators

Elevators are electronically programmed to adjust to traffic flow at different times of the day. Please be patient; an elevator may wait on the floor, particularly in the lobby, for as little as a few seconds or for considerably longer depending on the time of day and traffic flow.

Fitness Centers
Small fitness centers are located in each residence hall. Columbia College Chicago's Fitness Center is located in the Student Center at 754 S. Wabash, 4th floor. Hours of Operation are Monday- Friday 7am-8pm and Saturday 8am-2pm during the semester.

Housekeeping and Maintenance
There are two types of maintenance services provided in Housing & Residential Experience: housekeeping and maintenance repairs. The housekeeping staff conducts routine cleaning of the common areas of the buildings seven days a week. They do not clean residents' apartments.

Maintenance repairs are completed by an engineer. Students can submit maintenance requests at the Property Managers' Offices in their respective buildings. When a request is filed for service, the building's engineer will determine if the work is an emergency or non-emergency. Non-emergency repairs are assigned based on availability of personnel and other needs in the building. For this reason, it may take several days or weeks to complete non-emergency repairs.

Because of the uncertainty as to when repair work can be scheduled, it is not possible to make appointments. Maintenance will enter your apartment whether you are present or not. Maintenance staff will complete the request as quickly as possible and will close up/lock your apartment as they leave.

Internet
Rooms/units are equipped with WiFi. Students are responsible for keeping any cable, internet, and/or tv equipment in their units. Failure to do so will result in a $1,000 fee for replacement(s).

Laundry
Washers and dryers are located on the 1st floor of the Dwight, the 2nd floor of the UC, and on the Columbia floors at The Flats. There are in-unit washers and dryers at the Arc and 30 East. Report any vandalism to the machines to a Housing & Residential Experience staff member or security officer. If a machine malfunctions, call the phone number listed on the machine to report the problem. Do not leave your wash unattended. Unattended laundry may be discarded after 24 hours. Housing & Residential Experience is not responsible for lost or stolen laundry.

Mail
Mailboxes and mailrooms are located on the main levels of the residence halls. Students will be issued a mailbox key or mailbox combination when they check in. Students may share a mailbox with their roommate(s).

Mail is delivered Monday-Saturday except on holidays and when classes are not in session. It is the student's responsibility to change their forwarding address through their MyColumbia

account and through the U.S. Post Office prior to moving out. Mail is not forwarded after a student checks out.

Mail addressed to you should include the following information:

30 East	*The Dwight*	*UC*
30 E. Balbo Apartment # Chicago, IL 60605	642 S. Clark Apartment # Chicago, IL 60605	525 S. State Apartment # Chicago, IL 60605

Resident mailboxes are operated under the guidelines provided by the U.S. Postal Service. Tampering with any mail not belonging to you is a federal offense and violators could be subject to prosecution by the U.S. Postal Service, as well disciplined through the Student Code of Conduct. The College does not assume responsibility for loss or damage to items sent through the mail/USPS. Receiving or sending money by mail is strongly discouraged; please note that the College is not responsible for any lost funds.

If you receive a package, an email notification will be sent to your Columbia email address. Packages may be picked up at the designated areas in your residence hall. You will need to show a picture ID and sign for your package. If you do not have proper identification, the package will not be released.

Package pick-up hours are:

- 30 East (Security Desk) ..... 9am-10pm (Monday - Friday)
- The Dwight (Management Office) ..... 11am-5pm (Monday - Friday)

Medical Needs/Emergencies

If the situation warrants, call 911, give your name and the name and location of the student/individual who is in need of assistance. Then notify the RA on duty so they can communicate with necessary College personnel on duty. Costs incurred for ambulance transport and medical costs are the responsibility of the student/individual. There are many hospitals in the Chicago area which are covered under most insurance policies. It is the student's responsibility to
research which facility will accommodate their insurance needs. Students are encouraged to research their health insurance coverage and participating care providers prior to living in on-campus housing.

Parking

The College does not offer parking; however, there is ample public parking close to all residence halls.

Pest Control

A common pest concern that many hotels and residential buildings experience is bed bugs. Each property practices routine extermination schedules to prevent infestation. All units are

treated for pest control before residents move in. Housing & Residential Experience (HRE) relies on residents adhering to the prevention tips listed below:

- Purchase a mattress encasement
- Do not bring "found" furniture from dumpsters or outside into residence halls
- Eliminate clutter in your room
- Launder your bed linens regularly in hot water
- Vacuum regularly
- Empty trash bins regularly

Residents who have pest-control concerns should immediately report their concern to the HRE Office, Property Management office of the building they live in, and submit a maintenance request. Each Columbia managed property has protocols in place to address any pest control issues that may arise. Notifications of treatment will be sent out prior to the service. It is the responsibility of the resident to prepare their room for extermination if the need arises. When pest control remediation requires students to clean and/or launder their personal items, the student is responsible for taking care of this on their own. Columbia does not cover the cost of cleaning, laundering, or replacing personal items.

RA Duty Phones

Housing and Residential Experience utilizes Duty Phones for students to contact Resident Assistants when campus offices may be closed. Resident Assistants and HRE staff on-call can provide support for navigating situations such as:

- mental health concerns
- physical health concerns
- policy concerns
- maintenance issues

The hours the Duty Phones are accessible:

- RAs serve on call daily
    - Mon-Thurs 7pm-7am; 24/7 on the weekends from Friday at 7pm to Monday at 7am
- Graduate Assistants serve on call 24/7
- Professional Staff serve on call 24/7
- 30 East/ 30 East Balbo.....312-428-8324
- The Dwight/ 642 S. Clark.....312-401-1913

Room Condition Forms

Each of our building's property management and hall teams thoroughly inspect every unit prior to move-in to ensure it meets our move-in ready standards. However, we understand that some issues may occasionally be overlooked. This Room Condition Form is designed to give you an opportunity to review your RA's notes regarding the condition of your apartment and assigned bedspace. This can be completed in the eRezLife Housing Portal. Please take time to carefully inspect your room/unit, including all furnishings, fixtures, walls, floors,

windows, and appliances. If you disagree with your RA's findings regarding a specific item or condition, you may use the Room Condition Form to provide additional notes and document your own findings. Your comments will help inform our office of any differences between the condition noted by your RA and the condition you observed.

The form is not a maintenance request. To have issues resolved, you must submit a separate maintenance request through the building's maintenance portal.

We encourage all students to take photos of their bedroom and shared unit spaces on move-in day for their personal records. Accurately documenting your space protects you from being held responsible for any pre-existing issues at move-out. These images do not need to be submitted with this form but should be saved in case they are needed later—particularly if damage charges are added to your account at move-out and you wish to appeal them.

Some examples of things to report on the unit condition form include:

- Carpet staining
- Scuff marks or holes in the wall
- Paint chipping
- Markings or dents on kitchen appliances
- Light fixtures not working

Please complete and submit the Room Condition form within 24 hours of moving in. Thank you for helping us maintain a safe, clean, and comfortable residential environment!

Security Desks

Each Residence Hall has a 24-hour security officer on duty, 7 days a week. The lobbies are supervised at all times. The security guard on duty will not allow students/individuals to enter the buildings without a key or being signed in by a resident. Residents living in residence halls, are required to "swipe" in and out of their residence upon arrival and departure.

Contact information for the security desks is as follows:

- 30 East/ 30 East Balbo.....312-618-4331
- The Dwight/ 642 S. Clark.....312-775-1450
- University Center / 525 S. State.....312-924-8000
- Columbia College Chicago Security Central Command.....312-369-1111

Smoke Detectors and Sprinkler Systems

Each room is equipped with a smoke detector. Residents must not tamper with any smoke detectors or the overhanging sprinkler pipes in their unit. Do not hang anything from or cover the smoke detectors, this will impair their function. Inspections are made periodically to ensure that the detectors are in working order. If a resident causes damage to the smoke detectors and/or sprinkler systems, the residents of the room will be assessed for the repairs.

Storage
There is no storage available on campus except for bicycle storage (SEE: Bicycles). Everything you bring with you on move-in day (boxes, suitcases, packing crates, etc.) will have to be stored in your room. We recommend that your family members take such items back home for you. Another option is a storage company; there are a variety of them near the residence halls.

The College is not responsible for the loss, destruction, or theft of any item placed in storage.

Telephones
Telephone service is not provided. Many students rely on their cell phones as their primary method of communication. Students living in the Dwight have "in-house" phones which allow you to call units within the building.

Trash Removal and Recycling
Each floor is provided with a trash chute or garbage area. For consideration of others and to prevent blockage, residents are expected to bag and tie their trash before placing it in the chute. Oversized containers should not be forced into the chute. Residents are encouraged to recycle using on-site containers, or by using recycling bags which are available at most grocery and hardware stores.

Alcohol and Controlled Substance Abuse Resources
Columbia College Chicago acknowledges the negative health risks of alcohol and illicit drug use. Such substances may have an impact on one's cognition, organ and tissue function, and overall health. Students are encouraged to use the Substance Abuse and Mental Health Services Administration (SAMHSA; www.samhsa.gov) as a resource for further information. Students needing assistance with substance abuse should contact Student Relations (312-369-8595) or Counseling Services (312-369-8700) for on-campus support. Some off-campus resources available to students may include:

- Rosecrance
  https://rosecrance.org/
  866-330-8729
- Gateway Foundation
  https://www.gatewayfoundation.org/
  877-381-6538
- Hazelden Betty Ford Foundation
  https://www.hazelden.org
  800-257-7810
- Harborview Recovery Center Presence Saint Joseph Hospital
  https://www.amitahealth.org/find-a-service/behavioral-medicine/
  773-665-6509
- Alcoholics Anonymous
  https://www.chicagoaa.org

312-346-1475

- SMART Recovery
  https://www.smartrecoveryillinois.org/

Anti-Discrimination and Harassment & Sexual Misconduct
Columbia College Chicago is committed to maintaining an environment that respects the dignity of all individuals. Accordingly, the College will not tolerate harassment or discrimination based on religion, race, sex, sexual orientation, gender identity or expression, national origin, age, disability, or ethnicity by or of its students, faculty, or staff.

All complaints will be taken seriously, and no one reporting harassment or discrimination will suffer retaliation or reprisal. Complaints of harassment and/or discrimination will be treated in confidence to the extent feasible, given the need to conduct a thorough investigation and to take corrective action.

This Policy's Grievance Procedures cover Sexual Misconduct that occurs in connection with on-campus and/or off-campus Columbia programs or activities. The Grievance Procedures would also cover Sexual Misconduct that allegedly occurred during an event neither sponsored by nor related to a college program or activity if a community member experienced the continuing effects of such misconduct while at the College or during a Columbia sponsored event.

To view the College's Title IX and Anti-Discrimination policies, go to:
https://students.colum.edu/title-ix/

ACADEMIC CALENDAR 2026-2027

This page provides an overview of Columbia College Chicago's academic calendar for the current and upcoming terms. For the full academic calendar, including sub-session information, please visit the semester dates and deadlines.

Fall Semester 2026	
Labor Day holiday (no classes)	Monday, September 7
15-week semester begins	Tuesday, September 8
Add deadline, 15-week semester	Monday, September 14
Drop deadline, 15-week semester	Monday, September 21
Election Day (no classes)	Tuesday, November 3
Withdrawal deadline, 15-week semester	Friday, November 13
Spring Semester Registration Begins	Monday, November 16
Thanksgiving break (no classes)	Wednesday, November 25 - Sunday, November 29
Semester ends	Saturday, December 19
Spring Semester 2027	
January session begins	Monday, January 4
Martin Luther King, Jr. Day holiday	Monday, January 18
15-week semester begins	Monday, January 25
Add deadline, 15-week semester	Monday, February 1
Drop deadline, 15-week semester	Monday, February 8
Withdrawal deadline, 15-week semester	Friday, April 9
Spring break (no classes)	Monday, March 22 - Saturday, March 28
Semester ends	Friday, May 14
Commencement exercises (no classes)	Saturday, May 15 and Sunday, May 16