



## Frequently Asked Questions Move In Day Cheat Sheet

### What is the phone number for Campus Security?

- 606-546-1390

### Is Campus Security on duty 24/7?

- Yes, 24/7/365. Even during campus breaks and when the college is closed.

### If I had a question later about housing, who do I contact?

- [housing@unionky.edu](mailto:housing@unionky.edu) or call the housing office (606-546-1231)

### How long do I have to move in?

- The Housing Office gives no time limit on how long you have to move in, however after 3:00pm, the exterior building doors will go back to automatically locking, so you will need your ID card or temporary ID card in order to enter the building.

### What is a Resident Director and/or Resident Assistant?

- Resident Directors (or simply **RD**) oversee the entire building and its well-being. The Director is person in charge of that area.
- Resident Assistants (or simply **RA**) work with the RD to ensure order in the residence hall and to assist the RD as needed.

### Will someone check on my son/daughter throughout the school year?

- Yes, the RA and RD are responsible for checking on students. If you are concerned about your student, you can contact [housing@unionky.edu](mailto:housing@unionky.edu) or call the housing office (606-546-1231) and have the Director of Housing check on your student.

### What if I don't like my roommate?

- Room Change Day will be available after the first week of class and you can request a room change at that time. If it cannot wait until then, contact [housing@unionky.edu](mailto:housing@unionky.edu).

### How do I connect to Wi-Fi on my phone/laptop/tablet?

- First, you need your UNION email and password.
- Second, go to Wi-Fi settings and connect to "unionky".
- Once it has made connection, go to a web browser and go to any website (example: yahoo.com).
- The web browser should redirect to a screen that asks for a permanent or temporary account.
- Select permanent account. This will redirect to a new page asking for a username/email and password. Use the UNION email and password.
- Once this is accepted, there will be a loading screen. Once it is done loading, it will redirect you to [www.unionky.edu](http://www.unionky.edu) and then you will be able to go to any website.

### How do I connect my smart TV or device or game console (like Firestick, Roku, Xbox, PlayStation, etc.)?

- Students with smart-devices will need to go to the device settings and look for a "Mac Address". An example of one would be similar to "AB:CD:EF:12:34:56".
- **The Mac Address must be emailed to [support@unionky.edu](mailto:support@unionky.edu) along with the student's name and ID number** in order to be added to the network. This may take up to 48 hours to complete.
- If your device is not connected after 48 hours, please contact [support@unionky.edu](mailto:support@unionky.edu) again.



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### **If something breaks in my rooms or stops working, what do I do?**

- For now, contact [housing@unionky.edu](mailto:housing@unionky.edu) and the Director of Housing will contact Maintenance to address the issue.
- Once students settle in for the school year, Maintenance will inform students on how to submit work orders, in which students can submit their own requests without having to contact Housing.

### **What is the pet policy of Union College?**

- Union College does not allow pets within the residential locations, except for fish and service dogs.
- Fish are permitted if they are within a 10-gallon fish tank. Only fish can be within the tank.

### **What is the visitation policy?**

- Sunday to Thursday, guests of the opposite gender are permitted from 12:00pm (noon) to 12:00am (midnight). Friday and Saturday, guests of the opposite gender are permitted from 12:00pm (noon) to 2:00am.
- Opposite gender guests are not permitted to stay overnight.
- Same gendered guests are permitted to stay overnight ONLY with approval from the Director of Housing. Contact [housing@unionky.edu](mailto:housing@unionky.edu) for more information

### **What is the noise policy?**

- Residence locations observe Quiet Hours from 10pm to 10am every day.

### **If rules are broken, what happens?**

- Typically, the RA and RD investigate any situation that breaks the rules and reports back to the Director of Housing. Once the report is reviewed, students must meet with the Director of Housing and punishments are administered, as detailed by the Student Handbook. This can include a fine being placed on the student's account.

### **I live in (*Pfeiffer/Lakeside/Stevenson*). What is my meal plan option?**

- Students in these locations are automatically put on the All Meals Plan.

### **When do meals begin for students?**

- Pre-Season Meals (for pre-season athletes only) begin with dinner on Aug 1.
- Freshmen moving in on Aug 22 will be able to eat beginning with dinner on Aug 22.
- Meal plans begin on Friday Aug 23 at dinner.

### **I have a balance on my account. When can I talk to someone about that?**

- During Confirmation (Aug 2 for Fall Athletes, Aug 23 for Freshmen, Aug 26 for Returners/Transfer).

### **I have a question about my Financial Aid. When can I talk to someone about that?**

- During Confirmation (Aug 2 for Fall Athletes, Aug 23 for Freshmen, Aug 26 for Returners/Transfer).

### **I did not attend Orientation. When do I get my ID?**

- During Confirmation (Aug 2 for Fall Athletes, Aug 23 for Freshmen, Aug 26 for Returners/Transfer).