Housing & Dining Services Mission:
We create dynamic housing and dining experiences that enhance personal growth and global engagement.

Residence Life Mission:
To create safe and inclusive learning communities that support, challenge, and inspire all students to be ethical leaders and citizens in a diverse society.

Residence Life
111 Palmer Center
1005 West Laurel Street
Fort Collins, CO 80523-8032
(970) 491-4719
Office Hours: Monday - Friday: 7:45 a.m. - 4:45 p.m.
www.housing.colostate.edu/halls/movein

Scan here to visit the Student Resources page.
We, the Residence Life staff, are excited to have you as part of our community. We are here to support you, and hope your experience with your roommate(s) is successful, rewarding, and fun. The information in this booklet can serve as a guide to communicate and align expectations, and navigate conflicts that might arise between you and your roommate(s).

- You don’t have to let a confrontation go from bad to worse. Take responsibility for keeping the tone of the discussion calm through your own example.

**If the Arrangement Doesn’t Work**

If you and your roommate(s) have made an honest but unsuccessful effort to work out your problems, you may need to realize that you cannot live together. It may be better to part ways than to continue in an uncomfortable situation. Before you come to this conclusion, you may want to consider outside help. If you and your roommate(s) have tried to work out your conflicts among yourselves, but were not able to accomplish any resolution, a third party may be able to assist. Remember that the Residence Life staff is available to assist you.

- You don’t have to let a confrontation go from bad to worse. Take responsibility for keeping the tone of the discussion calm through your own example.

**If the Arrangement Doesn’t Work**

If you and your roommate(s) have made an honest but unsuccessful effort to work out your problems, you may need to realize that you cannot live together. It may be better to part ways than to continue in an uncomfortable situation. Before you come to this conclusion, you may want to consider outside help. If you and your roommate(s) have tried to work out your conflicts among yourselves, but were not able to accomplish any resolution, a third party may be able to assist. Remember that the Residence Life staff is available to assist you.
• Avoid blaming each other. Whose fault it was is irrelevant when everyone agrees to work toward a solution.

• Be task oriented in sticking to the topic. Avoid digressing into other non-related grievances or incidents.

• Avoid generalizations or blanket remarks. Avoid comments like, “You NEVER take out the trash.” A more constructive approach would be, “I felt like you didn’t do your share of taking out the trash this week.” This statement specifies a time frame, as well as articulates how you feel about the situation.

• Talk about actions that can be changed, rather than personalities. “Please do not leave your books on the refrigerator,” can lead to a change of habit, while “You’re a lazy slob,” will only lead to defensive ness and hostility. Personal attacks destroy communication of productive ideas and solutions.

• Don’t team up with another person against your roommate(s). This creates defensiveness. You should all be working together for a solution.

• Don’t overanalyze your roommate(s). Avoid, “Maybe you don’t realize this about yourself, but...” Most people don’t like the feeling of being analyzed or critically examined by another person, especially in a conflict situation. Instead, take responsibility for your own feelings: “What you’re doing makes me feel...”
Residence Life Philosophy
Colorado State University’s Residence Life Office promotes a safe, caring, and inclusive community. Such a community actively promotes, teaches, models, and rewards a learning environment which respects social responsibility and healthy choices. Our staff serves and works with students, faculty, staff, and the local community to provide a healthy and safe environment necessary for living and learning.

Respect for the Rights of Others
Students living in the residence halls are expected to abide by standards of conduct, which are consistent with the educational objectives and priorities of the University. Respect and consideration for the rights of others and their needs for study time and rest must receive priority over other needs. The residence hall staff helps to create an atmosphere conducive to academics, enjoyment, and learning how to live respectfully with other individuals. Each student is expected to respond appropriately to requests from other students and staff concerning behavior which does not honor this priority.

Important Principles

Residence Life Philosophy
Colorado State University’s Residence Life Office promotes a safe, caring, and inclusive community. Such a community actively promotes, teaches, models, and rewards a learning environment which respects social responsibility and healthy choices. Our staff serves and works with students, faculty, staff, and the local community to provide a healthy and safe environment necessary for living and learning.

Respect for the Rights of Others
Students living in the residence halls are expected to abide by standards of conduct, which are consistent with the educational objectives and priorities of the University. Respect and consideration for the rights of others and their needs for study time and rest must receive priority over other needs. The residence hall staff helps to create an atmosphere conducive to academics, enjoyment, and learning how to live respectfully with other individuals. Each student is expected to respond appropriately to requests from other students and staff concerning behavior which does not honor this priority.

8. Make a plan of action and set a time frame for these changes to occur.
9. Everyone should be committed to the plan, and make necessary personal changes.
10. If necessary, set a future date to evaluate and re-negotiate.

Constructive Conversations

• Start right. Set a time to discuss the conflict, which is convenient to everyone involved. Avoid bringing it up when someone involved is not there. A good approach would be, “Could we talk about what is going on? When would be a good time for us to work things out?”
• Remember that everyone involved is equal and has equal rights to be heard. Create this sense by sitting on the floor or at the table where each person is at the same level.
• Set aside your desire to “win.” Winning an argument is not the same as succeeding in conflict management, where you and your roommate(s) win over the situation.
• All roommates should be able to talk freely about how they feel without being uncomfortable. Make sure that each person’s ideas and feelings are being heard and are clear to everyone involved. Be willing to share your feelings honestly and don’t expect others to know how you feel about something without your explanation.
Ten Steps

1. Everyone involved in the conflict should get together at one time.
2. Each roommate should agree to be up-front and honest with their feelings on the matter(s) at hand.
3. Each roommate should take a turn describing their perception of the situation, how they feel about it, and what they want.
4. Use “I” statements. The word “I” in a statement lets you take ownership of your feelings. It removes the blaming tone and will probably decrease your roommate’s defensiveness.
5. Everyone should agree to compromise and help develop a solution. The alternative is continued tension and escalation of the original issue.
6. Describe a situation that would be an acceptable solution to everyone. If you cannot agree among yourselves, bring in a third party (such as your RA) to mediate.
7. Talk about what changes will be needed to resolve the problem.

Commitment to Diversity

The students and staff of CSU’s Housing & Dining Services are a multicultural community of individuals. We are of diverse racial, ethnic, and class backgrounds and national origins. Our views encompass a broad spectrum of religious and political beliefs, and our sexual orientations often differ. We are unique in that we strive to work and live together, and in the process, we can learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to behaving and expecting others to behave in ways that demonstrate our beliefs about the respectful treatment of each member of our community. We believe that we are individually and collectively responsible for our behavior and are fully accountable for our actions. We must take initiative and responsibility for our own learning and awareness of the differences that exist in our community, avoiding all actions that diminish others.

Bigotry has no place within our community, nor does the denigration of other human beings on the basis of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression. We do not tolerate verbal or written abuse, threats, intimidation, violence, or other forms of harassment against any member of our community. Likewise, we do not accept ignorance, anger, alcohol, or substance
Some issues may include:

• When to lock the room
• Hosting overnight guests
• Bathroom codes being given to guests (if applicable)
• Sharing passwords
• Carrying keys and student ID cards
• Allowing people to be in your room when roommates are not present
• Following residence hall, University, state, local, and federal policies and laws

Note: safety and security experts highly recommend that doors remain locked and un-propped, passwords not be shared, keys and ID cards remain with the owner at all times, and laws/policies are followed in order to maintain the safest living environment.

- - -

You and your roommate(s) might have different ideas about safety, so it is important to discuss issues and find an agreement for keeping you, your room, and belongings safe.
persons affiliated with the University, including its students and employees. Persons who violate this policy shall be subject to corrective action. This policy supplants and supersedes all other policies related to issues of sexual harassment.

**Bias Motivated Crimes & Incidents**

Housing & Dining Services staff respond to, document, and report Bias Motivated Crimes and Incidents that occur on campus. A Bias Motivated Crime (commonly referred to as a “Hate Crime”) is a crime against a person or property committed because of the victim’s perceived or actual race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression. Bias Incidents may not rise to the level of a Bias Motived Crime, but will be documented nonetheless.

**Bullying**

Bullying, which is defined as abusive treatment, the use of force or coercion to affect others, particularly when habitual and involving an imbalance of power, will also incur consequences. Bullying may involve verbal harassment, physical assault, or coercion, and may be directed persistently towards particular victims, perhaps on grounds of race, age, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, or gender identity or expression.

Please be mindful of the policies regarding smoking, alcohol, and drugs (including recreational and medical marijuana): alcohol, smoking, and drugs are not allowed in any of the residence halls. Smoking is permitted only at designated locations outside of the residence halls.

Your RA has been trained to know what resources are available on campus and can help you and your roommate(s). There are many issues that are greater than your ability to deal with them on your own, including academic difficulty, struggling with the use of alcohol or other drugs, sexual assault, depression, and family issues. If you are concerned about your or your roommate’s issues, or would like assistance or advice in dealing with them, please seek assistance from your RA, other Residence Life staff (your Residence Director and Assistant Residence Director can be contacted via your front desk), Conflict Resolution & Student Conduct Services (491-7165), or the CSU Health Network (491-6053).
Resident Assistants (RAs) aim to assist students living in the residence halls to grow and adjust to college.

RAs have been trained in many areas such as leadership, confrontation, diversity, assertiveness, programming, and conflict mediation, and they can help to navigate roommate conflicts that might arise. RAs provide objective and impartial mediation, and assist roommates in reaching effective decisions in the following situations.

- A roommate needs support to stand up for their rights
- Roommates are at such odds that they cannot speak to each other without arguing
- A roommate refuses to recognize that a problem exists even though it is apparent to many others
- After a trial period, a previously agreed upon solution has not worked out
- A roommate is concerned about the health and safety of another roommate
- Two or more people have continually talked about a problem and cannot reach any reasonable solutions

Getting to Know Each Other

**You can get to know more about your roommate(s) by asking some of the following questions.**

- Why did you choose to attend CSU?
- What kinds of music and movies do you like? Sports teams? TV shows?
- What is your major? What do you hope to do with your major after college?
- If you could choose any profession today, what would it be and why?
- What types of activities are you hoping to get involved with here on campus (e.g. student government/hall council, athletics, jobs, student organizations, etc.)?
• What are your favorite things to do in your free time?
• What are you looking forward to at college? Is there anything you’re nervous about?
• Are you a morning person or a night person? When do you typically go to bed or wake up in the morning?
• What type of environment helps you to study most effectively (e.g. can you study with music on – how loud? Can you study with other people in the room)?
• What pet peeves do you have?

You have a unique opportunity to be surrounded by many people who are different than you. You and your roommate(s) can learn a lot about each other and from one another by understanding each other’s backgrounds.
• My cultural/ethnic background is…
• My faith includes…
• My lifestyle choices (e.g., vegetarianism, abstaining from alcohol, etc.) are…
• Some of the things I have experienced because of my culture/beliefs are…
• The ways I identify (e.g., gender, sexual orientation, interests, etc.) are…

• Having conversations in person - not electronically
• Being willing to compromise, but also asserting your rights
• Being honest with your feelings
• Keeping in mind what rights you value the most
• Considering not what is ideal, but what is reasonable
• Working on what you can agree about, but not arguing about difficult subjects (you can ask your RA to mediate if necessary)

No matter how hard you try, communication sometimes breaks down. Clues that you have had a break-down in communication include: your roommate isn’t talking to you, they leave the room whenever you enter, they complain to their friends about you, or get angry over trivial matters. Take the first step in communicating with your roommate(s) to try and understand what is wrong. It may be something simple that can be easily cleared up, or everyone may have to work on the issue(s) together to create a better situation. Include your RA if necessary.
**LIVING TOGETHER**

Here are some things you may want to consider discussing with your roommate(s), regarding the use of your room environment. 

- **COMMUNICATION**: How will you communicate with each other when there is a problem? What do you feel comfortable or not comfortable talking about? 

- **ARRANGING THE ROOM**: It is important to arrange and decorate your room when you have both arrived so that each of you has some ownership in your environment. If you want to rearrange your room in the future, be sure to talk to each other first. When decorating (i.e. on your walls and outside on your door), please be considerate of each other and make sure that you are both comfortable with the posters, pictures, etc. that you display. 

- **CHORES AND CLEANLINESS**: Discuss expectations for room cleanliness. Knowing each other’s habits can help alleviate stress later. Do you prefer a clean room or are you likely to leave items lying around? How clean does your room need to be? How often should you clean – on a daily basis, or when there are visitors? How will you share responsibilities? 

- The right to expect reasonable cooperation in the use of “shared” appliances (microwave, refrigerator, etc.) and a commitment to have agreed-upon payment procedures 

- The right to be free of peer pressure or ridicule regarding your personal choices 

If you are concerned that your rights are not being honored, please discuss your concerns with your roommate, and seek assistance from your RA if necessary. 

**COMMUNICATION**

Living with others can be challenging, but you can make your relationship a success by: 

- Having respect 

- Being flexible 

- Appreciating your differences 

- Being willing to communicate 

- Having genuine care and regard for others 

- Agreeing on how to resolve conflict 

**EARLY AND FREQUENT COMMUNICATION IS CRITICAL TO KEEPING A GOOD RELATIONSHIP WITH YOUR ROOMMATE(S).**

Living with others can be challenging, but you can make your relationship a success by: 

- The right to expect reasonable cooperation in the use of “shared” appliances (microwave, refrigerator, etc.) and a commitment to have agreed-upon payment procedures 

- The right to be free of peer pressure or ridicule regarding your personal choices 

If you are concerned that your rights are not being honored, please discuss your concerns with your roommate, and seek assistance from your RA if necessary. 

**EARLY AND FREQUENT COMMUNICATION IS CRITICAL TO KEEPING A GOOD RELATIONSHIP WITH YOUR ROOMMATE(S).**

Living with others can be challenging, but you can make your relationship a success by: 

- Having respect 

- Being flexible 

- Appreciating your differences 

- Being willing to communicate 

- Having genuine care and regard for others 

- Agreeing on how to resolve conflict
As a member of our community, you have important rights that are outlined in the Roommate Bill of Rights:

- The right to read and study free from undue interference in one’s room; unreasonable noise and other distractions inhibit the exercise of this right
- The right to sleep without undue disturbance from noise, guests of roommate(s), etc.
- The right to expect that a roommate(s) will respect one’s personal belongings
- The right to a clean environment in which to live
- The right to free access to one’s room and facilities without pressure from another roommate(s)
- The right to privacy
- The right to have guests with the expectation that guests are to respect the rights of the host’s roommate(s) and other residents of the floor and hall
- The right to correct problems. Residence hall staff is available for assistance in settling conflicts
- The right to be free of fear and intimidation, physical and/or emotional harm

Sleeping/Alarm Clock: Where will your alarm(s) be placed? What about the snooze button? What happens if someone is sleeping through the alarm? How much sleep do you need nightly? How will your class schedules affect your sleeping habits? What time do you go to bed? What time do you need to get up? How will you work through differences in sleeping patterns? Will you use a fan or keep windows open?

TV/Music: During what hours will the TV or music be on? At what volume? Should headphones be used?

Studying/Noise: What do you each define as noise, and what is too loud and what is not? What environment do you need for sleeping and studying in the room? At what times should noise be minimized? What activities will take priority?
in the room when there is a conflict? When do you plan on scheduling study time, and how much time? Will you take breaks? What are your class schedules like?

- **Sharing Food:** Will you buy groceries together or individually? If you have food in the room, can roommates borrow food from each other? If so, how soon should it be replaced or paid for? Will you label food items with names?

- **Personal Belongings:** Will you share or borrow any personal items? Which items cannot be used by anyone other than the owner? Set clear expectations for the use of these items: Is permission needed to use them? Is maintenance required? If you purchase items together, how will you split the bill, and who will own them at the end of the year? If you do share some belongings, make sure they are accessible to all roommates and are not hidden or locked away.

- **Privacy:** How do you feel about privacy? How are your needs different? Where is a private place to make calls?

- **Guests:** How do you feel about overnight guests, or overnight guests of a different gender? How often may guests visit and how long can they stay? Does there need to be advanced notice or discussion? Where will overnight guests sleep? Do you have any rules about cleaning up after guests? Who is responsible when your guest is in the room for a long period of time and you are not? FYI... the residence hall policy states that overnight guests are permitted if it is acceptable to all roommates, and guests can stay no more than two consecutive nights, and not during finals weeks.

- **Mail:** You share a mailbox, so what are you going to do with your roommate’s mail when you pick up yours? Will you leave it in the box or bring it up to the room? Where in the room will mail be placed?