

Room/Suite Change FAQ

Room/Suite Change Requests

Moving rooms/suites is not the norm. Since our philosophy encourages students to be an active part of their community, each room/suite change request is assessed on a case-by-case basis.

During the year, if you wish to move to another room/suite, the first step is to contact the Residence Life Coordinator who will assist you in completing the appropriate procedure. All room/suite changes must be approved by the Assistant Director of Residence Life or designee.

Please note the following guidelines about the room/suite change request process:

- The room/suite change request period will open after the first two weeks of class. The request period will end two weeks prior to the end of the semester.
- Room/suite changes will not occur during University holidays, including Fall, Winter, and Spring Break.
- Room/suite change requests are evaluated on a first-come, first-served basis and are evaluated base on space and availability. If no space is available, the resident will be placed on a waitlist.
- Evaluations of room/suite change requests can take up to 7 business days.
- Making a room/suite change request does not guarantee a room change will occur.
- Room/suite changes are specific to individual residents. Requests do not include roommate(s)/suitemates(s).
- All approved room/suite changes are subject to an administrative fee of \$200.
- All unapproved room/suite changes will result in a \$200 administrative fee **and** will require that the resident(s) move back into their originally assigned space.
- Residents who are approved to change rooms/suites will not be eligible to move again for the remainder of the year unless there are extenuating circumstances.

Why is it important that I stay in my room/suite?

- Stability. An essential component of a student's personal development is the ability to form stable and productive interpersonal relationships. Living in your room/suite for the entire year contributes to the stability of these relationships and encourages all residents to rely on each other, solve problems, and contribute to ongoing community development.
- Problem Solving. Working through challenging situations is a valuable life experience and learning to compromise and communicate are essential life skills. We encourage students to put substantial effort into the success of their living situation, which can include navigating conflict and setting appropriate personal and interpersonal boundaries.

- Diversity. Learning to live with others who are different from yourself is an important life skill and contributes to both an individual's and community's overall development. CU Denver is proud to be an incredibly diverse, urban institution, and the positive impacts of having a diverse student body is evident in the residence hall.

When can I request a room/suite change?

We do not accept room/suite change requests within the first 2 weeks of classes. If you feel you are experiencing extenuating circumstances that would warrant a room/suite change before the room/suite change request period opens, contact the Residence Life Coordinator ASAP. Room/Suite change requests can be made until 2 weeks before the end of the semester. Room/Suite changes are not made during University break periods, including Fall, Winter, and Spring Break.

Why am I being charged a fee?

Room/Suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Students experiencing extenuating circumstances or requiring medical accommodations may be exempt from the fee.

How many room change requests do you receive a year?

The number of requests varies from year to year and depends on the occupancy of the residence hall and availability of rooms. More room/suite change requests are received than are approved.

What reasons are likely to be approved?

- A resident has a specific health or medical concern that cannot be accommodated in their current living situation.
- A resident has experienced a roommate conflict that they have attempted to resolve throughout the semester, but the conflict is no closer to being reconciled. As part of this, the resident must demonstrate the variety of ways that they have attempted to resolve the conflict both individually and with the assistance of Housing & Dining staff.
- A resident is in a situation where there are immediate health and/or safety concerns that can only be mitigated by moving rooms/suites.

What reasons are likely to be denied?

- A resident is experiencing non-emergent conflict that they have not attempted to resolve on their own and/or with the assistance of the Housing & Dining staff.
- A resident would prefer to live with their friend(s) on a different floor or wing.
- A resident does not like physical aspects of their current suite/bedroom (e.g., it is close to the train, it is farther away from the laundry room, etc.).

Why can't you process every room change request, especially when I know of specific rooms that are available?

- Rooms/suites that appear to be vacant may not actually be available. Since the Office of Housing & Dining signs individual housing contracts with each resident, once a resident takes occupancy of a bed/room space, that a bed/room space remains assigned to that resident until their housing contract is officially terminated. Housing & Dining may also reserve certain spaces for students with specific needs or may have already offered the vacant space to someone else.
- Several students may be requesting the same room/suite. If you know of a vacancy, it is likely that others do as well.
- Room/suite changes represent a large administrative impact, involving professional staff members, Resident Assistants, housekeeping services, maintenance services, and potential outside departmental involvement. Processing every room/suite change request would not be an effective use of staff members' time, since our primary goal is to promote community and residential personal development.
- Rooms/suites may be kept vacant for alternative uses, including providing spaces for students who are temporarily moved for the 2020 – 2021 capital project completion (see page 7 for more information).

What steps should I take to request a room/suite change?

1. You must schedule a meeting with the Residence Life Coordinator (RLC) to discuss the room/suite change request. During this meeting, the RLC will ask if you have taken steps to address any concerns. Steps that you can take on your own include:
 - I. Have a conversation with your suitemate(s). This demonstrates that you have a personal stake in resolving the issues and gives you a chance to exercise conflict-resolution skills.
 - II. Have a conversation with your Resident Assistant (RA). This shows that you respect the community and have made an effort to solve problems and share concerns.
 - III. Attempt to utilize other campus resources when appropriate. These can include the Student and Community Counseling Center, Ombuds Office, Office of Disability Resources and Services, Office of Student Life, etc.
2. A likely outcome of the meeting with the RLC will be the development of a plan to support you in your current housing assignment. The RLC may make the following suggestions to include in this plan:
 - I. Your Roommate Agreement will be created or amended, if your RA has not already completed this with all occupants of your suite.
 - II. You are instructed to approach your suitemate directly about the issues you are facing. Guidance and instruction will be provided to you on how to best prepare for a successful interaction.
 - III. Facilitated conversation between you and your suitemate(s) facilitated by an RA.
 - IV. Formal mediation involving you and all other suitemates facilitated by an RA
 - V. Formal mediation involving you and all other suitemates facilitated by the RLC
 - VI. Referrals to on-campus resources.

VII. Follow-up meetings and/or check-ins from RA or RLC.

If it is determined that there are extenuating circumstances, the RLC will direct the request to the Assistant Director of Residence Life (ADRL) for consideration. **NOTE: There may or may not be alternate accommodations available even after referral to the ADRL.**

What happens when my request is approved?

1. The RLC will email you with your new room/suite assignment and timeline for making the move.
2. On the day of the transfer, you will be asked to complete a “Room Transfer Plan” and complete new room/suite paperwork.
3. All approved room/suite changes must occur during the business day (M – F between 8:00 am and 5:00 pm).
4. You will have until the end of the business day to complete the transfer and return old keys to the front desk.
 - a. If the move is not completed by the deadline given, the move will be void and your request will no longer be taken into consideration.
5. You will work with your new suitemate(s) to complete a new Roommate Agreement within 1 week of moving into your new room/suite (if applicable).

What if I decide to break my housing contract entirely?

You must complete a Housing Contract Termination Petition. You must contact the Student Accounts Manager at Melissa.niblack@ucdenver.edu for more information about the petition process. **Please note that submission of a Housing Contract Termination Petition does not guarantee that your housing contract will be terminated and/or terminated at a reduced cost.**