

**Welcome to campus!** This information guide will provide you with information that will help you settle into your space for the academic year. Your building has many **helpful community members** who are committed to providing a safe and welcoming environment for you.

- **Community Center Assistants (CCAs)** are students that work at your building's Community Center (front desk). They can answer questions, help if you get locked out, need to register a guest, and check out equipment. The Community Center can be reached by calling **410-704-6991**. The **Community Center Manager** is a student staff member who oversees Community Center Operations.
- **Resident Assistants (RAs)** are upper-class students for each floor that build community and ensure safety within the building. The **RA on-call** can be reached after hours by calling **410-704-6991**. RAs will also be holding floor meetings. **Floor meetings for new students** will be held on August 22 between 4:30pm - 7pm. Floor meetings for **all students** will be held during the first week of the semester.
- **Residence Life Coordinators (RLCs)** are masters-level professional staff members that oversee the individual communities. **Your Residence Life Coordinator (RLC) is Karla Moses** ([kmoses@towson.edu](mailto:kmoses@towson.edu)).

### Move In Day Reminders & Resources

- You will need your OneCard to check-in. If you do not have one, complete your [OneCard Application](#) in advance.
- To adjust the height of your bed, submit a [Maintenance Request](#) and indicate which bed should be adjusted and the desired height. **Please note that beds cannot be fully lofted.** Requests typically happen in 72 hours.
- The Putty Hill Shopping Center, just 2.5 miles from campus, offers many retail stores useful to college students including Target, Marshalls, and Weis Supermarket.
- Incoming freshmen and transfer students should check their TU email for important updates from New Student & Family Programs.

### Room Condition Reports

Room Condition Reports allows students to note the condition of your space at the beginning of the year. **Room Condition Reports are due by Friday, August 30th.**

### Mail & Packages

**All** mail and packages are delivered to and processed by the [University Post Office](#).

**Your mailing address is:**

Student First & Last Name  
Towson University - Student Mailbox #  
8000 York Rd  
Towson, MD 21252

## IMPORTANT CAMPUS RESOURCES

Office / Resource	Website	Email	Phone
Accessibility & Disability Services	<a href="#">www</a>	tuads@towson.edu	410-704-2638
Counseling Center	<a href="#">www</a>	counseling@towson.edu	410-704-2512
Dining	<a href="#">www</a>	dining@towson.edu	410-704-2302
Health Center	<a href="#">www</a>	healthcenter@towson.edu	410-704-2466
Housing & Residence Life	<a href="#">www</a>	housing@towson.edu	410-704-2516
OneCard & Meal Plan Portal	<a href="#">www</a>	onecard@towson.edu	410-704-2284
Parking & Transportation	<a href="#">www</a>	uPark@towson.edu	410-704-7275
Student Computing Services	<a href="#">www</a>	scs@towson.edu	410-704-5151
Student & University Billing Office	<a href="#">www</a>	bursars@towson.edu	410-704-2100
Student Activities & Involvement	<a href="#">www</a>	Find things to do and ways to get involved on campus.	
Public Safety			
TU Police Department	<a href="#">www</a>	police@towson.edu	410-704-4444 ( <b>emergencies</b> ) 410-704-2133 ( <b>non-emergencies</b> )
SafeRides (available 2am-7am)	<a href="#">www</a>	police@towson.edu	410-704-SAFE (7233)
SafeWalk Escorts (available 24/7)	<a href="#">www</a>	police@towson.edu	410-704-SAFE (7233)

## Building Council

The [University Residence Government \(URG\)](#) is the student organization that represents the wants, needs, and concerns of students living in the residence halls. Each residence hall has a **Building Council** to put on programs and represent the students of that community.

## Keys & Lockouts

- If you are locked out, you can check out the spare key from the Community Center.
- You can check out your spare key 4 times throughout the year for free.
- When you reach the **5th lockout**, you will be charged **\$50 for each additional lockout**.
- If you **lose your key**, you will be charged to have your door rekeyed and for all new keys.
- It is against housing policies to give your key to another person to use.
- Your room key opens your apartment & bedroom doors.

## Wi-Fi

You can connect to campus Wi-Fi using your TU login. Connect to **TU-Secure** for the most secure and reliable connection. For details go to [ResNet](#).

## TV Viewing Options

Towson University offers residential students XFINITY On-Campus for viewing options. It can be accessed via computer, ROKU media player or the Xfinity Stream app.

## Laundry

Laundry is located on the 1st floor to the left of the Community Center. Laundry costs \$1.50 per wash and \$1.50 per dry cycle. Laundry can be monitored using the Speed Queen app. You can pay with quarters or Towson retail points (go to the [OneCard Portal](#) to add funds). **Do NOT** add money directly through the Speed Queen app. To report an out of order laundry machine, call 1-800-927-9274 or email [service@caldwellandgregory.com](mailto:service@caldwellandgregory.com).

## Maintenance Requests

If something is not right in your room when you move in or throughout the year, submit a [Maintenance Request](#).

Submissions are monitored throughout the day, and you do not need to be present when maintenance arrive.



## Trash & Recycling Locations

Trash and recycling chutes are located on floors 4-11 at the end of each hallway. There are bins in the hallways on Floors 2 and 3.

## Climate Control

HVAC systems have been reconfigured to support maximum air exchange. **DO NOT OPEN YOUR WINDOWS** as it will disrupt these settings. You can adjust the thermostat in the living room but the range is pre-set as Carroll is a LEED building.

## Policies for On-Campus Housing Students

Students living in on-campus housing are responsible for adhering to all policies and procedures within the [Policies for On-Campus Housing](#), [University Housing Contract](#), and Towson University's [Code of Student Accountability](#).

## Community Kitchen

A community kitchen is located to the right as you enter the building on the first floor.