

Advisor Coffee Chat Follow-Up:

Housing Processes & Resources

1. Students dropping classes – impact on their eligibility for residence

Students are required to be enrolled full time (in either an academic or accredited cooperative work term) to be eligible for on campus accommodations in Waterloo Residences. However, we recognize that extenuating circumstances can arise which would require a student to drop down to part-time studies. If a student would like to explore being given special approval to remain in residence on a part-time basis, they should be directed to the [Residence Life Coordinator](#) of their building area to engage in that conversation.

Students cannot live in residence if they are not enrolled in classes or on a coop work term. If a student is planning to drop all classes it would be helpful if Advisors could encourage the student to reach out to their [Residence Life Coordinator](#) to discuss how this decision will impact their eligibility for residence.

2. Withdrawal process

If a student is planning to leave the university there is an administrative step to ensure that Housing is aware of their departure – the withdrawal process. Students must submit an online withdrawal form for Housing which can be accessed [here](#). Students should be encouraged to speak with their [Residence Life Coordinator](#) to discuss the withdrawal process.

3. Financial responsibility

Students are financially responsible for the entirety of their residence contract. If a student decides to move out of residence, they will be held financially responsible for their residence accommodation. Waterloo Residences recognizes that there may be extenuating circumstances that require a student to depart the university or take a leave of absence from their studies. In these situations a student may be eligible for a refund. The student must participate in an appeal process to determine if they are eligible for such a refund. If a student wishes to appeal their financial responsibility, they can learn about that process and access petition documentation [here](#).

4. Roommate Issues or General dissatisfaction with residence

In these situations the best resources to direct students to are either their Residence Don, who can connect them to the appropriate internal Housing contact, or the general Housing inquiry account – housing@uwaterloo.ca.

5. Off Campus Housing support

Waterloo Residences can support students with their off campus housing needs in the following ways:

- Through the off campus housing [listing service](#)
- By educating students on their rights and responsibilities as prospective or current tenants. For off campus advising, students are encouraged to drop by the Housing main office in the SLC basement or to send an email to Waterloo Residences to book an appointment directly - och@uwaterloo.ca.

6. Mental Health – when concerned about a student

The Residence Life team is well trained in the area of crisis management and emergency response and works closely with both Counselling Services and Police Services to support students' mental health. We would appreciate receiving any information regarding a student in need. If you feel a student needs to be checked on, or if there is information that you feel Housing needs to know, the best point of contact is the Manager, Residence Life, who can disseminate the information appropriately and confidentially.

Current Manager, Residence Life (until March 24, 2016) – Jessica Lang j6lang@uwaterloo.ca x 35705

Acting Manager, Residence Life (beginning March 25, 2016) – Stephanie Wells
swells@uwaterloo.ca x 35705

7. Dons feeling overwhelmed/Dons getting documentation to prove they were involved in a serious incident

Residence Life Dons have sizeable portfolios with many responsibilities. Waterloo Residences requires that a Don's primary focus is their academics, while the Don role is their main extra-curricular activity. We recognize that at times, students have difficulty balancing both their academics and the Donning position. We ask that Advisors encourage Dons to have open and honest conversations with their direct supervisor in Housing about their work/life balance needs and time management skills. These conversations will be met with support and empathy from the Residence Life Management Team.

If a Don is seeking accommodation for an academic commitment due to a specific event that occurred while they were on call or while supporting their community, the [Residence Life Coordinator](#) of their building area can provide supporting documentation.