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Welcome to Syracuse University housing. By choosing to live in our housing facilities you have the opportunity to be an active participant in the development of your floor and building community. The experience of living in University housing provides an environment in which you live with and learn from your peers.

University residence halls, apartments, and dining centers are more than just places to sleep and eat. You live, dine, and socialize with your classmates—sharing ideas, insights, and the experiences of college life. University housing provides an environment in which you can learn to live with others and extend the ideas you learn in the classroom, testing them in the real world of your residential community.

This guide will help you better understand campus life. As you read, please note that there are services, policies, and procedures that vary between Main and South campuses because of location and facilities. If you have further questions, please do not hesitate to contact us. We look forward to your participation as a member of the SU community.

Eileen H. Simmons
Eileen H. Simmons
Director
Housing, Meal Plan, and I.D. Card Service Center
206 Steele Hall
315-443-2721
Main Campus
The Housing, Meal Plan, and I.D. Card Service Center is located in 206 Steele Hall. This office is responsible for Main Campus housing assignments, coordinating moves from one residence hall to another and between Main and South campuses, and managing the spring housing lottery process. Other responsibilities include administering housing policies and procedures, and billing for housing, meal plans, SUpercard FOOD and PLUS account purchases, housing damages, and producing faculty, staff, student, and dependent I.D. cards.

South Campus
The South Campus Housing Office is located at 210 Goldstein Student Center. The staff is responsible for the Skyhalls, Skytop Apartments, and Slocum Heights housing assignments. Staff members manage fall opening, spring closing, and South Campus summer housing. They assist in the housing lottery process, coordinate housing changes within South Campus, and resolve South Campus resident concerns.

YOUR CAMPUS RESIDENCE
Living in residence halls is an exciting adventure, full of challenges and new experiences. You have a great opportunity to become an active member on your floor and in the building. Being part of this new community results in personal growth and development. As you soon discover, college life is a series of tests and challenges, and the first of these is adjusting to your new home. Remember that life in your residence hall or apartment is only what you make it. Adapting to roommates, personalizing your room, and establishing yourself on your floor or in your living unit requires time and patience.

HOUSING POLICIES
Two-Year Housing Requirement
Syracuse University requires that first- and second-year students, regardless of class standing, reside in University housing their first two years of enrollment. The options are varied and include Main Campus residence halls, two- and three-bedroom Skytop apartments, and Skyhalls at South Campus.

A first-year student should not sign a lease with a private landlord for sophomore year. This creates a double obligation and can result in substantial financial loss as the student will be financially responsible for the cost of University housing attributable to those mandatory periods, even if they do not occupy University housing as required.
BILLING
All housing and meal plan charges and adjustments are authorized by the Housing, Meal Plan, and I.D. Card Service Center and transmitted to your bursar account. The Bursar’s Office issues bills and collects payments. The Tuition, Fees, and Related Policies bulletin is the University publication outlining charges and financial policies. A copy of the bulletin may be obtained from the Bursar’s Office website.

CANCELLATIONS
Spring Semester
The housing agreement is for the full academic year, even though charges are paid by semester. Cancellations for the spring semester are permitted only if the student is graduating, withdrawing, or leaving campus to participate in an internship or the semester abroad program.

Cancellations for spring semester housing must be filed with the Housing Office by the last day of exams in December to avoid late charges.

Regardless of class standing, residents should not sign leases for off-campus housing beginning with the spring semester.

Current Semester
Students who find it necessary to withdraw from the University during the early part of a semester, after having picked up their room keys, are subject to the following room refund schedule:

Prior to first day of classes $450
Week 1 65% of semester charge
Week 2 50% of semester charge
Week 3 35% of semester charge
Week 4 20% of semester charge
Week 5 and beyond no refund

TERMS AND CONDITIONS OF STUDENT HOUSING
All University housing residents agree to abide by the Terms and Conditions of Student Housing. All assignments are for the academic year. Please refer to a copy of Terms and Conditions of Student Housing for a detailed discussion of your obligations as a resident. A copy of this document may be obtained from our website: housingmealplans.syr.edu.

CONSOLIDATION
At any time following a student’s housing assignment, residents of rooms or apartments that are not at full occupancy may be required to relocate to a comparable space in University housing.

Adjustments to charges, as a result of an assignment change during the semester, are computed on a weekly prorated basis. Students who change their housing assignments without permission are subject to an administrative fee and/or disciplinary action.
**OCCUPANCY CHANGES**

If one of your roommates moves out, the Housing Office reserves the right to assign a person to the room/apartment without your prior consent to make optimum use of space. In the event you refuse or are unwilling to allow this person to remain in the room, the Housing Office has the option of relocating you to another room/apartment.

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**MEAL PLANS**

All undergraduate residents of Main Campus housing, students living in the South Campus Skyhalls, and students living in the Sheraton Syracuse University Hotel are required to be on a University meal plan. Meal plans are optional for South Campus apartment residents. (For meal plan descriptions and restrictions, see Meal Plans, pages 6-7.)

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**ROOM ASSIGNMENT CHANGES**

There is a three week room freeze in place at both the start of the fall semester in August and the start of the spring semester in January. No assignment changes will be made during the room freeze period. Students are expected to reside in their assigned location for the entirety of the academic year – August to May. However, if at any time a situation arises which you believe necessitates a change in your room assignment you are first encouraged to speak with your residence director (RD) or assistant residence director (ARD) to discuss the situation and formulate a plan. Your RD or ARD may suggest ways to help you feel more comfortable in your current living environment. They may also direct you to speak with a staff member at Housing, Meal Plan, and I.D. Card Services to formulate a plan to relocate you internally, to another apartment, or to another residence hall as space permits. There is not a formal application for relocation process and each case will be managed individually as it is brought to the attention of University staff.

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**Housing Lottery Process**

Each spring, returning students reserve their on-campus housing for the following academic year through the online housing lottery process. Each student is randomly assigned a lottery number for the process and must abide by all rules and deadlines to be ensured full participation. Students are sent information to their syr.edu email addresses late in the fall semester outlining the housing lottery process in great detail.

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**UNIVERSITY I.D. CARD**

Always carry your Syracuse University I.D. card with you. It is necessary for identification in the library, the bookstore, health services, athletic facilities, dining centers, residence halls, computer clusters, and some academic buildings.

Protect your card and treat it the same as cash. In addition to carrying your name, SU I.D. number, and photograph—information often required by the University departments you visit—the card has an encoded magnetic stripe on the back and an imbeded RFID chip that contains information allowing access to your meal plan, SUpercard FOOD, PLUS, building access, and other information that would permit an unauthorized user access to these privileges.

**Your First University I.D. Card**

When new students and transfer students check in at their residence halls, each student receives their permanent I.D. card for entry into the dining centers, and building access. Photographs for students not receiving a permanent card will be taken during Opening Week (check your Syracuse Welcome orientation schedule).

**How Your University I.D. Card Works**

Your University I.D. card works much like a credit card. Electronic card readers are found in each dining center, Food Service cafés, Bird Library, all Main Campus residence hall entrances, the entrance to Archbold and Flanagan gymnasiums and other fitness centers, and some academic buildings. When the card is swiped, the information in the magnetic stripe or RFID chip is quickly scanned. The card reader confirms or denies your eligibility for entrance into the facility.

**Entering Residence Halls**

Your SU I.D. serves as your “key” to your residence hall. You must swipe your I.D. in the card reader at the front door of your residence hall to gain entry. Do not permit others to come in with you. Security in your residence hall is a shared responsibility. Individuals authorized to enter must be able to provide their own access.
**Entering Dining Centers**

When you walk into a dining center, you must present your University I.D. card to the checker, who scans it through a card reader. Without your University I.D. card, you cannot access your meal plan or SUpercard FOOD account and you are required to pay cash for your meal. It is a violation of the Student Code of Conduct to use another student’s SU I.D. card for access to the dining centers and/or meals.

A meal plan allows a student to enter a dining center only once during a given meal period. If you have previously entered during a meal period or if you have exhausted your weekly number of meals allowed, you are not permitted to enter.

**Caring For Your Card**

The magnetic stripe and RFID chip are quite sensitive, so we recommend you keep it away from TV sets, radio transmitters, or bulk tape erasers (engineering, telecommunications, and computer science students should be especially careful). If the encoding is erased from the stripe, bring the card to the Housing, Meal Plan, and I.D. Card Service Center, 206 Steele Hall, and it will be re-encoded. It may be necessary to purchase a replacement.

Do not punch a hole in the card. It may make it easier to carry, however, you may damage the RFID chip making it necessary to purchase a replacement.

**Lost or Stolen Cards**

*If your card is lost or stolen, report it immediately* to the Housing, Meal Plan, and I.D. Card Service Center at 315-443-2721; at night or on weekends, contact the Public Safety Office at 315-443-2224. You are financially responsible for all meals or funds used before the loss is reported. Once reported, your card is immediately invalidated throughout the system, preventing unauthorized use. A new card is issued in the Service Center, 206 Steele Hall. Old ID cards cannot be reactivated once replaced. The cost for a replacement is $25.

**SUpercard Food Accounts**

SUpercard FOOD is a declining balance cash account accessed through your SU I.D. card. Purchases made with SUpercard FOOD accounts are exempt from New York State sales tax, and can be used for a-la-carte purchases in all Food Services locations and University vending machines.

When you enter a café or dining center, the cashier keys in the cash price of your purchase and inserts the card into the card reader. The value is automatically subtracted from your account and your new balance is displayed.

All University meal plans come with a FOOD account. SUpercard FOOD accounts can be added to at any time. You can purchase SUpercard FOOD increments online through MySlice.syr.edu. While SUpercard FOOD account balances carry over from fall to spring semester, balances unused by June 30 are not refunded or carried over. SUNY ESF students may be subject to New York State sales tax.

**PLUS Accounts**

The PLUS account is a declining balance cash account that provides access to goods and services other than food through your University I.D. card. A PLUS account can be used in campus washers and dryers, to buy tickets at the Schine and Carrier Dome box offices, and the Schine Copy Center. A minimum of $25 is required to open a PLUS account. You can purchase PLUS increments online through MySlice.syr.edu. While PLUS account balances carry over from fall to spring to summer session, balances unused at the end of summer sessions are credited to your bursar account.

**Vending**

Your SU I.D. card may be used in campus vending machines. Information on the vending program can be found on the Food Services website at foodservices.syr.edu.
**MEAL PLANS**

We guarantee our customers’ satisfaction by providing the highest quality products and services available. If, for any reason, you are not completely satisfied with your dining experience, please notify Food Services immediately. Our management staff is always available and does everything possible to assure your satisfaction. Satisfied customers are our business.

**2015-2016 Meal Plans**

**Premium Meal Plan** $4,370 per semester
Available to all students. Includes all meals seven days a week in any residential dining center, 24 guest meal passes, and all dining center special events. This plan comes with a food account of $665.

**Deluxe Meal Plan** $3,945 per semester
Available to all students. Includes all meals seven days a week in any residential dining center, 24 guest meal passes, and all dining center special events. This plan comes with a food account of $240.

**19-Meal Plan** $3,770 per semester
Available to all students. Includes 19 meals each week in any residential dining center, 16 guest meal passes, and all dining center special events. This plan comes with a food account of $190.

**14-Meal Plan** $3,505 per semester
Available to all residents EXCEPT Main Campus, Sheraton Syracuse University Hotel, and Skyhall first-year residents. Includes 14 meals each week in any residential dining center and eight guest meal passes. This plan comes with a food account of $175.

**10-Meal Plan** $2,995 per semester
Available to all residents except Main Campus, Sheraton Syracuse University Hotel, and Skyhall first-year residents. Includes 10 meals each week in any residential dining center, and five guest meal passes. This plan comes with a food account of $150.

**7-Meal Plan** $2,495 per semester
Available to all residents except Main Campus, Sheraton Syracuse University Hotel, and Skyhall first-year residents. Includes seven meals per week in any residential dining center, and five guest meal passes. This plan comes with a food account of $310.

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**Dining Center Hours**

<table>
<thead>
<tr>
<th>Breakfast Weekdays</th>
<th>Continental Weekends</th>
<th>Lunch/Brunch</th>
<th>Dinner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brockway 7-10 a.m.</td>
<td>9-10 a.m.</td>
<td>Brockway 11 a.m. - 3 p.m.</td>
<td>4:30- 7:30 p.m. M-F 4:30- 6:30 p.m. S-SU</td>
</tr>
<tr>
<td>Graham 7-10 a.m.</td>
<td>9-10 a.m.</td>
<td>Graham 11 a.m. - 3 p.m.</td>
<td>4:30- 9 p.m. M-F 4:30- 9 p.m. S-SU</td>
</tr>
<tr>
<td>Ernie Davis 7-10 a.m.</td>
<td>9-10 a.m.</td>
<td>Ernie Davis 11 a.m. - 3 p.m.</td>
<td>4:30- 9 p.m. M-F 4:30- 9 p.m. S-SU</td>
</tr>
<tr>
<td>Sadler 7-10 a.m.</td>
<td>9-10 a.m.</td>
<td>Sadler 11 a.m. - 3 p.m.</td>
<td>4:30- 9 p.m. M-F 4:30- 9 p.m. S-SU</td>
</tr>
<tr>
<td>Shaw 7-10 a.m.</td>
<td>9-10 a.m.</td>
<td>Shaw 11 a.m. - 3 p.m.</td>
<td>4:30- 7:30 p.m. M-F 4:30- 6:30 p.m. S-SU</td>
</tr>
</tbody>
</table>
5-Meal Plan
Available to all but Main Campus, Sheraton Syracuse University Hotel, and South Campus Skyhall first- and second-year residents. Includes three guest meal passes. This plan may be customized to your needs. Includes five meals each week in Main Campus dining centers and a flexible food account amount as follows:

5-Meal A  $1,755 per semester
This plan comes with a $180 food account.

5-Meal B  $1,855 per semester
This plan comes with a $280 food account.

5-Meal C  $1,955 per semester
This plan comes with a $380 food account.

5-Meal D  $2,055 per semester
This plan comes with a $480 food account.

5-Meal E  $2,155 per semester
This plan comes with a $580 food account.

Superfood Plan  $975 per semester
Available to all but Main Campus, Sheraton Syracuse University Hotel, and Skyhall residents. This plan is strictly a food account of $975.

SERVICES
Food Allergies
We are committed to providing students with plenty of food choices regardless of allergies or intolerances. Every attempt is made to meet the needs of students with special dietary requirements. If you have special dietary needs, such as a food allergy, we strongly recommend you contact us as early as possible (ideally, prior to your arrival on campus) so that we may prepare to meet your needs.

Syracuse University Food Services has been extremely successful in accommodating students who have food allergies and will continue to serve in this manner.

If you have a food allergy, it is important that you take the following steps to help us help you:

• Call 315-443-9884 to speak with the registered dietitian at Food Services prior to your arrival on campus to discuss the specifics of your diet.
• Send a letter documenting your food allergy, food intolerance or special diet to Syracuse University Health Center, Food Services, and the office of Residence Life.
• Obtain appropriate and up-to-date allergy medication if prescribed and carry them at all times.
• Wear a medic-alert bracelet or other type of identification that alerts others of your allergy, in a case of an emergency.
• Know who to call in case of an emergency.
  711 from a campus phone
  911 from an off-campus phone
  #SU from most cell phones with local service

If you have any questions about the food being served in the dining facility, please contact any of the managers listed below:
Dining Centers
Brockway Dining Center .................. 315-443-3069
Graham Dining Center .................. 315-443-2421
Ernie Davis Dining Center ............. 315-443-1450
Sadler Dining Center ................ 315-443-2449
Shaw Dining Center ....................... 315-443-2383
Goldstein Dining ......................... 315-443-1514
Goldstein Alumni/Faculty Center ...... 315-443-3102
Schine Dining ............................... 315-443-3770
Campus Cafés .............................. 315-443-3768

Kosher Meals
Syracuse University Food Services serves kosher meals every day during the academic year through the Kosher Kitchen, which is part of Shaw Dining Center. The Kosher Kitchen is located in a secure area inside the kitchen at Shaw. The kitchen is supervised for kosher compliance by a mashgiach under the direction of the Vaad of Syracuse. In addition to overseeing the preparation and service of kosher meals, the mashgiach also inspects the Food Services warehouse to ensure the kosher products are received, stored, and shipped appropriately. The mashgiach also assists in locating vendors for kosher products.

Nutrition Services
Syracuse University provides several options for our students that have nutritional concerns. SU Food Services employs a Register Dietitian to assist in menu development, provide nutritional information to students, and help plan for an individual’s special dietary needs such as food allergies and other food related concerns. The SUFS Registered Dietitian can be contacted at 315-443-9884.

For confidential nutrition counseling regarding clinical nutrition and body image issues, please contact the staff dietitian at Syracuse University Health Services at 315-443-9055. This service is provided free of charge for students on a University meal plan and those who have paid their health fee.

Halal Meals
Halal lunches and dinners are served at Shaw Dining Center upon request. Please consult with the Shaw Dining Center manager to participate in this program.

Vegetarian/Vegan Options
The Syracuse University Food Services’ menu committee has been instrumental in promoting a greater variety of nutritionally balanced vegetarian and vegan options in the dining centers. Vegetarian and vegan meals are available at breakfast, lunch, and dinner. New recipes are continuously being developed. Vegan or vegetarian recipes suggestions are always welcome. Contact the dining center manager or the staff dietitian to communicate any special concerns, or send your suggestions using our feedback email line at mealtalk@syr.edu.
ADDITIONAL FACILITIES

Campus Delivery

Campus Delivery is our late-night delivery service for pizza, wings, sandwiches, drinks, and snacks. Delivery is free and tipping is not allowed. All purchases must be made using SUpercard FOOD accounts. The menu is online at foodservices.syr.edu or call 315-443-1709 to place an order.

Convenience Stores

SU Food Services has four convenient stores located around campus. Each is stocked with many products that students need on a regular basis. Items include: quick meals, specialized foods for students with allergies, vegan and vegetarian favorites, cereal, snack foods, laundry detergent, and cold medicine. The stores are: FoodWorks, in Graham lower level; FWII in Ernie Davis Hall; South Campus Express in Goldstein Student Center; and West Campus Express in the Campus West Apartments.

Campus Cafés

There are currently 12 cafés conveniently located across campus. Campus Café menus include sandwiches, soups, salads, hot and cold beverages, candy, cookies, fast food, and snack food. Hours vary by location. Cash and SUpercard Food are accepted at all locations.

Stay in Touch

SUFS wants to know about your dining experience because your feedback is valuable. Dining Center Managers are always available if you have immediate concerns. Feel free to fill out a comment card or take a brief mobile survey by scanning the QR code signs in the dining centers. If you prefer to send an email, the address is: mealtalk@syr.edu. “Like” the SU Food Services Facebook page to stay up-to-date with information about the latest events.

STUDENT EMPLOYMENT

With more than 1,200 student workers, Food Services is the largest employer of students on campus. A wide variety of jobs are available with the potential for advancement. For more information visit sujobops.com or contact one of the following:

Carrier Dome or residential dining:
315-443-4029

Cafés and food courts:
315-443-5285

Catering or Goldstein Alumni and Faculty Center Restaurant
315-443-3102
Welcome to Syracuse University and our beautiful campus. The Housing and Food Services Maintenance Zone (also known as the FIXit Zone) is responsible for maintaining the buildings where you live and eat. To accomplish this, we are dedicated to serving your needs 24 hours a day, 7 days a week. We are trained to listen to your concerns, and we are proud of our ability to assist you.

We want to maintain a dialogue with you, our customer; contact us as frequently as you wish. Use FIXit (315-443-4948) for reporting repair issues or email fixit@syr.edu. Your comments will help us to help you. We also encourage you to connect with us online via Facebook (SUFIXit) and Twitter (SUFIXit).

Go Orange!

J.D. Tessier
Zone Leader
FIXit Zone

Welcome from Housing and Food Services Maintenance Zone also known as the FIXit Zone

The Carriage House, headquarters of the Housing and Food Services Maintenance Zone

Vision
People before buildings
Service before self

Mission
We serve the students of Syracuse University with pride and commitment, using teamwork, trust, and respect for all individuals as our core values.
About FIXit Zone

The Syracuse University Housing and Food Services Maintenance (also known as FIXit) Zone is responsible for all maintenance and housekeeping in residence halls and dining centers. Headquartered in the Carriage House at 161 Farm Acre Road on South Campus, the department features a diverse staff of 136 with a wide range of skills to serve your maintenance and housekeeping needs. Housekeeping and general maintenance repair staff work in all residence halls 7 days a week. Emergency service, 24 hours a day, 7 days a week, is also provided. A trades staff of electricians, plumbers, carpenters, and others who work out of the FIXit Zone’s central office support those working in the halls. All our skilled professionals work together to repair problems and to ensure that your living accommodations are safe, clean, and comfortable.

At the core of our services is the FIXit Line. This is the most expedient way to report repair needs. When you call FIXit (315-443-4948) or email fixit@syr.edu, maintenance personnel are radio-dispatched to your location. You can also email feedback@syr.edu with comments. Whether it’s a question, suggestion, or concern, we appreciate your insights and welcome your input so that we may better serve your needs. As always you may contact us online via Facebook (SUFIXit) and Twitter (SUFIXit)

CONTACTING THE FIXit LINE
• Dial 315-443-4948 or email fixit@syr.edu.
• Identify yourself, indicate the location (residence hall and room number) of the issue, and leave your phone number.
• Provide as much specific information about the issue as possible.

We will address your request within 24 hours. Most of your concerns can be handled immediately.

CONTACTING MAINTENANCE/HOUSEKEEPING MANAGERS AND SUPERVISORS OF SUPPORT SERVICES
For your convenience, listed below are the maintenance/housekeeping managers, and supervisors of support services staff office locations and contact numbers.

<table>
<thead>
<tr>
<th>Maintenance/Housekeeping Managers/Supervisors of Support Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheryl Hughes Housekeeping Manager Carriage House 315-443-9895</td>
</tr>
<tr>
<td>Terry Sutcliffe Maintenance Manager Flint Hall 315-443-9896</td>
</tr>
<tr>
<td>Robert Spagnoletti Maintenance Manager Carriage House 315-443-2872</td>
</tr>
<tr>
<td>Tomi Crowell Supervisor of Support Services Booth 315-443-4739</td>
</tr>
<tr>
<td>Ronald DeFrancis Supervisor of Support Services Carriage House 315-443-9897</td>
</tr>
<tr>
<td>Craig Jones Supervisor of Support Services Boland 315-443-9342</td>
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<tr>
<td>Henry Gaul Supervisor of Support Services Day 315-443-1340</td>
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<tr>
<td>Snjezana Strbac Supervisor of Support Services Skybarn 315-443-1783</td>
</tr>
<tr>
<td>Wendy Uzailko Supervisor of Support Services Sadler 315-443-4278</td>
</tr>
<tr>
<td>Tyrone Lyons Supervisor of Support Services DellPlain 315-443-2004</td>
</tr>
<tr>
<td>Kathy Hall Supervisor of Support Services Haven 315-443-3380</td>
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</tbody>
</table>
PROVIDING FEEDBACK

- Email feedback@syr.edu.
- Share your comments; please be sure to include your name and telephone number.
- We will reply to your email.
- Send us a comment or message on our Facebook page (SUFIXit) or Twitter (SUFIXit).

TIPS ON BEING A GOOD CUSTOMER

Many people never think about how to be a good customer. But it is important and beneficial to you and the people serving you. With this in mind, here are some tips to consider:

- Be knowledgeable—read this handbook, talk with the maintenance staff, and learn how the facilities are operated and how we work with one another.
- Be patient—the moment you contact us, you are the most important person we are helping. However, please remember that other “most important customers” might also be on the telephone or in our office waiting for assistance at the same time.
- Be pleasant—we will be pleasant to you, so we hope you will be pleasant to us. After all, nice people with a positive attitude seem to achieve their goals more expeditiously than those with negative attitudes who treat others with disrespect. We also understand that when you are concerned enough to contact us for assistance with a problem, you may be upset. If we treat each other with patience and respect, we can resolve any issue.
- Be ready—have specific information, such as telephone number, location, nature of the problem, and size and color of any item involved. We appreciate any detail that might help us to help you.

WHAT YOU CAN EXPECT FROM US

When we visit your residence to perform work, we will do the following:

- Knock and identify ourselves as “FIXit.”
- Inform you why we’ve come.
- Identify ourselves personally, if asked.
- Tell you if we need to return.
- Answer any of your questions.
- Leave the space in its original condition, cleaning up after ourselves.
- Provide an Orange Tag if no one was present to notify you of what work was performed.
STAFF IDENTIFICATION
Fixit Zone staff members wear special photo identification badges that are readily visible. If the I.D. is not visible, it is a good practice to ask the individual to show the I.D.

ENTERING YOUR ROOM
If you request maintenance assistance, we may do the work while you are not present. By making a request, you are giving us permission to enter your residence. We make every possible effort to minimize this inconvenience. Our staff is trained to understand that private living spaces can only be entered for a work order or an emergency.

If you’re not present, we will leave an Orange Tag so you will be aware of our visit. If we must return to continue the work, we will notify you of this on the tag. If you wish to meet the repair person, please indicate that when reporting your repair needs.

WORK DURING RECESS
During semester recesses, our staff continues to work. While much of this time may be spent working in public areas, we still respond to work requests we’ve received for your rooms. At your request, we may also return during a break to complete work that otherwise may cause an inconvenience.

Sometimes work is scheduled that may require access to a series of student spaces. The date of such scheduled work is announced with notices posted on the affected floors, through letters placed in your mailboxes, or through an email to your syr.edu account. The work will be described and you will be informed of any steps you may need to take to assist us, such as moving personal items. The notification will also include a contact person’s name and number in case you have any questions about the work either before or after it is performed.

SUMMER WORK
Our staff members work all summer to prepare residence halls and apartments for fall semester students and summer guests. After residents leave in May, crews assess room and building conditions, prioritize work that needs to be done, and complete all repairs during the summer work schedule.

During the summer months we concentrate on major maintenance projects that can’t be done while the building is occupied. Such tasks include replacing mechanical systems, renovating space, replacing carpet, and painting.

WORK PERFORMED BY OUTSIDE VENDORS
We occasionally contract with outside vendors to provide services or perform renovations within residences. With few exceptions, this occurs during the summer months. If it happens during the regular academic year, we notify affected residents.
**MAIN DESKS**

**Main Campus and South Campus Skyhalls**

The main desk is the residence hall service center. It is open from 8 a.m. to midnight, seven days a week. The main desk offers a wide variety of services, including delivering mail, providing temporary keys for residents locked out of their rooms, providing keys for hall facilities, lending recreational and cleaning equipment, and providing general information (including bus schedules). The main desk also is the place to report repair needs, maintenance problems, or residence hall emergencies. You may leave messages here for any residence staff member you wish to contact.

**South Campus Apartments**

The South Campus Housing Office, 210 Goldstein Student Center, is a resource for students’ questions or concerns regarding South Campus apartments. During regular business hours (8:30 a.m. to 5 p.m.), a staff member from either the Office of Residence Life or the South Campus Housing Office, is available to answer questions. Apartment residents can obtain a lockout key from the South Campus Housing Office. Skyhall residents may obtain a lockout key from the Skyhall main desk located in Skyhall II. Any maintenance needs should be reported to the FIXit Zone Office, Carriage House, 161 Farm Acre Road.

**MAIL**

**Main Campus**

General mail deliveries are made every day except Sunday, and items are usually sorted by the dinner hour. Notices are left in your mailbox for packages and oversized envelopes. These can be picked up through a sign-out procedure seven days a week. Each main desk usually has a slot for outgoing U.S. mail, but you have to take outgoing packages and other special items to the post office in Marshall Square Mall. Mail to University offices (only) can be marked for campus mail and placed in any of the orange mailboxes around campus.

During the semester break, mail is held for delivery on the first day after the recess. At the end of the year, first-class mail is forwarded to your permanent address for two weeks unless otherwise specified to the Housing Office. After two weeks all mail is returned to sender.

Residence hall incoming mail should be addressed as follows:

Your Name  
Residence Hall, Room Number  
Street Address  
Syracuse NY 13210

**Sheraton Syracuse University Hotel**

Mail for students assigned to the Sheraton Syracuse University Hotel can be picked up through the hotel main desk.

During semester break, mail is held for delivery on the first day after the recess. At the end of the year, first class mail is forwarded to your permanent address for two weeks unless otherwise specified to the Housing Office. After two weeks all mail is returned to sender.

Sheraton Syracuse University Hotel incoming mail should be addressed as follows:

Your Name  
Sheraton Syracuse University Hotel  
Room Number  
801 University Avenue  
Syracuse NY 13210
**South Campus and Slocum Heights Apartments**

Mail for apartments is delivered to 16 lighted and covered mailbox clusters. These clusters are strategically located along walkways and driveways within a short distance of any given South Campus building. In addition, each mailbox cluster has a number of secure lockers that serve as package delivery boxes, so packages may be received immediately, thus saving you the trouble of making arrangements with the U.S. Postal Service to pick them up or have them redelivered. Mail is delivered Monday through Saturday, except holidays.

Whenever a student changes address, a change-of-address card needs to be completed and returned to the U.S. Postal Service to ensure that the mail carrier is notified. Problems should be reported to the Teall Avenue post office at 315-472-2002.

Incoming mail to apartments should be addressed as follows:

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Your Name
Building Number and Street Name, Apartment Number
Syracuse NY 13210
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Please be certain to address the mail this way. Mail not addressed exactly as described is subject to delays in delivery or potential return to the sender.

**Skyhalls**

Mail delivered to the Skyhalls is placed in each student’s assigned mailbox in Skyhall II. Mail that does not fit in your mailbox and packages can be picked up at the main desk (in Skyhall II) between 4 p.m. and 8 p.m. seven days a week.

Skyhall incoming mail should be addressed as follows:

<table>
<thead>
<tr>
<th>For Skyhall I</th>
<th>For Skyhall II</th>
<th>For Skyhall III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Name</td>
<td>Your Name</td>
<td>Your Name</td>
</tr>
<tr>
<td>Skyhall I, Room Number</td>
<td>Skyhall II, Room Number</td>
<td>Skyhall III, Room Number</td>
</tr>
<tr>
<td>410 Lambreth Lane</td>
<td>420 Lambreth Lane</td>
<td>430 Lambreth Lane</td>
</tr>
<tr>
<td>Syracuse NY 13210</td>
<td>Syracuse NY 13210</td>
<td>Syracuse NY 13210</td>
</tr>
</tbody>
</table>

Do not include “Syracuse University” in your mailing address. You should be aware that administrative and academic buildings use the 13244 zip code; residence halls, Sheraton Syracuse University Hotel, and South Campus apartments use the 13210 zip code.
STORAGE

There is no storage on residence hall floors for luggage, trunks, and other personal property. Computer boxes and other cardboard items will not be stored in compliance with New York State fire safety codes. The University does not assume responsibility for loss or damage of personal property and strongly encourages you to obtain personal property insurance for your valuable possessions.

Residents are required to remove all personal belongings from their rooms upon departure. Students are required to depart University housing 24 hours after their last exam. The University does not provide storage for students’ possessions during the summer months. The University’s authorized vendor for summer storage is Lazybones Summer Storage; additional information about this company can be obtained from the Syracuse University Bookstore.

COOKING

Occasionally, you may wish to do some cooking. South Campus apartments have fully equipped kitchens and most residence halls have microwaves on each floor. Except in locations provided, your are not to use cooking appliances (ovens, hot-plates, toasters, toaster ovens, crock-pots, George Foreman-type grills, and other similar devices) for any purpose. Other high-heat appliances (irons, coffee makers, hot air popcorn makers, and other similar devices) are permitted provided they are UL-approved and used in the manner intended. Microwave ovens (1000 watts or less) and “dorm-size” refrigerators (less than 5 cubic feet) are permitted in student rooms.

BICYCLES

Bike racks are provided for outdoor storage. Bicycles cannot be locked to handrails, handicap ramps, buildings, or trees; repeat offenders will have their bicycles confiscated by the Department of Public Safety.

The University’s Department of Public Safety recommends a hardened steel, U-type lock as the best means of protection for your bicycle, and further recommends use of an anti-pry device. For further information, please visit their web site: publicsafety.syr.edu.

BULLETIN BOARDS AND INFORMATION RESOURCES

Posted information is one of the most effective means of communicating at Syracuse University. To help you keep pace with the myriad activities occurring on and off campus, bulletin boards are placed in strategic spots in the residence halls. Consult these regularly to check on events held on your floor, in your hall, or elsewhere in the area. Other sources of current information include The Daily Orange, and your residence hall Facebook page.

South Campus offers daily open recreation hours and aerobic programs in the Skybarn. Game machines and fitness equipment are available in the Goldstein Student Center. The Goldstein Student Center also provides two computer clusters for student use. Call 315-443-1990 for information on availability and hours of operation.

ACCESS FOR PERSONS WITH DISABILITIES

Shaw, Watson, Day, DellPlain, Kimmel, Booth, Ernie Davis, and Sadler halls are wheelchair accessible, as are Shaw, Graham, Ernie Davis, and Sadler dining centers, Kimmel Food Court, Schine Dining, and Goldstein Dining. If you have special access needs, contact the Office of Disability Services, 804 University Avenue, 315-443-4498.

ADDITIONAL FACILITIES FOR STUDENT USE

Most Main Campus living units have special areas designated for student use. Examples of such facilities include music practice rooms, computer clusters, art rooms, ping-pong tables, pool tables, and foosball tables. Fitness areas are located in Ernie Davis, Marion, and the Brockway Center.
HEALTH AND SAFETY

HEALTH AND SAFETY INSPECTIONS
We are committed to the safety of the residents in University housing. To maintain safety in the residence halls and apartments, Residence Life staff members visit your room or apartment at least once a year to inspect and identify potential safety hazards. This ensures your well-being and the safety of those who share your living areas.

LOFTS
Syracuse University recommends the use of University-supplied furniture and mattresses and does not endorse the use of student-constructed bunk beds or other elevated beds (loft beds) in campus residences. In the event of use of such beds, students and/or parents do so at their own risk.

Student-built lofts must be substantially constructed so as not to present a hazard to those who use them.

The loft must not exceed 5 feet 6 inches from the floor, must be at least 3 feet from the windows, 18 inches from sprinkler heads, and may not be more than 48 inches wide.

The University retains the right to order the dismantling, or prohibit the use, of any elevated bed. The University does not assume any obligation to inspect or approve elevated beds constructed or installed by students, and a failure to prohibit use of any such bed is not to be construed as approval.

WARNING: Elevated beds present a risk of serious injury because of falling. This risk is enhanced when consciousness is limited or impaired due to sleep, illness, consumption of alcohol or drugs, inhalation of smoke or fumes, or similar factors. Elevated beds may also create obstructions or impediments that increase the hazards encountered in a fire or other emergency by hindering evacuation or fire suppression activities. Students who choose to use such beds shall be deemed to have assumed all risks of injury associated with their use.

FIRE SAFETY
We recommend that you check all your electrical appliances—televisions, computers, stereos, lamps, etc.—to make sure cords aren’t frayed and plugs are in good condition. Extension cord use is prohibited in all University housing facilities including South Campus apartments. If there is a need for additional electrical outlets, the use of a UL listed powerstrip with a built-in fuse, or circuit breaker is recommended. All power strips must be grounded, meaning they have a three prong plug and they must be plugged directly into a permanent wall outlet. Only one powerstrip can be plugged into any one outlet. “Daisy chaining” or plugging two or more power strips into each other is prohibited. Never place anything on or around the power strip and make sure the breaker switch is unobstructed so that it can trip off as designed. Common sense and abiding by University residence rules are the best ways to prevent fire.

For Your Safety
To ensure your health and safety and to minimize damage, the following are not permitted:
- Obstructing walkways, hallways, or surrounding premises
- Placing signs or advertisements in windows or on doors
- Removing window screens, tampering with window safety features, or throwing objects from windows
- Altering or tampering with heating and lighting fixtures
- Painting on any surface
- Installing outdoor television or radio antennas or installing any additional electrical, cable television, or telephone wiring
- Using nails, screws, and adhesives that can damage the residence
- Duplicating keys to the residence
- Smoking inside or outside any University facility – Syracuse University is a smoke and tobacco free campus
Here are some other tips:

• Make sure electrical outlets, lights, lamps, and ceilings are not covered by tapestries, wall hangings, or posters.
• Keep doors free of paper and other flammable materials.
• Use only one appliance per socket—overloading a socket can be dangerous.
• Operate microwave ovens only as the manufacturer’s manual directs.

The following items are prohibited in residence halls and apartments:

• Space heaters
• Air conditioners
• Microwave ovens of more than 1,000 watts
• Toasters
• Electric hot plates
• High-resistance heating devices, including George Foreman-type grills
• Candles
• Incense

FIRE SAFETY SYSTEMS

All residence halls and apartments are equipped with smoke detectors in student rooms and all other areas of the buildings. Each South Campus apartment is provided with a fire extinguisher in the kitchen. In addition, all Main and South Campus residence halls have sprinkler systems throughout each building. Sprinkler systems are activated by an increase in temperature in the event of a fire. Sprinkler heads are located in student rooms, corridors, public areas, mechanical rooms, and stairways throughout the buildings. Care should be exercised to avoid setting off sprinkler heads accidentally. Do not hang items from the heads or pipes and avoid any action that would cause an object to come in contact with a sprinkler head.

Report immediately the perceived malfunction of any fire safety mechanism—smoke detectors, extinguisher, etc.—to Fixit, 315-443-4948. Under no circumstances are these systems to be removed or otherwise disabled from use; to do so is a violation of the University’s Student Code of Conduct.

FIRE ALARMS

Be sure to familiarize yourself with the posted fire-safety information in your building and on the back of your room door. Know the location of the exit nearest your room. If an alarm sounds, you must leave the building. The Syracuse Fire Department responds to all alarms. Failure to evacuate during an alarm is a serious offense that may endanger you and others and result in your referral to the Office of Student Rights and Responsibilities. Falsely activating an alarm is illegal and punishable under New York State law.

The alarm system in South Campus apartments consists of a stand-alone smoke-detection system. THE DETECTION EQUIPMENT SOUNDS ONLY IN THE APARTMENT IN WHICH SMOKE IS DETECTED. Should the smoke detector sound and/or a fire occur in your presence, immediately leave the apartment and call the Department of Public Safety’s emergency number (711) from a neighbor’s telephone or a blue light telephone. Notify any neighbors who may need to evacuate. If you do discharge a fire extinguisher, notify Fixit (315-443-4948) to have the extinguisher recharged.

HALOGEN LAMPS

HALOGEN LAMPS are convenient, inexpensive, and cast a bright light. So why not use them? Because their temperature surface is extremely hot—more than 4.5 times the temperature of a 75-watt bulb. This heat, in combination with improper use or carelessness, makes them very dangerous and can result in devastating consequences. For your safety and the safety of others, the use of halogen lamps at SU is prohibited.
POSSIBLE FIRE IN PROGRESS
You are reminded that if you are in your room and suspect there is a fire elsewhere, follow these steps:

- Feel the door for excessive heat before opening it.
- If the door feels normal, open it slowly, then cautiously head for the nearest exit, staying low.
- If the door feels hot, do not open it. Seal the bottom opening with towels, sheets, or other materials. If possible, phone for assistance. Also, to attract attention, hang clothing or bedding out the window, which should then be shut promptly. Do not break the window or leave it open, unless the room is filling with smoke. Stay calm and wait for help to arrive. Keep in mind that even though a fire appears to be out, it may rekindle, so report each fire to the Department of Public Safety.

ELEVATOR USE AND SAFETY
Residence hall elevators are serviced by a private vendor. If you or other residents become trapped in an elevator, use the elevator’s emergency phone. This line is connected directly to the Department of Public Safety, which then notifies the vendor for emergency repair service. Any unsafe conditions should be reported immediately to residence hall personnel at the main desk or to the RA on-call.

If the elevator is malfunctioning, call FIXit (315-443-4948) and, if possible, provide the following information: name of residence hall, elevator number, floor where the elevator is stopped, and the status of doors (open or closed). We then share this information with the vendor to help determine what repairs are required.

Elevators at Syracuse University are installed and maintained for passenger convenience and safety. Controls and safety features operate as designed under normal conditions. Should abnormal conditions be encountered, an elevator’s safety features are designed to protect passengers by preventing movement of the elevator. Abuse of, or tampering with, elevator equipment may cause the safety features to fail to function. The emergency stop button is intended for use only if it is necessary to bring the car to an immediate stop. The alarm button should be used by passengers only when unsafe conditions are observed from inside the car while it is operating.

If there is a fire in a University building, do not attempt to use the elevators in an emergency exit situation. Evacuate the building via the stairways. If there is a fire or smoke in a car while it is running, do not use the emergency stop button. Select the next lowest floor, immediately exit the car, and notify the main desk or Department of Public Safety.

Abuse to the elevator by attempting to force doors open to gain access, restraining car doors from closing, tampering with automatic controls, interrupting car travel by inserting objects between the doors, or depositing debris in an elevator hoistway, damages controls and safety features and interrupts normal service. Overloading a car or violent action by passengers while a car is running may also cause damage and bring the car to a stop. Personal injury can result from these abuses and can inconvenience innocent elevator users. Abusing safety features prevents the car from running.
SEMESTER BREAK SAFETY TIPS

When you leave for a break during the semester, follow these procedures:

Main Campus, Sheraton Syracuse University Hotel, and Skyhall residents should
- Unplug all appliances.
- Securely latch all windows.
- Move valuables out of sight.
- Leave drapes in the OPEN position. (First-floor residents only should CLOSE their drapes.)
- Remove trash from the room.
- Turn off all lights.
- Lock the door.

South Campus apartment residents should
- Unplug all unnecessary appliances.
- Securely latch all windows and doors.
- Move valuables out of sight.
- Leave drapes in the CLOSED position.
- Remove trash from the apartment.
- Turn off all lights.
- Lock the door.

SECURITY on campus

KEYS

Main Campus and Sheraton Syracuse University Hotel
All Main Campus residence halls are controlled-access buildings and are locked at all times. When you check in, you are issued a University room key, a mailbox combination or key, and other keys as necessary.
Sheraton Syracuse University Hotel residents are issued a key card when you check in at the hotel main desk.
Keep your key(s) and keycard with you at all times. Always lock your door behind you.

South Campus
For security purposes, all apartment doors are equipped with deadbolt locks. Skyhall residents are issued keys to their rooms and mailboxes; all mailboxes are located adjacent to the main desk in Skyhall II. Each Skytop apartment has its own mailbox within a mailbox cluster assigned to the area. Mailbox keys are distributed to all students living in an apartment.

LOCKOUTS
It is every resident student’s responsibility to carry and be accountable for his or her room/apartment key. However, we realize there are times when you may find yourself locked out of your room or apartment. If this happens and you are a Main Campus resident or live in one of the three Skyhalls on South Campus, contact the main desk to learn the proper procedures for obtaining a loaner key for short-term use. The RA on call can assist you before or after regular main desk hours. South Campus apartment residents can borrow keys from the South Campus Housing Office, Room 210, Goldstein Student Center, 8:30 a.m. through 4:30 p.m. every day. If a lockout occurs after office hours, contact Public Safety for assistance at 315-443-2224. No extra keys are issued to residents.

There is a fee associated with each lockout; this fee is greater if the Department of Public Safety is involved.

LOST KEYS
A lost key in a Main Campus or South Campus housing facility will result in a lock core change for security purposes. The following charges will be assessed to your bursar account, depending on when the key is reported missing and replaced:

- 8 a.m. to 6 p.m. Monday-Friday: $50
- 6 p.m. to 8 a.m. Monday-Friday: $150
- All day Saturday: $150
- All day Sunday and holidays: $200

Replacement key cards for Sheraton Syracuse University Hotel residents can be obtained through the hotel main desk.
CHECK IN
Main Campus and Sheraton Syracuse University Hotel
At check in, you are asked to sign a Locator Card, agreeing to the Terms and Conditions of Student Housing. You inspect your room and inform the main desk of any room problems within 24 hours of check-in. Be sure that you accurately report any existing problem areas so you are not held responsible for them at a later date. We strive to have everything in your room in order. If it is not, you should complete a service request form at the main desk.

South Campus
When you arrive at the Goldstein Student Center, or Skyhall II main desk, you meet the resident advisors or graduate resident coordinators who work at South Campus. You also receive your room and/or apartment key, mailbox key, and some important and useful literature. At that time, you are asked to sign a Locator Card, agreeing to the Terms and Conditions of Student Housing. Check the condition of the apartment or room and report any damage immediately to the FIXit Zone Office, Carriage House, 161 Farm Acre Road.

PERSONALIZING YOUR ROOM
Since this is your home away from home, we want you to be comfortable. Personalize your room, but do it safely, responsibly, and with consideration for your fellow residents. University-supplied furniture can be arranged to your liking in the residence, but should not block windows, doors, or heating units or be disassembled or placed on top of other furniture. See “Terms and Conditions of Student Housing” for additional information.

FURNISHINGS
You are responsible for all the furniture items provided in your residence unit. If you wish to replace any piece of University furniture with your own, you must contact FIXit at 315-443-4948 to have the University furniture removed; Failure to have the furniture removed by University staff could result in administrative fees and/or replacement charges being assessed.

SERVICES to Meet Your Needs

Main Campus
All residence hall rooms are furnished with elevated beds and extra long mattresses (36” x 80”). All rooms are furnished with dressers, mirrors, curtains, closet space, mattress pads, desks, and chairs.

Sheraton Syracuse University Hotel
All rooms are furnished with full size mattresses (53’x75”), dressers, mirrors, curtains, closet space, refrigerator, desk, and chairs. Only refrigerators provided by the hotel may be utilized.

South Campus
Each Skytop apartment is furnished with extra-long beds, (36” x 80”), except Winding Ridge Road which have full size mattresses, mattress pads, dressers, shower curtain, sofa, and study table or desk for each student. The Skytop apartment also is furnished with a dining room table and chairs, bookshelves, lamp, coffee table, drapes, wall-to-wall carpeting, stove, and refrigerator. The Skytop apartment options are two- or three-bedroom apartments, all with fully equipped kitchens. Students must provide dishes, cooking utensils, bed linens, and pillows.

Skyhall I and II rooms are carpeted and furnished with two extra-long beds, (36” x 80”); Skyhall III rooms are also carpeted and furnished with one extra-long bed. All Skyhall rooms have the following: mattress pads, dressers, mirror, desks, chairs, curtains, and closet space. A laundry room is available to students on each floor.

Slocum Heights offers furnished two-bedroom apartments and a limited number of furnished one-bedroom apartments. These apartments are furnished with beds, mattresses (full size), dressers, lamp, sofa, coffee table, drapes, wall-to-wall carpeting, chairs, desk, a small dining table with a bench, refrigerator, and stove. Students need to provide dishes, cooking utensils, and linens.
WINDOWS AND SCREENS
All rooms have thermopane windows, which have insect screens. Windows are important for temperature control in your room throughout the year. Screens keep unwanted pests out of your room. Ground floor residence hall rooms have security screens. Windows and screens must be kept in place. Deliberate damage to either will affect your comfort, and you may be charged for any repair or replacement costs.

CABLE-RESNET SERVICES
All students living in Syracuse University housing will be provided with cable television and ResNET services—no signup is necessary. The services are paid for by a student communication fee, which is billed to your bursar account each semester.

You will need to provide your own television and personal computer to take advantage of these services. Standard cable television service will be activated when you arrive on campus. Optional premium services are available through Time Warner Cable at an additional cost to you; additional services can be ordered by calling Time Warner Cable at 877-255-4610. Students should report any problems with cable TV to Telecommunications (315-443-4730) or visit their web site at telecom.syr.edu. Problems with ResNET connections should be reported to Information Technology and Services (ITS).

For more information regarding ResNET, contact ITS at 315-443-2677, or visit their web site at its.syr.edu.

RENTER’S INSURANCE
The University’s insurance coverage does not extend to students living in University housing for many common issues, such as theft, damage from fire or water, etc. The Housing Office strongly recommends that every resident ensure he or she is covered under an independent insurance policy. Many college students are insured by their parents’ homeowner’s insurance policy. However, if that is not the case for you, low-cost renter’s insurance can be easily obtained from insurance companies. One local service for personal property insurance—Haylor, Freyer & Coon—specializes in student programs and can be reached at 866-535-0456, or visit their web site at www.haylor.com/student.

Students residing in University Village Apartments will be required to purchase renter’s insurance.

CLEANING EQUIPMENT
To help keep your room clean, vacuum cleaners and brooms may be borrowed at the main desk of your residence hall. If you have more complicated cleaning needs, call FIXit (315-443-4948).

HEAT/ENERGY CONSERVATION
Main Campus residence halls are heated by hot water and controlled automatically by exterior and interior heat sensors located in various zones of each hall. These sensors work together to maintain a comfortable temperature. The “brain” behind this process is our Energy Management System (EMS), which regulates the flow of hot water and, thus, temperature. To ensure proper heating and heat distribution, the heat radiator covers should not be blocked in any way.

On South Campus, the Skytop apartments are equipped with electric baseboard heat that is supervised by the EMS. To maintain a comfortable level, you can lower the temperature in individual bedrooms. Slocum Heights apartments on South Campus are heated with hot water. Each heating unit has a damper that can be used to adjust the temperature.

If you have any concerns about heating, call FIXit (315-443-4948). We will investigate and determine what measures need to be taken.

CONSERVING ENERGY
Syracuse University has an internal mandate to improve campus environments and energy efficiency while reducing expected energy consumption. SU initiated a campus-wide energy conservation program to meet reduction goals.

Comprehensive reviews of all residential and dining spaces were completed for energy conservation efficiency improvements. Many of these projects are invisible to residents, but significantly improve your living environment by providing sufficient ventilation, consistent temperatures, and improved light levels.
As part of the University's ongoing efforts to conserve energy, 20 South Campus apartments harness the heat from the sun to provide hot water for students living in those buildings.

**Student cooperation is key to keeping energy consumption and costs under control. Residents can help out by doing the following:**

- Turn off lights when not in use.
- Keep windows closed during the heating season.
- If your room is uncomfortable, call FIXit (315-443-4948).
- If there is a thermostat/temperature sensor in your room, you may be controlling the environmental conditions for everyone who lives on your floor, for several floors in the building, or for the entire building. Anything near the temperature sensor that could heat or cool the immediate area—such as a desk lamp, television, stereo, open window, etc.—may affect the temperature of a much larger area and the comfort of many. Please help us maintain a comfortable environment by keeping the area around the sensor clear.

**TRASH AND RECYCLING**

Main Campus residence halls and South Campus Skyhalls have trash rooms on each floor that are equipped with trash cans for garbage. These areas are cleaned and trash is removed daily. A private hauler, under contract with the University, makes pickups at residence halls daily, except Sunday. South Campus residents can place their bagged trash in designated dumpsters that are conveniently located to allow easy access. Trash pickups are made twice a week on South Campus.

Residence hall trash rooms are also equipped with labeled, color-coded recycling containers, clearly indicating what items go in each container. Recyclable items are separated into three categories: commingled (includes tin, glass, plastic, and gable-top containers); paper; and corrugated (grooved) cardboard.

South Campus residents can use their blue recycling pails to transport recyclables to the 95-gallon Toter containers located next to their designated dumpsters. Recyclable items on South Campus are separated into two categories: commingled (tin, glass, and plastic); and paper. It’s helpful if corrugated cardboard is broken down and stacked next to the recycling containers. Rinsing items, such as tin cans and bottles, aids in the recycling process.

**COMPUTER AND BATTERY DISPOSAL**

To dispose of computers and related equipment that no longer works, students are asked to call FIXit (315-443-4948).

New York State and Onondaga County law require used batteries from residential areas to be disposed of separately from regular trash. To meet this obligation we provide collection containers to the main desks of all Main Campus residence halls and at the FIXit Zone Office, Carriage House, 161 Farm Acre Road, on South Campus. We ask that you discard your dry-cell batteries (i.e., AA, AAA, C, D, 9-volt, and button) in these containers. Once the containers are full, we pick them up and dispose of them at the appropriate site. If batteries are leaking, contact our office immediately. We will assist you in disposing of these batteries safely.

**SYRINGES AND SHARPS**

If you need to dispose of medical syringes and/or sharps, please contact the housekeeping supervisor of your residence hall. South Campus residents should contact FIXit (315-443-4948). To ensure the safety of all involved and to maintain student confidentiality, housekeeping supervisors distribute and collect containers, on request. Used containers are then turned over to the Environmental Health Office for disposal.

**LAUNDRY, ATM, AND VENDING MACHINES**

There are laundry and vending machines in all residence halls. In addition, ATMs are located in Boland, Booth, Day, DellPlain, Ernie Davis, Flint, Haven, Kimmel Food Court, Sadler, Shaw, and Watson. To help us serve you, it is important that we know when a vending or laundry machine is not working. If a machine malfunctions and you lose money, report the problem to the residence hall main desk. South Campus residents must contact the informa-
tion desk, Goldstein Student Center. You will receive an immediate refund. If possible, note the type and what particular machine, as well as what seems to be wrong.

Our laundry facilities are equipped with an online monitoring system called LaundryView. It is an Internet application that allows you to monitor the status of washers and dryers in connected laundry rooms through a Web browser. It also sends email notification when laundry is done and allows you to report a problem. Visit www.laundryview.com for details.

- Report laundry machine problems to the main desk, or call FIXit (315-443-4948).
- Report food and beverage vending machine malfunctions to SU Vending (315-443-COIN/2646).
- Report change machine and stamp machine malfunctions to SU Vending (315-443-COIN/2646).
- Report any ATM machine malfunctions to the residence hall main desk or SU Vending (315-443-COIN/2646).

CLEARING SNOW

Snow and Syracuse are practically synonymous. In fact, Syracuse claims title to being “the nation’s snowiest metropolitan region” with an average snowfall of about 115 inches per winter.

As winter progresses and the snow piles up, the best advice is to be prepared. University snow-removal crews work to keep the University safely open and on schedule. If needed, Main Campus residents can borrow snow shovels from the main desk of their residence halls. Shovels are provided in each apartment for South Campus residents.

For more information, call the Snow Removal Hotline at 315-443-1234. Email snowmail@syr.edu.

PEST CONTROL

The University employs an outside vendor to provide pest-elimination service. In conjunction with this vendor, we are proud to have created one of the most up-to-date programs in the country. The program employs Integrated Pest Management (IPM), a process that combines several strategies to successfully eliminate pests. IPM emphasizes regular inspection and treatment of University residences and dining facilities, and resident education and cooperation in cleanliness. If pest problems are identified, non-chemical monitors are used in combination with other processes, including the application of pest-control products, such as baits and dusts, when necessary. For more information on the pest-control program, or if you have a request regarding pest control in your residence, please call Fix it (315-443-4948).

ENVIRONMENTAL CONCERNS

If you have concerns or questions regarding environmental health or safety issues in your residence hall or apartment, call Fix it (315-443-4948). If further help is required, we will notify the Environmental Health and Safety Services Office for assistance.

Our professional staff members are skilled and trained in the most modern techniques of housekeeping. Our methods and use of cleaning products are approved by the Environmental Health Office and meet federal Occupational Safety and Health Administration (OSHA) standards. All products are environmentally safe and carry material data for everyone’s safety.

BATHROOM CLEANING

All bathrooms are cleaned and disinfected daily, seven days a week. During this process, we close the bathroom to student use. This helps to ensure a thorough cleaning and the safety of all concerned. We make every effort to schedule this cleaning during times of low use. Bathroom cleaning begins after 10 a.m. weekdays and at 7 a.m. on Saturday and Sunday. For your convenience, we post a sign on the bathroom door indicating when the facility is closed to resident use. Please be patient as we disinfect your bathroom. You are always welcome to use any other same gender bathrooms in the hall.

REPORTING PROBLEMS IN PUBLIC AREAS

If there’s a problem in a public area, don’t assume that someone else has reported the problem to us. Please call Fix it (315-443-4948) and alert us to any problems you encounter in bathrooms, floor lounges, hallways, stairwells, lobbies, exterior doors and lights, and in any other public areas.

When requesting work for public areas, you can help us by being as specific as pos-
sible about location, including the residence hall, floor, and door number. All doors, elevators, and stairways are numbered to assist in this process.

**CHECK OUT**

**Main Campus, Sheraton Syracuse University Hotel**

Check Out—During the Semester

You need to personally notify the Housing Office, 206 Steele Hall, of your withdrawal from the University. Complete either a Fall Semester Housing Cancellation form or Spring Semester Housing Cancellation form that includes your departure date. The Housing Office then provides you with step-by-step check-out instructions.

Check Out—End of the Fall Semester

Students leaving the University at the end of the fall semester must complete and submit a Spring Semester Housing Cancellation form in the Housing Office, 206 Steele Hall, by the last day of exams in December, to avoid late cancellation charges.

To properly check out, students must remove their belongings, turn in their keys, and complete the appropriate mail forwarding information on the Locator Card at the residence hall main desk. Bring a copy of your cancellation paperwork with you to the main desk at the time you turn in your keys; main desk staff are not able to accept your keys without it. This must be completed before the fall closing of the residence halls or within 24 hours of your final fall exam—whichever comes first. Your room is inspected after you leave. You are billed for any damages to the room or furnishings. For more information see “Housing Policies Cancellations” (page 3).

Check Out—End of the Spring Semester

To properly check out, students must remove their belongings and turn in their keys. This must be completed before the spring closing of the residence halls or within 24 hours of your final spring exam—whichever comes first. Your keys must be returned to 210 Goldstein Student Center upon your departure, which should occur within 24 hours of your last exam. Your apartment or room is inspected after you leave. You are billed for any damages to the room or furnishings. For more information, see “Cancellations” (page 3).

A change-of-address card must be completed and given to the U.S. Postal Service (cards may be left in your mailbox or dropped in a USPS mailbox). This card must be completed for mail to be forwarded.

**South Campus**

Check Out—During the Semester

You need to personally notify the South Campus Housing Office, 210 Goldstein Student Center, of your withdrawal from the University. Complete a Fall Semester Housing Cancellation form or Spring Semester Housing Cancellation form, change of address card, and departure notice. The housing office then provides you with step-by-step check-out instructions.

Check Out—End of the Fall Semester

Students leaving the University at the end of the fall semester must complete a Spring Semester Housing Cancellation form in the South Campus Housing Office, 210 Goldstein Student Center, by the last day of classes in December to avoid late cancellation charges.

Your keys must be returned to 210 Goldstein Student Center upon your departure, which should occur within 24 hours of your last exam. Your apartment or room is inspected after you leave. You are billed for any damages to the room or furnishings. For more information, see “Cancellations” (page 3).

A change-of-address card must be completed and given to the U.S. Postal Service (cards may be left in your mailbox or dropped in a USPS mailbox). This card must be completed for mail to be forwarded.

Check Out—End of the Spring Semester

Your keys must be returned to 210 Goldstein Student Center upon your departure, which should occur within 24 hours of your last exam. Your apartment or room is inspected after you leave. You are billed for any damages to the room or furnishings. For more information, see “Cancellations” (page 3).

A change-of-address card must be completed and given to the U.S. Postal Service (cards may be left in your mailbox or dropped in a USPS mailbox). This card must be completed for mail to be forwarded.
DAMAGES

As a resident of the University living community, you are responsible for the condition of your room upon departure. Office of Residence Life and FIXit Zone maintenance staff inspect all rooms and apartments for damages. You are charged for intentional damage to your room, furniture, etc., including missing and damaged furniture. You are not billed for normal wear and tear. All charges are assigned to your bursar’s account.

The following are examples of damages for which you are held responsible:

- Intentional/deliberate damage
- Stickers, stars, and tape that need to be removed
- Keys not returned
- Holes in walls, ceilings, furniture
- Damaged carpet
- Missing or damaged screens
- Trash removal from your room or apartment

Before you check out, review the condition of your room or apartment to avoid any surprises. If you have any questions regarding damages or damage charges, please call FIXit (315-443-4948).

If it is determined that a student has intentionally committed substantial acts of vandalism to University housing property, this may be cause for removal from University housing for the remainder of the current and/or future years.

If responsibility for damage in a common area cannot be determined, all members of a floor or living unit may be assessed a prorated charge. This process is known as group billing.

South Campus apartments must be left in the same condition as when you checked in. To avoid unnecessary charges you must remove all items from the refrigerator and freezer, clean the bathroom thoroughly, and remove all trash properly. Failure to do so will result in shared charges with your roommate(s).
**Frequently Asked Questions (FAQs)**

**Q:** The ______ in my room needs repair. How do I get help?

**A:** Call FIXit (315-443-4948) for ANY facilities need. We will dispatch a member of the Housing and Food Services Maintenance staff to help you.

**Q:** The trash truck picks up garbage from my dumpster at 8 a.m. At another residence hall it isn’t picked up until 11 a.m. Can the route be changed?

**A:** It is difficult to rearrange routes. The trucks that service our residences travel predetermined routes and make daily trips to local landfills during business hours. This requires the trucks to start early at some halls so they can go to the landfill and maintain the rest of the daily route schedule. Pickups are never made before 8 a.m.

**Q:** I live on an all-female floor. Why do we have a male housekeeper working here?

**A:** The majority of the housekeeping staff has traditionally been women, but men are also part of our staff. We try to assign female housekeepers to all-female floors, but may not always be able to do so. We may also assign men to temporarily fill in on women’s floors when the assigned staff person is unavailable. When a man is placed on a women’s floor, our work schedule will be sensitive to the needs of the residents.

**Q:** The hot water in the showers does not seem as hot as my shower at home. Why is there a difference?

**A:** New York State safety code requires that our hot water systems be regulated to 115 degrees Fahrenheit to ensure that no one is scalded by hot water. We ask that you please understand our concern for your safety.

**Q:** Can I ask a repair person to come back if it’s inconvenient for me?

**A:** Yes, unless it’s an emergency. Routine work is normally performed in resident rooms after 10 a.m. so that we are less likely to disturb you. However, if our unannounced arrival can’t be accommodated, please provide the worker with a convenient time to return, preferably the same day.

**Q:** Who can enter my building, and who can be issued keys?

**A:** The only people allowed to enter residence halls beyond exterior entrance doors are:
- You, if you are a resident or a resident’s guest;
- Your guests if you escort them into your building;
- Residence Life staff members;
- Fire and rescue personnel responding to emergencies;
- Academic program directors, faculty, and invited speakers at hall and floor functions;
- FIXit service staff members, supervisors and other managers and University staff conducting business;
- Outside vendors performing work as part of their service agreement or contract with the University; and,
- Other agents or guests escorted by our staff or other University staff.

Guests are never provided with an I.D. card for entry to the building or a key to a student’s room.

**Q:** Who has keys to my room and are they well-controlled?

**A:** Individual copies of room keys are managed by each residence hall’s main desk on Main Campus, and by the Housing Office, Room 210, the Goldstein Student Center, South Campus. Master keys are managed by several departments. Residence Life staff members use building master keys to respond to emergencies. Our office has master keys and issues them to staff for work assignments. The Department of Public Safety has keys for emergency access.

Campus policy requires all departments to follow appropriate key issuance and management procedures. A strict sign-out system is maintained.

**Q:** Can I store extra University furniture off campus if I bring it back?

**A:** No, rooms are set up with a standard number of pieces per resident. Residents are not authorized to remove University property from campus, especially furnishings. Doing so can result in criminal charges. You must contact FIXit at 315-443-4948 to have University property removed.
Important Addresses and Telephone NUMBERS

Food Services
201 Ainsley Drive ......................... 315-443-3803
Fax 315-443-5787

Goldstein Student Center
South Campus Housing Office...... 315-443-2721 #2
Fax 315-443-1787
South Campus Office of
Residence Life.............................. 315-443-3893
Fax 315-443-1789

FIXit Zone
Central Office, Carriage House........ 315-443-2246
FIXit Line........................................... 315-443-4948
fixit@syr.edu
FEEDBACK
feedback@syr.edu

Emergencies
University Community
Main Campus, Skyhalls, South Campus Apartments
SU Department of Public Safety.................... 711
SU Ambulance........................................ 711
Syracuse City Police and
Fire Department.................................. 9-911

Off Campus
Syracuse City Police and
Fire Department................................. 911
SU Department of Public Safety ....... 315-443-2224
SU Ambulance................................. 315-443-4299
SU Environmental Health and
Safety Services Office....................... 315-443-5474

Housing, Meal Plan, and I.D. Card Service Center
206 Steele Hall.............................. 315-443-2721 #1
Fax............................................... 315-443-5188
housing@syr.edu

Office of Residence Life
111 Waverly Avenue
Suite 200...................................... 315-443-3637

Student Assistance
Health Services............................. 315-443-2666
Residential Security Aide
(RSA) Program................................. 315-443-3202
Schine Student Center,
Information Desk ......................... 315-443-1985
Goldstein Student Center,
Information Desk ......................... 315-443-1990

Websites
Food Services:
foodservices.syr.edu

Housing, Meal Plan, and I.D. Card Services
and FIXit Zone:
housingmealplans.syr.edu

Office of Residence Life:
oral.syr.edu

Department of Public Safety:
publicsafety.syr.edu

Health Services:
students.syr.edu/health
<table>
<thead>
<tr>
<th><strong>Main Campus/Skyhall Residence</strong></th>
<th><strong>Phone</strong></th>
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<tbody>
<tr>
<td><strong>Hall Main Desks</strong></td>
<td></td>
</tr>
<tr>
<td>Booth Hall</td>
<td>315-443-1961</td>
</tr>
<tr>
<td>505 Comstock Avenue</td>
<td></td>
</tr>
<tr>
<td>Brewster/Boland/Brockway</td>
<td>315-443-3011</td>
</tr>
<tr>
<td>401 Van Buren Street</td>
<td></td>
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<tr>
<td>Day Hall</td>
<td>315-443-2118</td>
</tr>
<tr>
<td>Mt. Olympus Drive</td>
<td></td>
</tr>
<tr>
<td>DellPlain Hall</td>
<td>315-443-2002</td>
</tr>
<tr>
<td>601 Comstock Avenue</td>
<td></td>
</tr>
<tr>
<td>Ernie Davis Hall</td>
<td>315-443-0044</td>
</tr>
<tr>
<td>619 Comstock Avenue</td>
<td></td>
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<tr>
<td>Flint Hall</td>
<td>315-443-2412</td>
</tr>
<tr>
<td>Mt. Olympus Drive</td>
<td></td>
</tr>
<tr>
<td>Haven Hall</td>
<td>315-443-3381</td>
</tr>
<tr>
<td>400 Comstock Avenue</td>
<td></td>
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<tr>
<td>Kimmel Hall</td>
<td>315-443-3103</td>
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<tr>
<td>311 Waverly Avenue</td>
<td></td>
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<tr>
<td>Lawrinson Hall</td>
<td>315-443-3521</td>
</tr>
<tr>
<td>303 Stadium Place</td>
<td></td>
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<td>Marion Hall</td>
<td>315-443-3103</td>
</tr>
<tr>
<td>305 Waverly Avenue</td>
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<tr>
<td>Oren Lyons Hall</td>
<td>315-443-2978</td>
</tr>
<tr>
<td>401 Euclid Avenue, First Floor</td>
<td></td>
</tr>
<tr>
<td>Sadler Hall</td>
<td>315-443-2906</td>
</tr>
<tr>
<td>1000 Irving Avenue</td>
<td></td>
</tr>
<tr>
<td>Shaw Hall</td>
<td>315-443-2978</td>
</tr>
<tr>
<td>201 Euclid Avenue</td>
<td></td>
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<tr>
<td>Sheraton Syracuse University Hotel</td>
<td>315-475-3000</td>
</tr>
<tr>
<td>801 University Avenue</td>
<td></td>
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<tr>
<td>Skyhalls</td>
<td>315-443-7689</td>
</tr>
<tr>
<td>410, 420, 430 Lambreth Lane</td>
<td></td>
</tr>
<tr>
<td>Walnut Hall</td>
<td>315-443-3381</td>
</tr>
<tr>
<td>809 Walnut Avenue</td>
<td></td>
</tr>
<tr>
<td>Washington Arms</td>
<td>315-443-1313</td>
</tr>
<tr>
<td>621 Walnut Avenue</td>
<td></td>
</tr>
<tr>
<td>Watson Hall</td>
<td>315-443-2987</td>
</tr>
<tr>
<td>405 University Place</td>
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<thead>
<tr>
<th><strong>Skytop/Slocum Heights Apartments</strong></th>
<th><strong>Phone</strong></th>
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<tr>
<td><strong>Consult Local Directory Assistance</strong></td>
<td>411</td>
</tr>
<tr>
<td><strong>University Village Apartments</strong></td>
<td></td>
</tr>
<tr>
<td>315 Small Road</td>
<td>315-424-1047</td>
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<tr>
<th><strong>Dining Centers</strong></th>
<th><strong>Phone</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Brockway, 401 Van Buren</td>
<td>315-443-3069</td>
</tr>
<tr>
<td>Graham, Mount Olympus</td>
<td>315-443-2421</td>
</tr>
<tr>
<td>Ernie Davis, 619 Comstock Avenue</td>
<td>315-443-1450</td>
</tr>
<tr>
<td>Sadler, 1000 Irving Avenue</td>
<td>315-443-2449</td>
</tr>
<tr>
<td>Shaw, 201 Euclid Avenue</td>
<td>315-443-2383</td>
</tr>
</tbody>
</table>
**Paper**

**YES:** Paperboard boxes (cereal, pasta, other food, tissue), paper towel and toilet paper rolls, mailing tubes, empty soda cases, discarded mail, office paper, computer paper, most school paper, greeting cards, envelopes (all types), most wrapping paper, carbonless multi-part forms, newspapers, magazines and catalogs, paper grocery and lunch bags (any color), and telephone books (April through May).

**NO:** Boxes that held frozen food, or with excessive plastic coating; paper with crayon writing on it; silver- or gold-trimmed cards, metallic paper, non-paper envelopes, carbon paper, paper plates, paper towels, or tissues.

To Prepare: Place all items in designated container(s). Any plastic liners and windows should be removed from boxes.

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**Plastic**

**YES:** Any bottles with the recycling symbol and the No. 1 or No. 2 on the bottom.

To Prepare: Rinse bottles, discard tops and caps (no need to remove labels). Flatten if possible.

**NO:** Plastic containers other than bottles, regardless of symbol on the bottom, including margarine, yogurt, whipped topping, and “baby wipes” tubs; plastic bottles without a symbol or with any symbol other than those mentioned, plastic grocery bags, frozen food or meat trays, six-pack holders and rings, or Styrofoam.

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**Metal**

**YES:** All food and beverage cans and lids, empty aerosol cans, aluminum foil, and aluminum baking tins.

To Prepare: Rinse to remove food particles. Flatten if possible.

**NO:** Scrap metal.

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**Glass**

**YES:** All clear and colored glass food and beverage bottles.

To Prepare: Rinse and place in designated container.

**NO:** Light bulbs, dishes or drinking glasses, cookware, or window glass.

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**Gable-Top Containers**

**YES:** Milk and juice cartons.

To Prepare: Rinse, flatten if possible, and place in commingled container (Main Campus), or directly in recycling bin (South Campus).

**NO:** Foil-lined containers, individual drink boxes, or pouches.

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**Cardboard**

**YES:** Clean corrugated (grooved) cardboard.

To Prepare: Flatten into pieces no larger than three feet. Place in, under, or next to recycling dumpster (South Campus); break down and stack next to containers (Main Campus).

**NO:** Pizza boxes, corrugated cardboard coated with wax or plastic, or egg cartons.