

# HOUSING POLICIES

GCU's housing policies were developed to help keep campus living comfortable and organized. GCU reserves the right to alter, change or modify the Housing Policies and/or the Housing Contract at any time. It is the student's responsibility to review these documents before the start of each semester to stay apprised of any changes.

## Housing Operations

The Office of Housing Operations at Grand Canyon University manages the housing reservations and logistical needs of the residential communities on campus. Housing Operations oversees the planning of living area allocation and growth, creation/maintenance of online housing selection processes and communication of/accountability to housing policies and deadlines.

It is the goal of Housing Operations to provide student centric, premier customer service by keeping students informed of housing opportunities and responsibilities and offering an efficient, intuitive housing selection process. Housing Operations seeks to empower and develop students to navigate housing needs and priorities. Striving for continual improvement of student service, processes and policies is paramount to Housing Operations.

## Student Housing Eligibility

Student housing eligibility is as follows:

- Admitted undergraduate student at GCU
- Must be 17-25 years of age at the start of the academic term
- Meets residential course load requirement (see below)
- Proof of MMR (measles, mumps and rubella) and meningococcal A immunization records on file with the University meeting the Canyon Health and Wellness Center specifications

Individuals who pose a clear and present danger to other residents (including, but not limited to, registered sex offenders) are not eligible to live in university housing. Individuals with felonies on their record are required to disclose details of the felony. GCU retains the right to not offer housing to a student on a case-by-case basis at the sole discretion of GCU's Housing Background Check Committee.

GCU employees, other than student workers, are not eligible to reside in student housing.

## Notice of Non-Discrimination

The University, while reserving its lawful rights where appropriate to take actions designed to ensure and promote the Christian principles that sustain its mission and heritage, prohibits unlawful discrimination on the basis of age, disability, national origin, race, color, religion, sex, veteran status, or any other classification protected by applicable law in its housing policies and related activities. It is the purpose of the University to pursue the very highest employment and academic standards within a context that celebrates and extends the spiritual and ethical ideals of the Christian faith.

## Incoming Freshman Housing Eligibility

Incoming students 17-19 years old at the start of the academic term new to the University who wish to live on campus must live in designated incoming housing unless otherwise determined by Housing Operations as based on availability and the needs of the University.

## Transfer Student Housing Eligibility

Incoming students 20+ years old at the start of the academic term new to the University who wish to live on campus must live in designated transfer housing unless otherwise determined by Housing Operations as based on availability and the needs of the University.

## Returning Student Housing Eligibility

GCU returning students with freshman, sophomore, junior or senior standing who wish to live on campus must live in designated returner housing unless otherwise determined by Housing Operations as based on availability and the needs of the University.

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## Graduate Students

Graduate students (including traditional, non-traditional, and cohort students) and graduate assistants are not eligible for campus housing. The exceptions, based on availability, are as follows:

- International students with F1 visas
- Student-athletes (not including club sports)

Graduate students with extreme circumstances may appeal.

## Residential Course Load Requirement and Eviction

Undergraduate residents must maintain full-time enrollment status of 12 credits each semester, 8 of which must be taken in the traditional campus format. If a resident's course load falls below the course requirement, the resident will be subject to immediate housing removal. Students below the credit requirement may appeal to the Housing Appeals Committee to remain in campus housing.

Graduate residents that meet the housing eligibility requirements listed above must maintain full-time enrollment status of 8 credits each semester. If a resident's course load falls below the course requirement, the resident will be subject to immediate housing removal as described below. Students below the credit requirement may appeal to the Housing Appeals Committee to remain in campus housing.

## Housing Removal Process

Students who fall below the course load requirement including, but not limited to, dismissed or withdrawn students, or students who fail to comply with university policy or staff instructions, are subject to immediate removal from GCU housing. The following process will take place:

- Housing staff contacts the student's Student Services Counselor (SSC) to verify enrollment status (if applicable)
- The student is served a first housing removal notice via letter and email with detailed instructions regarding move-out and check-out. The student is provided two business days to complete check-out instructions
- Building staff is notified of the pending housing removal
- Failure to move out by the established deadline will result in the following:
  - \$150 fine applied to student's account (for each failure to comply with eviction notice)
  - Second and/or third housing removal notice
  - Building access turned off
  - Meal plan turned off

Public Safety will remove the student from all on-campus living areas after third housing removal notice.

## Abandoned Property Policy

Property may be declared abandoned by the University if:

- A student is no longer eligible for housing and has failed to comply with move-out instructions
- A student's housing contract has ended and the student has failed to comply with move-out instructions

After property has been declared abandoned, Housing Operations will work with Facilities to store the belongings for up to ten days. If, at the end of the storage period, the property has not been claimed and the student has not communicated plans to pick up the items, the property may be donated or disposed of.

Extensions to the storage period may be granted at the sole discretion of the Housing Operations staff.

## Roommates

Students wanting to live with another specific GCU student need to coordinate making the same room reservation in the online housing application. Rooms are reserved on a first come, first served basis. Housing Operations will not coordinate the reservations of students who want to room together. Please review the "Housing Selection Questions" section of the Housing Selection page for more information on coordinating room assignments with roommates.

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## Room Reservation Changes

Housing options are reserved on a first-come, first-served basis. Students are encouraged to apply early to secure their desired location. While every effort is made to honor student room selection, Housing Operations retains the right to change reservations based on the needs of the University.

## Room Switches

Room switches occur when a resident requests to move from their current reservation to an open bed on campus. A student is the only individual who may initiate a room switch. Room switch requests made on behalf of students by any other party (i.e. roommates, parents, other students, etc.) will not be considered.

## Room Swaps

Room swaps occur when two residents request to exchange rooms with each other. If two students want to swap rooms with one another, both students must complete the room swap portion of the online housing application before the swap will be considered. Housing Operations will only consider swapping the reservations of the students requesting the change and will not honor requests to change reservations of other students.

## Before Academic Term

Room switches and room swaps are permitted until the [Room Reservation Change](#) deadline. A student may coordinate a room switch or room swap before the Room Reservation Change deadline through the online housing application.

## Spring-Only Students

New residents who move in for the spring semester are permitted to change room reservations until the spring-only [Room Reservation Change](#) deadline.

## After the Room Reservation Change Deadline

Room switches or room swaps after the [Room Reservation Change](#) deadline are not permitted. Students desiring to switch rooms are encouraged to communicate concerns with Housing Operations prior to the start of the term and to Residence Life once they are on campus. Students experiencing extreme or extenuating circumstances may be approved to switch rooms at the sole discretion of the Housing Operations Office and pending availability.

After the start of the academic year, students may not cancel their current housing assignment and sign up for a new housing assignment for the purpose of switching rooms. Students who cancel housing for this purpose will be placed in their original assignment upon receipt of new reservation, pending availability.

## Housing Cancellation and Reimbursement Policy

Students must submit a housing withdrawal form to cancel housing reservations. Remaining contractual and financial obligations including housing charges and termination of housing contract fees are determined by the date of cancellation and the term type (academic year, spring only, or summer) of the housing contract.

These financial obligations and cancellation deadlines are defined in the fee schedule. These obligations are in addition to any non-refundable payments that the student may have made prior to cancellation. Students are not eligible for reimbursement of any non-refundable payments.

Students who commit to an academic year contract reserve housing and are financially responsible for both fall and spring semesters.

## Other Requirements

The student must vacate their living space and return their room key.

The student is provided two business days to complete check-out instructions.

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## Exceptions to Reimbursement Policy

In the event of a cancellation the student groups below are provided exceptions to the reimbursement policy. To qualify for an exception to the policy the student must:

- Submit housing withdrawal form by established deadline.
- Self-identify on the housing withdrawal form by stating their reason for vacating as one of the below reasons. Failure to self-identify may result in being held to the reimbursement fee schedule.
- Housing must be able to verify with the established University entity (Student Services Counselor (SSC), Office of Academic Records, College of Nursing, College of Education, etc.) that the student does indeed qualify for one of the exceptions below.

## Student Groups

- December Graduates: will not be responsible for spring housing charges or the spring termination of housing contract fee.
- Acceptance to non-local GCU program: will not be responsible for housing charges or the termination of housing contract fee for the term in which they will not be living on campus due to their non-local GCU program. Non-local GCU programs include but are not limited to:

- Student Teaching
- Study Abroad
- Disney College Program

- Students accepted to non-local GCU programs and Resident Assistants will be permitted to apply their housing pre-payment towards other university costs. These exceptions do not apply for the housing application fee.

Academically Dismissed Students: will be charged the termination fee for the term they are canceling. If a student is dismissed after they have moved in, they will be reimbursed rent for that term and charged the termination fee. Academically dismissed students will be expected to move out within 48 hours.

- Nursing and Athletic Training Students: Students not accepted to these GCU programs or asked to sit out a semester will not be responsible for the housing charges or the termination of housing contract fee for the upcoming semester (defined as the semester in which the student is no longer able to advance in the program). These students will be responsible for current semester housing charges (defined as the semester in which the non-advancement occurred) and/or any non-refundable payments that may have been made even if the student is part of one of the student groups provided exceptions above.
- Military Orders: Students with military orders activating their military status will not be responsible for housing charges or the termination of housing contract fee for the term they will not be living on campus due to those orders. Student must provide Housing Operations with a copy of the military order, including the date the order goes into effect and location.

## Reimbursement for Housing Removal

Students removed from housing for reasons including, but not limited to, falling below residential course load requirement, student conduct sanctions, community threat and/or mental health concerns, will be held financially responsible for the fee schedule below even if student is academically dismissed or a part of one of the student groups provided exceptions above.

## Appeals

Students with extenuating circumstances may submit an appeal to their student services counselor or admissions representative requesting a housing charge and/or termination of housing contract fee refund/reimbursement. If an appeal is accepted, the student's refund/reimbursement may be prorated by the day. Appeals are reviewed by the Appeal Decision Board.

The Housing Appeals Committee does not have the authority to approve housing charge and/or termination of housing contract fee refunds.

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## Resources

For more information about withdrawing from housing and GCU's reimbursement policy, refer to the following documents.

[Reimbursement Policy Fee Schedule](#)

[Important Dates](#)

[Meal Plan Policy](#)

## Dining Options

Students residing in residence halls and apartments are required to purchase a meal plan each semester. On-campus residents must purchase a meal plan that meets the minimum requirements for their living area. To review minimum requirements and meal plan costs, please see the [Housing and Meal Costs](#) page.

Please see the [University Policy Handbook](#) for more detailed information on meal plans, including cancellations and reimbursements.

## Summer Housing

Summer housing is offered on a limited basis in select living areas for those students working on campus or taking summer courses at GCU. Students must complete the summer housing application in order to reserve summer housing. Information regarding summer housing is available online or in the Housing Operations office.

## Summer Housing Student Conduct

Students who remain on campus during the summer semester must follow all university policies. If a student violates the alcohol or drug policies during the summer semester, they will be removed from housing for the remainder of the term. This decision is at the discretion of the Student Conduct Board. Other violations during this time may also call for removal from campus housing. Due to the reduced staff and small community of residents living on campus during the summer and in light of maintaining a healthy campus culture, the normal sanction process is replaced by the ability to move quickly for these types of violations, including removal from housing.

## Living Area Closure During Breaks

### Fall and Spring Breaks

Students are permitted to reside in student housing during fall and spring breaks with the understanding that meal service may be reduced or completely shut down as determined by the University.

### Christmas Break

All student housing is closed for Christmas Break. There are no exceptions to this policy; it is not appealable and extensions will not be granted. Please contact Housing Operations or refer to [Important Dates](#) for the days and times student housing is closed and then reopened.

North Rim Apartment residents are required to turn in their room key prior to departing for break to their resident assistant (RA) or resident director (RD). Failure to do so will result in a \$50 fine charged to the student's account.

Provisions have been made for the following students to remain in campus housing during Christmas break:

- GCU student workers working for the university during the break as confirmed by their manager
- GCU student workers who are Sodexo professional staff on GCU campus
- ROTC students being commissioned
- Athletes in season and grad athlete residents as confirmed by their coach
- Club sports teams with scheduled competitions
- Band and cheer members as confirmed by their director or coach
- International students as confirmed by the international student coordinator

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Students fitting the above profile must complete the Christmas Break housing application through the housing portal and be approved by their respective leader as determined by Housing Operations to be eligible to remain in housing over Christmas Break. Students must hold a current fall and spring housing reservation to be considered for Christmas Break housing approval. If a student cancels their spring housing reservation or only holds a spring housing reservation, they will not be approved to stay or move in over Christmas Break. If a student submits a cancellation or is served an eviction notice prior to or during Christmas Break, Christmas Break living privileges will be revoked.

## Early Move-In/Spring Extension Policy

Students may not move in earlier than their assigned move-in date or continue to reside in their living space after the term-specific living area closure without permission from Housing Operations. Permission is only granted to approved specialty housing groups whose staff leader has submitted approved student lists by the internally established deadline.

## Student Conduct During Housing Exceptions

Students who are provided the privilege of Christmas Break housing, Early Move In, or Spring Extension must follow all university policies. If a student violates the alcohol or drug policies during their Christmas Break, Early Move in, or Spring Extension, they will be removed from housing for the remainder of the privilege. This decision is at the discretion of the Student Conduct Board. Other violations during this time may also call for removal from campus housing.

Due to the reduced staff and small community of residents living on campus during housing exceptions and in light of maintaining a healthy campus culture, the normal sanction process is replaced by the ability to move quickly for these types of violations, including removal from housing. Students who have been approved for Christmas Break, Early Move In and/or Spring Extension are not permitted to have overnight guests for the duration of their approved exception.

## Housing Application Fee and Housing Pre-Payment

A one-time, non-refundable and non-transferable housing application fee of \$250 is required of all students new to campus housing. This fee does not apply toward overall housing costs.

A non-refundable and non-transferable housing payment of \$200 is required of all returning residents for each new contract. The pre-payment can only be applied toward housing costs for the term for which they are applying.

## Housing Accommodations through Disability Services

If a student requires unique housing accommodations due to a documented disability or medical concern, please contact the Office of Student Disability Services at 602-639-6342.

The Office of Student Disability Services will contact Housing Operations on behalf of a student approved for housing accommodations.

## Renter's Insurance

Please visit the [University Policy Handbook](#) to review GCU's policy on personal property liability.

Students are provided the opportunity to purchase optional renter's insurance while completing the Housing Application. Renter's insurance is strongly recommended but not required.

## Roommate Contact Information Privacy Policy

The Housing Operations Office will not share the contact information of GCU students without a student's written consent. Students can find roommate contact information on the online housing application.

## Civility and Respect Towards Future Roommates

Harassment of roommates in person, through the online housing application and/or other electronic resources including, but not limited to, email, text or social media will not be tolerated. Students found in violation of this policy will be subject to the Student Conduct Process.

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## Waitlists

If a student is unable to select the desired living area or room type, they may log on to the online housing application and place themselves on the desired waitlist.

Please note the following:

- A student may only place themselves on one waitlist.
- A student must choose any open bed on campus to ensure that they have a housing reservation before placing themselves on a waitlist.
- Waitlist requests must be submitted by the student directly through the application; waitlist requests submitted by parents or another third party are not accepted.

## Waitlist Placement

The order of students on a waitlist is determined by the order in which students place themselves on said waitlist through the housing application. By assigning themselves to a waitlist, a student acknowledges and accepts any potential price difference. Each student must meet housing eligibility and living area qualifications in order to place themselves on a requested waitlist. When a room opening becomes available, a confirmation phone call will be made to the student prior to placement. If there is not an immediate response, the student will maintain their waitlist order but Housing Operations will move to the next student on the list. Students on the waitlist who previously confirmed in writing from their GCU email their desire to move to a new residential area will be moved into the next available reservation without prior notification. The student will be notified via their official GCU email address after the reservation change has taken place.

Students are placed from the waitlist on an individual basis. Students forfeit the chance to live with a roommate group by placing themselves on the waitlist.

## Removal from Waitlist

- If a student no longer wishes to remain on a waitlist, they must remove themselves from the online waitlist. If a student fails to remove themselves from a waitlist, it may result in a housing reservation change along with any associated room charges.
- The Housing Operations office will make three attempts to confirm a student's interest to move into the desired living area. If there is no response from the student, the student will be removed from the waitlist.
- Students who have moved into campus housing but are on a waitlist for another location will not be moved once the student is checked into their room.

## "No Show" Housing Removal

Students must inform Housing Operations in writing by the close of business on their scheduled move-in day if they are unable to move in during their assigned time. Failure to communicate late arrival by the established deadline will result in a "no show" status. "No show" student housing reservations will be canceled by close of business on the first day of the term. Students will be financially responsible for room charges as described in the Housing Cancellation and Reimbursement Policy.

## Late Sign Up Policy

Students who sign-up for housing 30 days after start of the academic year or spring term may be charged a prorated rate for that semester's housing charges.

Students that sign up late for summer housing will be charged the full summer housing rate.

## Occupancy Change Policy

The Housing Operations Office reserves the right to move a student's reservation to fill vacancies in other rooms, or change a room's occupancy type from double to triple, or triple to double, in the residence halls as determined by the needs of the university. Students residing in double occupancy rooms that are being converted to triple occupancy, or triple occupancy rooms being converted to double occupancy, will be notified of the changes, including rate modifications. Students wanting, or requiring to remain in a triple occupancy room for verified financial need, may request to be moved to a different room based on availability and the needs of the university. The university does not offer single occupancy living in the residence halls. The Housing Operations Office will take appropriate steps to consider roommate groups, price point and location before moving a student, if necessary.

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Students cannot request the occupancy type of their room to be changed. If a student requests a certain occupancy type, the student will be moved or asked to move themselves to a room meeting their occupancy type requests.

Requested occupancy type changes that differ from a previously communicated preference or need will be held to the terms below:

## **Students who Opt IN to triple occupancy due to financial need and change their mind:**

**Incoming:** Students who are no longer in need of a triple occupancy for financial reasons must cancel their own triple reservation in the housing application and select a double occupancy bed, pending availability. After the room switch deadline, students must contact Housing Operations to update their account with the occupancy preference and then place themselves on a double occupancy waitlist. Please refer to the waitlist policy as placement from waitlists are based on availability and are not guaranteed.

## **Returning:**

– Students who are no longer in need of a triple occupancy for financial reasons must contact the Housing Operations Office to notify them of this change via email at [housing@gcu.edu](mailto:housing@gcu.edu). If the student notifies Housing Operations by the close of step one of the housing application, the student will continue with steps one through four without the requirement of a triple occupancy room. Selection of a non-triple occupancy room will be pending availability. The student will not be able to create a group with others who have designated the need for a triple occupancy room.

– If the student changes their mind after step one of the housing application close, then the student must select housing, steps two through three, as a triple occupancy need student. The student will need to notify Housing Operations during late applicant selection to have their account updated with their occupancy preference. The student can then change their reservation and select a non-triple occupancy assignment based on availability and utilize the waitlist as needed. Please refer to the waitlist policy as placement from waitlists are not guaranteed.

## **Students who Opt OUT of triple occupancy and change their mind due to financial need:**

**Incoming:** Students who declined the need for triple occupancy, but later need a triple for financial reasons, must contact the Housing Operations Office to notify them of this change. Changes to a student's decision after the room switch deadline will only be made when a student's financial situation dictates the need. Housing Operations will work with the student's admissions counselor to verify the need and update the account with the occupancy preference. The student will then return to their housing application and select from available triple occupancy rooms.

**Returning:** Students who declined the need for triple occupancy, but later need a triple for financial reasons, must contact the Housing Operations Office to notify them of this change. Changes to a student's decision after the room switch deadline will only be made when a student's financial situation dictates the need. Housing Operations will work with the student's Student Services Counselor to verify the need and update the account with the occupancy preference. The student will then return to their housing application and select from available triple occupancy rooms. The student will not be able to create, remain in or join a roommate group with others who have not designated the need for a triple occupancy room.

## **No Show for Triple Occupancy**

By the occupancy lock-in deadline, rooms will remain in the set occupancy type, regardless of no-show roommates. In the instance the occupancy of a room or suite does not meet occupancy type, open bed spaces can be filled at any time. Therefore, students may not request that extra furniture be removed from the room and must be prepared for a roommate at all times.

## **Housing Appeals Committee**

A student may submit an appeal to the Housing Appeals Committee by emailing [housingappeals@gcu.edu](mailto:housingappeals@gcu.edu) for resolution of housing policies. The committee meets regularly to discuss the resolution of student concerns and proposals. The committee's actions do not negate the rights of GCU pursuant to the housing agreement unless GCU counsel specifically waives those rights. Appeals are discussed on a case-by-case basis and decisions are final.

Charges assessed by Residence Life can only be appealed through [residencelifeappeals@gcu.edu](mailto:residencelifeappeals@gcu.edu) and will not be appealed through the Housing Appeals Committee. Other financial appeals should be filed through student's SSC or Enrollment Counselor and are delegated through appropriate university parties and cannot be considered by the Housing Appeals Committee

Any question of interpretation or application of these housing policies will be referred to the dean of students or his/her designee for final determination.