

**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 **410-704-6081**. 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 **410-704-6081**. 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 Rebecca Kates** ([rkates@towson.edu](mailto:rkates@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 ( <i>available 2am-7am</i> )	<a href="#">www</a>	police@towson.edu	410-704-SAFE (7233)
SafeWalk Escorts ( <i>available 24/7</i> )	<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.

## 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 2nd floor, across from room 214. 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 rooms are located on each residential floor near the elevators.

## 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 your apartment and turn on the air or heat. **The temperature should be set between 68 and 75 degrees.**

## 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](#).

## 10 West Parking Garage

There is a 2-level parking garage (P1 & P2) underneath the building **for 10 West residential permit holders**. There are two sets of elevators; the first set only accesses the parking garages and the second set accesses student rooms. **Resident permits are not valid in Faculty/Staff parking areas within the 10 West garage until after posted restricted timeframes.**

## Use Towson Bridge to Walk to Campus

10 West sits opposite of campus (on Burke Ave). When walking, students should always use the Towson bridge to cross Burke Ave to access campus.