

Frequently Asked Questions about Living in the Residence Halls

Are the residence halls safe?

A 24 hour University Police presence is maintained in the residence halls. There are policies limiting access to the residence halls by non-residents. Results from our annual quality of life survey confirm that a major reason students choose to live in the residence halls is because they feel safe.

Where do I check-into the residence halls?

You may check-into the residence halls at the reception desk located on the first floor of 811 New York Avenue. You will be asked to complete a registration packet upon arrival. The process will take about 10-15 minutes to complete.

What is in a room?

There are three types of accommodations available in the residence halls-standard rooms, studio apartments, and one-bedroom apartments. Studio and one-bedroom apartments include modern kitchenette units, as well as a toilet and a shower in the apartment. Standard rooms include a face basin and a toilet that is shared with the adjacent room. Persons living in standard rooms share a community kitchen and shower facilities. All rooms and apartments are furnished with a bed, desk, and a dresser per student. Each apartment is also furnished with a lamp. You may take a virtual tour on our web site at www.downstate.edu/residential-life.

What are the rates for each type of accommodation?

In general, students will be placed in standard or studio double rooms. If the need arises, three students may be assigned to a one-bedroom apartment, although this is very rare. A standard double room is \$128.00/week and \$23.00/day. A studio double room is \$164.00/week and \$28.00/day. A one bedroom triple is \$164.00/week and \$28.00/day.

Are linens available?

The residence halls can supply you with a set of linens as long as you specify that you require them on your application for housing. A set of linens includes a blanket, a flat sheet, a fitted sheet, a pillow and case, a bath towel, a hand towel, and a wash cloth. The charge for linens is \$6.00/week. You may receive fresh linens once/week by bringing your soiled linens to the reception desk at 811 New York Avenue. There is a replacement charge for any linen issued that is not returned.

How will I be billed for the room?

You will receive an invoice upon arrival that details the charges for your accommodation. The invoice will include your dates of stay, the type of accommodation you are in, and the rate. Your invoice will also include a charge for linens, if applicable. You will be billed for the full duration of your stay in the residence halls, which roughly corresponds to the dates of your academic program. You may not check-in and check-out of the residence halls for weekends or stay on some days and not others.

How can I pay for my room?

You may pay by cash, or travelers checks at the reception desk in 811 New York Avenue. **Full payment is due at check-in.** If you are paying by credit or debit card, then payment may be made at the Bursar's Office. Your Bursar receipt must be submitted to the reception desk at 811 New York Avenue no later than 4:00pm on Monday, June 5, 2006. All persons staying in the residence halls, regardless of whether or not they make full payment will be asked to provide their credit card information. This card will be

charged in the event that full payment is not made or items are damaged or not returned and does not constitute payment for the room.

Is phone service available?

Limited phone service is available, but students must supply their own phones. You will receive a phone number upon arrival. You will be able to receive calls, dial four digit extensions, and receive voice mail. Local and long distance service is not offered for stays less than one month.

Will I have access to the internet?

You will receive a guest username and password upon your arrival and you will have hard wired and wireless internet access provided you meet the institutions requirements. You must have an Ethernet card or wireless card installed on your computer. It is the student's responsibility to purchase and properly install this card. If you will be using an Ethernet card, then you will also need a RJ-45 computer patch cable. When the initial logon to the network is completed, Norton Anti-Virus will be installed on your computer. All other versions of anti-virus software must be removed. All protocols will work on the internal network. Only the following protocols will work on the network going out to the Internet and World Wide Web: HTTP, HTTPS, FTP and PING. You must have a Windows 2000, Windows XP, or Mac OS10 operating system. All other operating systems cannot be supported and will not be allowed to connect to the network.

Are the residence halls air conditioned?

Residence hall rooms are not air conditioned. However, there are air conditioned study rooms available. Fans are permissible and may be rented at the reception desk for a nominal fee.

Who cleans my room?

The residence hall staff will ensure that your room is clean upon arrival. We will also place a shower curtain and toilet paper in your room or apartment. However, you are responsible for cleaning your room for the duration of your stay and for providing additional toiletries. The residence hall cleaning staff will maintain all common area living spaces including the laundry rooms.

Where can I do my laundry?

There is a laundry room in the basement of each residence hall available for your use. This includes coin operated standard and extra large washers and dryers. Standard washers are \$1.25/cycle. Extra large washers are \$1.50/cycle. Dryers are \$1.00 for 30 minutes.

What items are prohibited in the residence halls?

Very few items are prohibited in the residence halls except for candles, incense, halogen lamps, and pets.

How will I know about policies and procedures that affect me?

Upon your arrival, you will be participating in an orientation program. Residential Life and services will be participating in this program and staff members will be available to answer any questions you may have. The orientation program is tentatively scheduled for Monday, June 5, 2006 at 9:30am in the residence halls at 811 New York Avenue.

What should I do if I have additional questions?

You may consult our web site at www.Downstate.edu/residential-life or contact our office at (718) 270-1466 for assistance.