

QUEENS
UNIVERSITY CHARLOTTE

STUDENT HANDBOOK

2026-2027



Queens University of Charlotte

2026-2027 Student Handbook

NOTE: Much of the information in this handbook applies only to students in the Traditional Undergraduate Program.

About using this PDF Student Handbook:

The navigation panel of Bookmarks on the left side of the screen functions as an interactive table of contents which allows the user to quickly locate sections of interest. Expand and collapse the bookmarks by clicking on the +/- symbols. If the Bookmarks Panel is not visible, click on the Bookmarks icon on the left to turn it on.

Queens University of Charlotte is committed to the principles and practices of diversity throughout the university community. Women, members of minority groups and individuals with disabilities are encouraged to apply for admission. Queens does not discriminate on the basis of race, color, creed, gender, age, sexual orientation, national and ethnic origin or disability status in the administration of its educational and admissions policies, employment policies, scholarship and loan programs, athletic programs or other University-administered programs.

This handbook is prepared and published by the Division of Student Affairs annually. Its purpose is to provide a companion tool for the Honor Code, such that Queens' students may access the academic and community policies and procedures. In addition, the Queens Student Handbook is designed to be a resource to reference out of classroom experiences and opportunities sponsored by the Division of Student Affairs, in addition to residential experiences, and time-honored Queens' traditions.

The University reserves the right to alter or change any statement contained herein without prior notice, and while the publisher has made every reasonable effort to attain factual accuracy herein, no responsibility is assumed for editorial, clerical or printing errors or errors occasioned by mistakes.

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Campus Directory

Campus Contacts

The University's switchboard: 704-337-2200 or 800-849-0202

Address: 1900 Selwyn Avenue, Charlotte, North Carolina 28274-0001

Website: <https://www.queens.edu>

704-337-2243	Academic Affairs
704-337-2508	Accessibility Services
704-337-2212	Admission-Undergraduate
704-337-2334	Alumni Relations
704-337-2509	Athletics
704-337-2306	Campus Police
704-337-2201	Campus Services
704-688-2740	Cato School of Education Fellows
704-688-2849	Center for Student Success
704-337-2848	Center for Ethics and Religion
704-337-2491	Chaplain
704-337-2560	Conference and Event Services
704-337-2227	Vice President, Student Affairs & Dean of Campus Life
704-337-2320	Diversity, Inclusion & Community Engagement
704-688-2824	Dining Services
704-337-2401	Everett Library
704-688-2705	Executive Leadership Institute
704-337-2225	Financial Aid
704-337-2220	Health & Wellness Services
704-337-2222	Human Resources
704-337-2337	Vandiver Center for Career Development
704-688-2760	Greenspon Center for Peace and Social Justice
704-688-2856	Levine Center for Wellness and Recreation: Front Desk

704-337-2311	Mail / Copy Center
704-337-2262	Media Services
704-337-2533	Myrta Pulliam Center for International Education
704-337-2216	President's Office
704-337-2242	Registrar
704-337-2293	Residence Life & Housing
704-337-2509	Sports Information
704-337-2263	Student Engagement
704-337-2225	Student Financial Services
704-337-2323	Technology Help Desk
704-337-2558	Title IX/Interpersonal Violence Prevention
704-337-2556	Atrium Health at Queens University Counseling Center

Colleges and Schools

704-337-2292	Blair School of Health
704-337-2580	Cato School of Education
704-337-2463	College of Arts & Sciences
704-337-2397	Knight School of Communication
704-337-2377	McColl School of Business
704-337-2292	Presbyterian School of Nursing

About Queens

History of Queens

Queens University of Charlotte is a co-educational comprehensive University that has served Charlotte and the Southeast for over 180 years. The University prides itself on a strong foundation including a Presbyterian heritage, outstanding faculty, innovative curricula, and creative programs.

Founded in 1857 as the Charlotte Female Institute, the University was originally located at College and 9th Streets near the center of the city. From 1891-1896, it was called the Seminary for Girls. Then in 1896, the Seminary merged with the Presbyterian Female College chartered by Concord and Mecklenburg Presbyteries. 1912 unveiled the title of Queens College and celebrated the current day location in Myers Park beginning in 1914.

The cherished motto that is still at the forefront of all we do at Queens, *non ministrari sed ministrare* - “Not to be served, but to serve,” was adopted in 1930 when Queens College became related to the Presbyterian Synod of South Carolina. Queens College merged with Chicora College in Columbia, South Carolina, and as a result, adopted their motto.

In the aftermath of World War II, Queens College admitted its first male students in a non-residential status. Later in 1948, a coeducational evening college was established to provide instruction for adults and was named New College in 1979. New College set the foundation for the Hayworth College, undergraduate program for adult learners. In 1987, Queens College became an official coeducational institute and began admitting men into residence.

Queens has been providing graduate education since 1980 when the inaugural graduate program, the Master of Business Administration, admitted its first class. The Master of Education was added in 1983, the Master of Arts in Teaching in 1992, the Master of Science in Nursing in 1997, the Master of Arts in Organizational and Strategic Communication in 1999, the Master of Fine Arts in Creative Writing in 2001, the Master of Science in Organization Development in 2008, and the Master of School Administration in 2009.

Queens’ commitment to grow graduate education programs led to its reclassification by the Carnegie Foundation as a “Masters Level University.” Queens College achievements earned it the honor of renaming it to Queens University of Charlotte on June 1, 2002, with the unanimous approval of the Board of Trustees.

Schools of distinction were added to the original College of Arts and Sciences to provide more specialized education and merit. Beginning in 1993, the McColl School of Business was introduced. The Presbyterian School of Nursing followed in 2004 as a result of a Queens’ nursing program acquiring the Presbyterian Hospital’s school. At this time, the Associates of Science in Nursing Program was added and taught until the final class graduated in 2013.

Ready to educate and equip teachers, the Board of Trustees approved the creation of the Wayland H. Cato, Jr. School of Education in 2007 and added the Knight School of Communication in 2008.

In 2010, the Andrew Blair College of Health was created and added multiple health related degree options for Queens’s students.

Queens University of Charlotte is dedicated to providing a transforming educational experience to students from all walks of life for more than a century. This tradition of excellence in education is a commitment that will continue to promote Queens as a leading University in the Southeast while maintaining the commitment to service in the Charlotte community and the world at large.

Queens Today

Queens' main campus is noted for its beauty, as it is nestled among the signature oak trees of historic Myers Park of Charlotte, North Carolina. Georgian buildings warm the campus, five of which were constructed in 1914 when the University moved to its current site. All original structures have undergone extensive renovation, and new buildings have been added to complement the landscape. The central location of Queens provides the University's 2,500 undergraduate and graduate students with plentiful access to Charlotte's dynamic cultural, social, and entertainment offerings.

Queens University of Charlotte is no longer limited to the main campus. Queens' presence is visible throughout Charlotte with the addition of the state-of-the-art Sports Complex and Conference Center at Marion Diehl Park.

As Queens continues educating students from all over the globe, the University works to prepare its students for a lifetime of personal and professional achievements, as well as a heart to impact the community and global society through acts of service.

Queens Motto

Non ministrari sed ministrare – “Not to be served, but to serve.”

Queens Alma Mater

Composed in 1956 by the class led by Miss Laura Tillet, the hymn is sung to the Moravian hymn, ‘Praise the Lord, Ye Heavens Adore Him.’

Guardian bright, our Alma Mater,	Living truth is ever ringing
Molder of our hearts and minds,	Tune our ears to hear that chime.
Light high visions in thy children	Lasting wisdom peace is bringing
And a loyalty that binds.	Lead us in the way sublime.
Gladly do we lift our voices	Queens, to thee we pledge our spirits.
Pledging thee our faith and love.	Ever thine, a loyal band.
Teach our minds and hearts to follow	Queens, thy praises we are singing,
God who leads us from above.	Grateful for thy guiding hand.

Queens Honor Code

AS A MEMBER OF THE QUEENS COMMUNITY,

I WILL ENDEAVOR TO CREATE A SPIRIT OF INTEGRITY AND HONOR
FOR ITS OWN SAKE AT QUEENS UNIVERSITY OF CHARLOTTE.

ACADEMIC PLEDGE: I PLEDGE TRUTHFULNESS AND ABSOLUTE
HONESTY IN THE PERFORMANCE OF ALL ACADEMIC WORK.

COMMUNITY PLEDGE: I PLEDGE TO BE TRUTHFUL AT ALL TIMES,
TO TREAT OTHERS WITH RESPECT, TO RESPECT THE PROPERTY OF
OTHERS AND TO ADHERE TO UNIVERSITY POLICIES.

ACCEPTING BOTH THE PRIVILEGES AND RESPONSIBILITIES OF
LIVING BY THIS CODE OF HONOR, I RESOLVE TO UPHOLD THIS
CODE AND NOT TO TOLERATE ANY VIOLATIONS OF ITS SPIRIT OR
PRINCIPLES.

Queens University of Charlotte is firmly committed to principles of honor and prides itself on the spirit of trust that exists among all its members. At the very heart of Queens University of Charlotte is the Honor Code.

The Honor Code at Queens University of Charlotte is the keystone of the University's belief that its students should act honorably and responsibly in all aspects of life, both on and off campus. The Honor Code incorporates the high principles of honor and integrity in both personal conduct and academic work. The purpose of the Honor Code is to assist in the development of mature people who always act responsibly and to promote a community based on the principles of responsible citizenship, mutual trust, and respect. The Honor Code is binding on all members of the University community and applies to all phases of life at the University.

An effective Honor Code depends upon each student adhering to the spirit and letter of its principles. It demands accountability on the part of each student for his or her actions. Queens' students are responsible for their personal conduct at all times and shall be subject to review, including possible suspension, for behavior that discredits themselves or the University.

As a commitment to this system of honor, students are asked to sign the Honor Code as they join the Queens community. The Honor Code incorporates two different pledges of student conduct: the academic pledge and the community pledge. In addition, it embodies the individual's commitment to developing a community of honor, including taking action against those who violate the Code.

Violations of the Honor Code

Violations of the policies contained within the Honor Code booklet are handled according to our procedures detailed within the Honor Code.

Student Conduct Process

Suspected violations of the Honor Code are adjudicated by a student affairs conduct officer, Honor Board, or the Title IX process, depending upon the circumstances. Full information on the process is available in the Honor Code.

Honor Board

The Honor Board is responsible for investigating and acting upon any alleged violations of the Honor Code's academic or community pledge. Evidence is presented and weighed against the Honor Code policies and sanction recommendations are made to the Dean of Campus Life for community violations and the academic dean from the appropriate college for academic violations. The student body elects the Honor Board members annually during campus elections. Each class selects three representatives. For additional information regarding this process, refer to the Student Conduct Process & Student Rights section of this handbook.

Download a complete copy of [Queens Honor Code](#).

Queens Traditions

Over a hundred and eighty years of tradition bring vitality and delight to current students as they connect us with those who walked before. Familiarity with Queens' traditions allows one to fully appreciate and participate in campus-wide celebrations, which bring students, alumni, faculty, and staff together.

Sed Ministrare

Named after the Queens motto, "non ministrari sed ministrare," this annual tradition is the first academic ceremony for incoming first year and transfer students where they will pledge to uphold the Queens Honor Code and learn what it means "not to be served, but to serve."

Involvement Fairs

Every fall, Queens offers a number of opportunities for students to learn more about offerings in the Charlotte community and on campus opportunities.

- The Club and Organization Fair takes place after classes begin. Students are given the opportunity to explore all of our campus clubs and organizations. Students are encouraged to sign up for clubs and orgs of interest on this day!
- The Non-Profit Internship and Volunteer Fair, hosted by the Diversity, Inclusion and Community Engagement Department and the Vandiver Center for Career Development is a great opportunity to learn about potential service and internship programs on campus and in the greater Charlotte community.

Ghost Stories

Queens University has existed since 1857, so we have a few haunted stories. Queens University is one of the most haunted places in North Carolina, and for many years students have claimed to have experienced paranormal activity in various buildings. Common occurrences include doors opening and closing by themselves and knocking sounds that cannot be explained. This event, now sponsored by our Housing and Resident Life Department, has been a fall favorite for over 25 years.

Family & Friends Weekend

Family and guests are invited to enjoy time with their student as they visit the Queens campus, meet faculty and staff, and get to know other families. Weekend activities include sporting events, information sessions, and special on-campus programming.

Casino Night

Our Campus Union Board hosts our most popular event on campus - Casino Night which has been a student favorite since 1985. Students dress in their swankiest attire and enjoy music, food, and dancing as they try their luck with casino games throughout the evening to earn prizes. Each year the revealing of the upcoming theme has almost as much excitement as the actual event.

Friendsgiving

Friendsgiving is an annual November celebration hosted by the Office of Diversity, Inclusion & Community Engagement and open to the entire campus community. The event brings together the multicultural student organizations to share cultural cuisines, entertainment, and meaningful fellowship, fostering connection and community as we enter the holiday season.

Boar's Head Banquet and Yule Log Ceremony

The Boar's Head Banquet tradition is a celebration that is attached to Queens College, Oxford, England, through an adventure of a student. Six hundred years ago, a student was walking in the neighboring forest of Shotover, studying Aristotle, when he was attacked by a wild boar. In desperation, having no other weapon, the student crammed his book down the beast's throat, choking him. Later, he led his classmates to the scene of his adventure, and they carried the animal back to the College for a feast. Since that time, the festival has been perpetuated at Oxford.

This medieval tradition began in 1933 and kicks off the holiday season at Queens. Seniors, musical entertainers and Royal members ceremoniously process through the dining hall with a renaissance flair while students savor a formal dinner.

Moravian Love Feast & Tree Lighting Ceremony

The Love Feast and candlelight service was first introduced in 1972 and occurs on the first Sunday in December. It is sponsored by the Chapel and celebrates one of the unique traditions of Queens. During the service of song and scripture reading, handmade beeswax candles decorated with red paper frill are distributed to each worshipper. The candles are lit while the worship space is darkened for the singing of the final hymns as the community walks outside to the official tree lighting ceremony.

Exam Break Breakfast

Students enjoy a delicious late-night breakfast served by their favorite professors and staff as they take a break from studying. With lots of games and fun, this "fulfilling" tradition began in 1990. Sponsored by Student Engagement and Chartwells Dining Services, the event is offered twice a year with an attendance of around 400 students each time.

Royal Days of Service

Faculty, staff and students combine efforts and reach out to the community in service and education to honor the legacy of Dr. Martin Luther King, Jr. Throughout the week leading up to MLK day the

Office of Diversity, Inclusion & Community Engagement hosts various off and on campus service projects affirming the Queens' commitment to serve. At the end of the week, the campus community is invited to walk in the Annual MLK Parade in Uptown Charlotte.

Room in the Inn

Queens' students and staff minister to the homeless one night per week January through March. Groups of homeless men and women are brought to campus to have a clean bed, warm cooked meal, and a night filled with games and community. Breakfast is prepared in the morning prior to their departure. This program is sponsored by the Chapel, but student organizations volunteer throughout the semester to support and give back to the greater Charlotte community.

Homecoming Week

Students participate in a week full of events celebrating school spirit leading up to the Homecoming bonfire and Royal's basketball games, which includes the crowning of our Homecoming Royals.

Spring Carnival

Campus Union Board (CUB) collaborates with campus clubs and organizations to celebrate the end of the school year. Students participate in interactive games, receive special give-a-ways while enjoying carnival style foods.

Day of Scholarship and Service

The morning of the Day of Scholarship and Service is dedicated to celebrating the intellectual achievements of our students. Each student has the opportunity to share their work with peers, faculty, and staff, sparking meaningful conversations and academic collaboration.

In the afternoon, members of the Queens community came together to live out our motto, "Not to be served, but to serve." through a campus-wide service project.

The Rexys

This celebration, in partnership with Student Affairs, Academic Affairs, and Athletics, is held in April to highlight student achievements. Honors and awards are presented to students for excellence in academics, service, leadership, and campus investment.

Baccalaureate

Faculty, staff, and families gather for an Interfaith service to honor Queens' graduating seniors. It is a time of reflection with words of wisdom for the future, and prayer for their journey which lies ahead. This service is followed by a special reception for seniors and families.

Campus Resources

Athletics

Location: Levine Center

Email: athletics@queens.edu

Website: <https://queensathletics.com/>

Queens University of Charlotte competes at the NCAA Division I level in the ASUN Conference and offers more than 30 varsity intercollegiate sports. Queens Athletics sponsors NCAA Division I teams in baseball, men's and women's basketball, men's and women's cross country, field hockey, men's and women's golf, men's and women's lacrosse, men's and women's soccer, softball, men's and women's swimming, men's and women's tennis, men's and women's indoor and outdoor track and field, and men's and women's volleyball, along with two NCAA emerging sports: women's rugby and women's triathlon. The Royals also sponsor club teams for men's rugby, men's and women's triathlon, dance, and cheer.

Want in on the action? Follow @thelionsden on Instagram and @queensathletics across socials to stay plugged into all things Royals. The Lion's Den is your go-to for everything Royals Challenge, from game schedules to the inside scoop on how to rack up points just by showing up and cheering on your teams. And the best part? Every student gets one complimentary ticket to all home games.

Levine Center for Wellness and Recreation

The Levine Center is the athletic heartbeat of Queens, home to men's and women's basketball, men's and women's volleyball, men's and women's swimming, Queens Athletics Administration, and Campus Recreation. Packed into one space: three basketball/volleyball courts, six pickleball courts, a 33-meter stretch pool, an eighth-mile indoor walking/jogging track, and a 5,000-square-foot fitness center with a group fitness studio open to all students, staff, and faculty.

Queens Sports Complex at Marion Diehl Park

Queens field hockey, men's and women's lacrosse, men's and women's soccer, men's and women's rugby, and men's and women's tennis compete at the Queens Sports Complex at Marion Diehl Park. The complex features a state-of-the-art field house, a welcome center, and the Howard Levine Tennis Center. It is also home to Dickson Field, where the lacrosse, rugby, and soccer teams play, and Bessant Field, a water-based turf field used in field hockey.

Campus Police & Public Safety

Location: Watkins Hall

Telephone: 704-337-2306

Emergencies: 911

Hours of Operation:

Support Staff Hours: Monday-Friday 8 a.m. – 5:00 p.m.

Officers on Duty: 24/7

Website: [Campus Police & Public Safety](#)

The Queens University of Charlotte Campus Police & Public Safety Department is committed to providing a safe, secure, and inclusive environment where students, faculty, staff and visitors feel protected, welcomed and valued. The QUPD is comprised of professionally trained police officers, security officers, communications officers, and support staff. The department's primary mission is to protect and assist members of the campus community. The University Police office is located in Watkins Hall. Officers are on duty 24 hours a day, 365 days a year. Campus Police support staff is available Monday- Friday, 8:00 am – 5:00 p.m. When reporting an emergency call 911 from your cell phone or use an emergency call box located throughout campus. When a crime or emergency is observed, call immediately 704-337-2306.

Safety and security is a concern on every college and University campus; for more information on crime statistics at Queens University, please visit: [Annual Security Report](#). The Office of Residence Life & Housing along with Campus Police and Public Safety are committed to maintaining a safe and secure campus environment, including the residence halls. Students are encouraged to take an active role in their personal safety by reviewing the information provided in this section of the guide. Remember to report all suspicious behavior to both Campus Police and your residence hall staff.

Campus Police and Public Safety remind students to be aware of their surroundings and take measures to ensure personal safety as well as security of belongings. Safety is a shared responsibility. Students should remember to lock their residence hall doors and take their keys with them, never travel alone, report suspicious behaviors to Campus Police, and never leave personal possessions unattended or unsecured. Queens does not assume responsibility for personal property. We encourage students to take pictures of valuables (bicycles, electronics, etc.) and email them to yourself. Record account numbers and keep them in a safe place. Students should check to see if the parents' homeowner policy provides coverage for college belongings. Theft occurrences should be reported immediately to Campus Police at 704-337-2306.

On Campus Emergency Response Systems

Queens University has initiated various means of communication to report crises to all students, faculty, staff and visitors, and others. Undergraduate and graduate students' email addresses are automatically entered into the Q- Alert system upon registration. However, everyone is encouraged to register their cell phones for text/phone notifications. Registration is via the University portal at: [Update your contact information](#).

Blue Light Emergency Phones

There are five EMERGENCY blue light emergency phones on campus. Anyone using an emergency phone is directly connected to Kings III who then contacts Campus Police. Police officers respond to an activated emergency phone for assistance. Emergency phones and campus lighting are routinely checked by Campus Police and repair requests are made to Campus Services.

QAlert

If an emergency or dangerous situation involves an immediate threat to the health and safety of students, faculty, staff or visitors exists on campus, Campus Police, after confirmation of the emergency by University officials, will activate all or part of the QAlert to notify the community.

QAlert has multiple components for emergency notification:

- Text /Phone/Voicemail
- Outdoor siren
- Voice alert through Mass Notification System
- Website
- Email

Due to the size of the campus, notifications will be sent to all recipients. Notification would not occur if, in the judgment of the authorities, efforts to assist a victim, contain, or respond to the emergency were compromised. Parents, visitors, and contractors who want to stay informed can sign up to receive QAlerts by texting 78015.

Mass Notification System

Like an outside loud-speaker system, Queens University of Charlotte houses a mass notification system on the main campus to deliver announcements in time of emergency situations.

Evacuation and Lockdown Drills

Throughout the year, the University reviews policies and trains for evacuation and Shelter-in-Place drills. 'Shelter-in-Place' means to make a shelter of the building that you are in and with a few adjustments this location can be made even safer and more comfortable until it is safe to go outside. Shelter-in-Place may come from several sources, including the Campus Police Department, Housing Staff, other University employees, or other authorities utilizing the University's emergency communication tools.

Incidence Response

The University has implemented an incident response plan to define what constitutes a security incident and outline incident response phases. The plan documents how information is passed to the appropriate personnel, assessment of the incident, response strategies, documentation, preservation of evidence, and communication.

Campus Policies

I.D. Card Access

All residence halls and other campus buildings are secured and accessible by card access control, which also serves as the Queens Student Identification Card. Residence Hall doors are always locked.

Students should not prop doors or allow others to enter by “piggy backing” off each other as this compromises the safety of all. Emergency exit doors are alarmed and should not be used except in case of an emergency. You are allowed one I.D. card per calendar year at no charge. The replacement costs \$25.00.

Lock-out Policy

Students who are locked out of their room should go to Campus Police and complete the necessary paperwork to obtain a loaner key. The cost for this service is \$20.

Weapons Policy

The possession, use, or sale of weapons, ammunition, combustibles, fireworks, explosive devices, or any other substance or device designed to harm or incapacitate is prohibited on campus. “Weapons” include, but is not limited to, revolvers, pistols, BB guns, pellet guns, stun guns, chemical weapons, knives over five inches in length, slingshots, bows and arrows, and martial arts weapons. Toy weapons that look like real weapons are similarly prohibited on campus. The complete weapons policy is available in the [Honor Code](#).

Student Parking & Transportation

Operating a vehicle in violation of public traffic rules/Campus Police parking regulations or in a manner that endangers people or property is considered a violation of Queens University of Charlotte policy. Because of the pedestrian nature of Queens, the speed limit on campus is 10 mph. Students are also expected to follow all traffic and parking regulations at affiliated institutions or an off-site campus. Students found in violation of campus parking regulations, including but not limited to parking in the wrong lot, parking without a permit, or having guests park without a permit, will be referred to the conduct process and are subject to sanctions.

Parking Permits

All students must register their vehicles and have a valid parking permit displayed. To receive a Parking Permit, visit the [Campus Parking webpage](#) or email (parking@queens.edu).

Registration requires the following:

- License plate number and state of registration
- Make, Model, Year and Color of vehicle
- Select from parking areas available based upon housing status
- Selecting payment option – Student Account Billing

Visit Campus Police to receive a parking permit to affix to the rear auto window. Parking permits are valid from September 1 through August 31 of the following year.

Parking Locations on Campus

All residential students must park in the Byrum Parking Deck at all times located beside the Levine Center. Parking in the deck requires a residential parking permit and Q-Card access.

All commuters are permitted to park in any open lot, excluding Queens Circle and the Soccer Lot, or streets immediately adjacent to the main campus.

Motorcycle/Moped/Scooters/Bicycle Policy

Motorcycles, Mopeds or Scooters must be registered just like an automobile, a permit purchased; display and obey all existing parking rules. Campus Police reserves the right to determine if the two-wheeled vehicle meets our criteria for a decal. The student must be licensed to drive their vehicle, and the vehicle must be registered with the appropriate state of DMV. Please note that first year students are not allowed to bring any vehicle on campus unless they have an approved exception. Whether the vehicle is electric, or gas powered, they are not allowed to be housed in any Residence Halls or any other enclosed space, as that is a fire hazard. Any gas-powered vehicle must be housed in the parking garage; and electric ones are to be housed in Bicycle racks.

Bicycle Regulations

- All students, faculty, and staff who wish to park a bicycle on campus must register with the University. There is no charge for registration.
- Come by Campus Police, in Watkins Hall, to pick up the decal for the bicycle.
- No bicycle shall be used to carry more than one person at a time unless the bicycle is designed for additional riders or has a child carrier. No person riding a bicycle shall carry any package, bundle, or other article which may prevent the operator from keeping at least one hand on the handlebars.
- While riding a bicycle on the roadway or sidewalk, pedestrians shall be given the right-of-way.
- Bicycle helmets are not required for riding on campus; however, for safety reasons, it is strongly recommended that every rider wears one.
- Bicycles shall not be ridden upon any ramp, stairwell, wall, bench, fountain, structure, facility, or over shrubbery or flower beds.

Bicycle Parking Regulations

- Indoor bike parking is never allowed in corridors, stairwells, exit pathways, or outside on trees, metal poles, or anywhere where it may impede emergency exit or maintenance around or in a building.
- Bicycles parked on campus must be locked in a bicycle rack with a chain and padlock or some other locking device. The recommended locking device is a u-bolt bike lock.
- All non-registered or improperly parked bicycles will be confiscated by Campus Police after move-out. If the bicycle is secured, the lock will be removed at the owner's expense. Any bicycle confiscated or turned into Campus Police will remain there for a period of 30 days. After this period, any bicycle not claimed by the owner will be disposed of.
- Any student not staying at the University during the summer months must take their bicycle home with them at the end of the school year.

If you believe your bike has been stolen or is lost, check all of the bike racks on campus. If it is not found, then come to the Campus Police & Public Safety Office to file a report.

Campus Recreation & Fitness Center

Location: Levine Center for Wellness and Recreation

Telephone: 704-337-2455

Hours: Monday-Thursday 6:00 a.m. - 11:00 p.m.

Friday 6:00 a.m. - 7:00 p.m.

Saturday 10:00 a.m. - 7:00 p.m.

Sunday 10:00 a.m. - 11:00 p.m.

*Hours are subject to change throughout the year.

**Hours will be different based on the yearly break schedule.

Fitness Center

The Fitness Center is dedicated to helping all members of the Queens community (students, faculty, and staff) achieve and maintain wellness goals. The facility offers cardio machines, free weights, selectorized strength equipment, and a functional training area. Group fitness classes are offered in the Aerobics Studio, located in Levine Center 218.

Membership Policies & Rules of Conduct

Current students receive membership to the Fitness Center during regular operating hours at no additional cost. Students MUST scan their activated Q-Card ID at the Levine Center front desk to gain access to the facility. As a member, all guidelines listed below, in conjunction with the stipulations of the Queens University of Charlotte [Honor Code](#), must be followed at all times when using the facility.

Membership Guidelines:

- To be subject to authority and guidance of the Fitness Center staff while in the facility and follow staff instructions
- To be respectful of others while in the facility
- To abide by all rules and guidelines of the facility and understands that membership may be revoked if the member fails to abide by any such rules and guidelines
- Any student, faculty, staff, or guests who utilize the Levine Fitness Center will do so with the following considerations:
 - Membership and physical activity are voluntary
 - Risks are associated with physical activity
 - Individual physical activity may not be individually supervised
 - Participant consents to first aid and resuscitative measures by appropriate staff when deemed necessary

For more information about Campus Recreation programs check out the [Royals Recreation website](#) or [Royal Recreation Instagram](#).

Campus Services

Hours: Monday-Friday 7:00 a.m. - 4:00 p.m.

After Hours: Contact RA On Call for Residential Concerns or Campus Police (704-337-2306)

Campus Services is responsible for on-campus maintenance and repairs, housekeeping, and landscaping. A detailed listing of services and repair procedures is available under the section entitled “Residence Life.”

Queens University of Charlotte takes great pride in the beauty of our campus. Littering, including but not limited to throwing debris such as cigarette butts, paper, cans, bottles, etc., on the ground shall be considered a violation of University policy.

CARE Team

Telephone: 704-337-2227

Website: [Student Resources](#)

The CARE Team is composed of a small group of University administration and staff committed to working together in a confidential manner to assist students through challenging times. The CARE Team meets regularly to review student concerns and develop a plan of action. The team implements a plan of support and continues to follow up with the student in the hope of fostering success at Queens.

The Mission

The Queens University of Charlotte CARE Team provides a resource to the University community where faculty, staff, students and parents can direct concerns they may have about a student. These concerns consist of but are not limited to the following:

1. Attendance concerns
2. Academic decline
3. Behavioral concerns
4. Mental or medical issues

Each student is approached respectfully and confidentially. The team is dedicated to ensuring that students do not fall through the cracks and that everything possible has been done to assist the student in succeeding at Queens.

How to Make a Referral

The University community is encouraged to [complete a CARE referral](#) for any concerns related to students. You can also reach out to the Dean of Campus Life or the Center for Student Success about a student that is in need of support. A CARE Team representative will contact the student and follow up with all referral sources as soon as possible during regular office hours. Emergency referrals should be made to Campus Police at 704-337-2306.

The Center for Student Success

Location: Knight-Crane Hall, first floor

Telephone: 704-688-2849

Fax: 704-688-2738

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

Transitioning to college can be exciting...and a bit unsettling. There are loads of new processes and information. Sometimes it can feel like you must understand all the new ways of doing school but without the support of the people who care for you. That's where the Center for Student Success (CSS) can partner with you as you transition to Queens and beyond.

The Center for Student Success offers academic advising, accessibility services, academic support, and peer tutoring and writing support to all students. The CSS is located in Knight-Crane Hall, Suite 102. All services are free.

Additional services include student success workshops (e.g. time management, transition to college, co-working), Roadmap Scholars, academic planning support, and graduation application support. Tutoring and writing support are provided by trained peers who have been successful in their courses.

Academic Advising

Professional advisors in the CSS provides academic advising to all undergraduate students. Students work with faculty and professional academic advisors to assist them in academic decision-making, career preparation, and understanding Queens' culture and processes. Advisors work with students to discuss topics such as deciding on a program of study, major and minor requirements, general education requirements, careers and internships in students' majors, course registration and approval.

First-year students are assigned a Royal Advisor in their major for their first three semesters at Queens. Royal Advisors are faculty members who have a special interest in advising students as they transition to the University and are trained to work with first year students. After three semesters, students are reassigned to a faculty advisor in their major who will guide them toward degree completion. Professional academic advisors serve as a resource regarding University policies, academic regulations, and assisting students in setting and attaining academic goals.

To find your advisor login to [MyAccount](#) or visit [Academic Advising](#).

Questions can be directed to academicadvising@queens.edu.

Athletic Academic Success

The Center for Student Success offers dedicated professional staff to support student-athletes. Through its Athletic Academic Success program, student-athletes receive academic guidance, eligibility support, access to resources, and help with communication between faculty and coaches.

Peer Tutoring and Collaborative Learning (Tutoring/Writing Center)

Location: Knight-Crane Hall, 1st floor

Hours: Monday-Thursday 9:00 a.m. - 7:00 p.m.

Sunday 1:00-7:00 p.m. (Location – Everett Library)

Book a Tutoring Appointment: [Tutoring & Writing Support](#)

The Writing Center: [The Writing Center](#)

The Center for Student Success offers FREE peer tutoring in many academic courses (i.e. statistics, financial accounting, mathematics, biology, chemistry, foreign languages, etc.). Additionally, we can help with general study skills and time management. The peer tutors are students who have completed the course(s) for which they tutor with a B+ or better, are highly recommended by faculty members, are selected through an interview process, and participate in ongoing training for supporting student learning.

Peer tutors participate in a tutor certification program monitored by the College Reading and Language Association.

Book your appointment at www.queens.edu/tutoring.

The Writing Center

The writing consultants are specifically trained in the practice and theory of writing as a collaborative experience. They are selected from your peers, so you will work with someone who can understand your experience. You can start from wherever you are in the process: from brainstorming and mining for those first ideas, crafting a thesis, organization, tracking grammatical patterns that need improvement and even assistance negotiating citation styles. You can even start before you have drafted the first paragraph. We support more than just research papers – including presentations, multimodal projects, or even writing that isn't related to your courses, such as personal statements or graduate school materials.

Perhaps more importantly, our tutors have something that generative AI platforms don't; they have insider knowledge about writing at Queens. No chatbot can be trained in that. Although we don't edit or proofread, the writing consultants do help to support YOUR writing process and assist you in finding your voice in communicating to your audience. All sessions are FREE.

In order to meet the needs of your schedule, you can choose a face-to-face session, a virtual session via Ring Central, or request support via video or written feedback on your project. Register for appointments at www.queens.edu/tutoring.

For questions or to inquire about becoming a tutor or writing consultant, please email writingcenter@queens.edu.

Student Accessibility Services is also part of The Center for Student Success. See their section on page 51.

Dining Services – Chartwells

Location: Trexler Student Center, First floor/lower level

Telephone: 704-688-2824

Website: www.dineoncampus.com/queens

Chartwells, a division of the Compass Group, provides all dining and catering services on campus. A full description of all our meal plan options is available on their website.

You may also purchase Lion's Dollars here that you can use in any of our locations.

There are six dining venues available, each one providing a different atmosphere:

The Coffee House – We Proudly Serve Starbucks

Located in the Everett Library

- Starbucks espresso and Fair-Trade certified coffee beverages
- Premium teas and blended cold drinks
- Fresh pastries, sandwiches, and salads

Miss Betty's Marketplace

Located in the Trexler Student Center

- Made-to-order sandwiches and paninis
- Convenient snacks & beverages

MecklenBurger

Located in the Trexler Student Center

- All of your favorite grill items
- Everything is available to go

Royal Bistro

Located in the Trexler Student Center

- A rotating variety of on-trend menu selections
- Everything is available to go

QC Pizzeria

Located in the Trexler Student Center

- Create your own personal pizza
- Choose from a wide variety of fresh toppings

Young Dining Hall

Located in the Trexler Student Center

- Made-to-order entrées
- All-you-care-to-eat
- Healthy choice of cuisine
- Fresh baked desserts

Catering

Queens Dining Services is proud to offer you great food at inexpensive prices. We know a student's schedule is crazy, so we have created a menu that is convenient and offers a variety of the foods you like. Of course, this is just the starting point. You are always welcome to choose from the full catering guide, but if you are looking for quick and easy options for the next club meeting, a special celebration or a late-night event, this is where you want to be. Check it out! Visit [their website](#) and select the Catering link. To see the specially priced student menu select the link to place an order and then choose the "In Your Space" tab.

Diversity, Inclusion & Community Engagement

Location: Dana Hall, Room 014 (Lower level)

Telephone: 704-337-2320

Website: [Diversity, Inclusion & Community Engagement](#)

Supporting a campus and greater Charlotte community that is respectful of differences, committed to inclusion and works to create a society that is fair and just.

Mission

The Office of Diversity, Inclusion & Community Engagement helps facilitate the learning and development of all students with specific focus on those from marginalized identities through programs, experiences, and service opportunities that educate the campus about diversity, multiculturalism, and interaction across differences.

Vision

Our campus and surrounding community will experience our office as a welcoming, affirming, and accessible resource where everyone feels their value and sense of belonging while embracing the differences of others.

What We Do

Diversity, Inclusion & Community Engagement provides education and experiences focused on building skills for people to successfully embrace differences and thrive in pluralistic societies.

Support

- Peer Mentoring Program for underrepresented students - L.E.A.D.

- Mentoring Program- iBelong
- Multicultural student clubs
- General Education Programs

Educate

- Intercultural Awareness and Education for faculty, staff and students
- Lunch and Learns
- Perspectives in Pluralism Leadership Program
- Cultural Observances

Unite

- Multicultural Suite
 - Diversity, Inclusion & Community Engagement (DICE) Lounge
 - Multicultural Student Club Rooms
 - Student Veterans Lounge
- Cross-cultural programming

Community and Civic Engagement

- Annual Volunteer and Internship Fair
- Dialogues
- Voter engagement
- Campus Days of Service
- Monthly on and off campus volunteer opportunities

Empower

By providing all these experiences, we help empower our campus community to be confident and become leaders in diversity, equity, inclusion, and belonging.

Everett Library

Location: The Residential Quad

Telephone: 704-337-2401

Hours: [Everett Library Hours](#)

Website: [Everett Library](#)

Everett Library provides space for learning, inspiration, and collaboration, offering quiet and group study areas with Wi-Fi throughout the building. The library houses over 50 campus computers and three multi-function printers and maintains three recording/presentation studios and a portable digital presentation station. Library resources include access to over 250,000 e-books, 120 research databases, 75,000 full text journal titles, 26,000 streaming videos, 42,000 print books, and 1,300 academic and popular videos. Access to all Everett Library's electronic resources is available 24/7 through the virtual library, and students can schedule research consultations with a librarian.

Financial Aid and Student Accounts

Location: Jernigan Hall, Room 111

Telephone: 704-337-2225

Hours: Monday-Wednesday 9:00 a.m. - 5:00 p.m.

Thursday 10:30 a.m. - 5:00 p.m.

Friday 9:00 a.m. - 4:30 p.m.

Website: [Student Financial Services](#)

Student Financial Services seeks to help students and families afford an education at Queens by optimizing funding from federal, state and institutional resources. Student Financial Services includes Financial Aid and Student Accounts. All are encouraged to adhere to submission deadlines for financial aid to optimize Financial Aid and possibility of student employment opportunities. Student Financial Services also handles Veterans Benefits for students who are eligible.

Students may review their individual financial aid offer and information online at [myFinancialAid](#). Students can make payment on their student account statement through [myAccount](#). This service is the most effective way to pay a student account balance 24 hours a day. Currently, American Express, Mastercard, Visa, debit cards and check payments are accepted online via [myAccount](#).

Students wishing to bring a check or have questions regarding your student account statement should contact the Student Financial Services Office at sfs@queens.edu.

Student account can be paid online and is available 24 hours a day. Currently, American Express, Mastercard, Visa, debit cards and check payments are accepted online via [myAccount](#).

Financial Aid and Student Account Policies can be found in the University catalogue. Any student who is awarded financial aid are able to view the terms and conditions of their financial aid offer in the [myFinancialAid](#) portal. Any questions regarding policies related to financial aid can be directed to sfs@queens.edu.

Health & Wellness Center by Atrium Health

Location: 2322 Wellesley Avenue

Telephone: 704-337-2200

Hours: Monday-Friday 8 a.m. - 5 p.m.

Closed 12:30-1:30 p.m.

**Hours are subject to change throughout the year.*

Mission

The Queens University Health and Wellness Center (HWC) by Atrium Health provides wellness, medical, and mental health services to all students enrolled in the University. The Health and Wellness

Center, in conjunction with Student Affairs, provides, promotes, and supports programs and services consistent with the mission of the University, integrating the physical, emotional, and intellectual health and wellness of each student and the Queens community at large. We strive to empower students to identify and manage their health and wellness needs by providing evidence-based education.

Medical Services

Queens University has partnered with Atrium Health to enhance the services offered to Queens University students. All care provided at the Queens University Health and Wellness Center is free to students, insurance will not be billed for services at the Health and Wellness Center. Whether you're feeling ill or need a routine medical appointment, the Health & Wellness Center is here to support you. Treatment for common illnesses such as colds, flu, seasonal allergies, upset stomach, urinary tract infections, rashes, COVID infections, sprains and strains are available. You can see the provider for annual health screenings, physicals, pregnancy, STD and HIV testing, lab work, vaccinations, filling prescriptions, and managing chronic illnesses such as high blood pressure, asthma, or diabetes.

Mental Health Services

The HWC through the Counseling Center, offers individual counseling and referral to a network of specialists, including psychiatrists and treatment facilities in the Charlotte area. Counselors also provide educational programming and outreach to the Queens community. Counselors are licensed in the state of North Carolina and can address the general mental health and developmental concerns that may present while in college. These concerns may include the following: adjustment to college, stress and anxiety, body Image / self-esteem, depression, family conflict, relationship concerns, sexual concerns, sexual assault /rape, abuse, sleep or appetite disturbance, suicidal thinking, grief, learning how to support family and friends in crisis, and alcohol/drug abuse.

Integrated Treatment Model

HWC staff works as an integrated treatment team to provide quality care. While medical and counseling information is confidential, the staff may at times discuss aspects of your care with other members of the treatment team to provide the highest quality of services. In emergency situations, the HWC staff may refer you to another clinician or hospital; vital information may be shared with these health care providers.

Right to Privacy

The HWC staff are committed to protecting your medical information.

Release of Information

Identifying personal health information will not be given to parents, friends, outside medical doctors, partners, roommates, University faculty or staff and employers unless:

1. [Written permission and/or a release](#) to disclose health information has been signed by you.
2. When there is serious and foreseeable harm to you or others.

As required by law, we will disclose health information about you when required to do so by federal, state, or local law.

You have the right to review and receive a copy of your health information. Usually, this includes medical records. All health records from your HWC are available via your [my.atriumhealth.org patient portal](https://my.atriumhealth.org/patientportal).

Right to Provide Suggestions, Complaints

Please direct comments to: Amber Slack, Vice President for Student Affairs & Dean of Campus Life (704-337-2227, slacka@queens.edu) or Pam Annas, Atrium Health Client Strategist (pam.annas@advocatehealth.org).

If you have any questions concerning your rights and/or ethical treatment by your counselor, or if you wish to file a complaint, please contact the following: National Board of Licensed Professional Counselors at <https://ncblpc.org/> or phone 919-661-0820.

Financial Responsibility

Health and Wellness services are free of charge. You should never receive a bill for any medical services provided at your Health & Wellness Center.

For counseling, a brief model is utilized, and a limited number of free counseling sessions can be offered (10 sessions per semester) to each student. Counselors have the discretion to increase the number of sessions if clinically necessary.

Appointment Responsibility

To receive medical care, appointments are encouraged, and walk-in visits are accommodated when possible. (704-337-2220)

Appointments are necessary for counseling sessions. Appointments can be made by calling the HWC at 704-337-2556 or emailing qucounseling@atriumhealth.org.

Please remember to cancel and reschedule appointments 24 hours before your appointment. A pattern of missed appointments may lead to termination of services.

Participation

You are encouraged to fully participate in your health/counseling treatment. Counseling sessions typically last 50 minutes. During the intake appointment, the counselor will address your concerns and discuss options with you. The number and frequency of sessions will be determined by both the client and counselor.

Counseling is a voluntary act, and you have the right to choose a counselor that best suits your needs. We will do our best to accommodate your needs within our scope of practice, but if long-term or specialized therapy is indicated, we will make every reasonable effort to find a referral source in the community. If a counselor determines that a student is not making progress with a counselor at the HWC, or is non-compliant with counseling recommendations and referrals, the counselor may refer that student to an off-campus mental health provider.

Health Requirements for University Admission

Students are required to submit documentation of state required immunizations to the Queens. Requirements can be viewed and submitted on the [Student Vaccination Form](#) or on the [New Student Information & Resources webpage](#).

Failure to comply with this requirement will result in removal from all classes within 30 days of the beginning of classes. No tuition refunds will be granted.

After-Hours Care

For students requiring medical or mental health care when the HWC is not open, resources are available on and off campus.

For physical health concerns call 704-337-2220 to be connected to an after-hours call center that is staffed by a nurse who will determine if your care can wait until the next morning when the HWC is open or if you need to seek treatment immediately.

For mental health concerns call 704-337-2556 to be connected with an after-hours call center.

Campus Police are on duty 24/7 and can be reached at emergency extension 2911 or 704-337-2306.

After-Hours Care Options

Medical and Mental Health Urgent Care

- Atrium Health Urgent Care Morehead, 1426 E. Morehead Street, Charlotte NC 28204 704-446-6090
- Morrocroft Urgent Care, 4525 Cameron Valley Parkway, Charlotte, NC 704-512-6240
- Concentra Urgent Care, 1614 South Boulevard, Charlotte, NC 704-338-1268
- Novant Urgent Care, 445 South Kings Drive Charlotte, NC 704-384-1734
- Atrium Health Orthopedic Urgent Care, 3030 Randolph Road, Suite 105B, Charlotte NC 28211 704-863-4878
- OrthoCarolina Orthopedic Urgent Care, 1915 Randolph Road, Charlotte, NC 704-323-2682

Emergency (ER)

- CMC Mercy Emergency Department, 2001 Vail Avenue, Charlotte, NC 704-355-2000 or 704-304-5917
- Carolinas Medical Center (CMC) Emergency Department, 1000 Blythe Boulevard, Charlotte, NC 704-355-2167
- Novant Health Presbyterian Medical Center, 200 Hawthorne Lane, Charlotte, NC 704-384-4000

Mental Health Emergencies

- Carolinas HealthCare System Behavioral Health Centers, 501 Billingsley Road, Charlotte, NC 704-444-2400 or 1-800-418-2065
- Novant Health Presbyterian Medical Center Behavioral Health Services, 200 Hawthorne Lane, Charlotte, NC 704-384-4255 or 1-800-786-1585
- Mobile Crisis Team 704-566-3410

- Safe Alliance Mecklenburg County Rape Crisis Hotline 704-375-9900
- Safe Alliance Mecklenburg County Domestic Violence 704-332-2513

24-Hour National Crisis Hotlines

- National Suicide Prevention Lifeline 1-800-273-8255
- RAINN (Rape, Abuse, Incest National Network) 1-800-656-HOPE (4673)
- Hopeline Network 1-800-784-2433

Queens Student Health Insurance

Queens University of Charlotte requires that all domestic undergraduate students enrolled in 12 or more credit hours and all J1/F1 International students, athletes (and graduate athletes), and BSN and ABSN students have health insurance coverage. All students are automatically enrolled annually in the Queens University of Charlotte's Health Insurance Plan (SHIP) and must waive to remove the charges from their account. All eligible students must submit an online waiver by September 11, 2026.

Students can visit the [Gallagher Student Resources website](#) to view the full plan description, plan benefits, exclusions, limitations, and terms of coverage.

Rates & Terms of Coverage

The Queens Insurance Plan is an annual policy. For coverage information, dates, and premiums please visit our [Student Health Insurance webpage](#).

Eligibility Requirements

All full-time traditional undergraduates taking 12 credit hours or more, international students in one credit hour or more, athletes (including graduate athletes), and students in the BSN and ABSN nursing programs are automatically enrolled in Queens Healthcare Insurance Plan. The charges will be split over the fall and spring semesters. New ABSN cohorts will be billed starting in the summer semester for this coverage.

Enrolling in Student Health Insurance

To complete the online waiver, you must visit the [Gallagher Student Resources website](#) and under 'Profile' select the 'Log In' button. Follow the prompts to complete the enrollment process.

It is important to remember that the enrollment must be completed each year.

Waiving Coverage of Student Health Insurance

If students have comparable coverage and wish to waive coverage under the Queens University of Charlotte's Health Insurance Plan (SHIP), they must complete and submit an Online Waiver form by the waiver term deadline. For the **annual waiver deadlines**, please visit our [Student Health Insurance webpage](#).

New students entering in the Fall semester will need to only waive once for that academic year. New students entering the Spring semester will be required to waive for spring / summer. ABSN will waive in May for summer.

To complete the online waiver, you must visit the [Gallagher Student Resources website](#) and under 'Profile' select the 'Log In' button. Follow the prompts to complete the form and select 'Waive Coverage' to start the process. Print a copy of your confirmation for your records.

It is important to remember that the online waiver must be re-submitted each year.

More Information

For insurance coverage and other questions, visit the [Gallagher Student Resources website](#) and select 'Frequently Asked Questions' or use their Live Chat option.

Optional Vision & Dental Plans

Students can choose to add vision and/or dental coverage for an additional cost while attending Queens. There are several options for each type of coverage. For more information, please visit our [Student Health Insurance webpage](#).

Information Technology Services

Location: Watkins Hall (1st floor)

Telephone: 704-337-2323

Hours: Monday-Friday 8:00 a.m. - 5:00 p.m.

IT Services manages all technology on campus. Among these services are:

Email

After enrolling at Queens, each student receives an "@queens.edu" e-mail account with 50 GB of available storage. This account remains active throughout your time at Queens and for 9 months after graduation or withdrawal from the University. To access email, all students will login using their Queens email address and password at <https://mail.queens.edu/>. To configure an e-mail account on an Apple iOS or Android mobile device, follow these [instructions](#).

Wireless and Wired Networking

Students are granted access to University network resources for reasonable use under the provisions covered by the University Acceptable Use Policy (available at MyQueens.queens.edu/its). The University expects all members of our community to comply with all federal, state, and local laws as a condition of the use of computing and network resources.

- *QU-WiFi Wireless Network:* Wireless internet access is available in every building on campus. Most devices simply connect to the *QU-WiFi* network, then prompt for the Queens username and password. For information on configuring a specific device to access *QU-WiFi*, follow the instructions on [our ITS website](#).
- *QU-Guests Wireless Network:* The University offers free unsecured guest wireless access for campus visitors. To connect to the guest WiFi network, select *QU-Guests* from the list of available connections on your device then enter the required personal information to continue.

- *QU-Gaming Wireless Network:* Gaming consoles can only connect to the QU-Gaming network. For more information, please contact the ITS Help Desk (704-337-2323, helpdesk@queens.edu).
- *Residence Hall Wired Network:* In addition to secure WiFi, all residence hall rooms are equipped with wired network ports as well.

Printing, Scanning, and Copying

Students may print from any Queens University of Charlotte computer by selecting “Follow-Me-Printer” from the Print menu. Print jobs are released by tapping the Queens Student ID Card at any of the “Follow-Me” print stations located on campus. Follow-Me accessible printers are located in the Everett Library and the Dickson Computer Lab. Students are provided a free print quota each semester, and additional funds can be added throughout the semester if needed. Students can also print to the Follow-Me printers on campus from their mobile phones or from personally owned computer by installing a print client application (both Windows and Mac). For more information, follow the instructions located on [our ITS website](#) or contact the ITS Help Desk.

Classroom and Lab Computing

Computer equipped labs and classrooms are available in several locations throughout campus.

Everett Library Commons is an open-use computer area designed for student research activities. Wired and wireless Internet access is available throughout the library for student use.

For the current list of student computing spaces, see the [ITS Student Computing Space list](#).

NOTE: Availability may be impacted by scheduled classes and testing.

Technology Help Desk

Technology support is available for all University-owned computers, systems as well as wired and wireless connectivity. Submit support requests [our ITS website](#), by email (helpdesk@queens.edu), or phone 704-337-2323 (M-F 8:00 a.m.- 5:00 p.m.).

Students are responsible for providing support for their personally owned computer, software, and peripherals.

Additional Information

1. Students are eligible for educational discounts on computer hardware and software from several different vendors including Apple, Dell, and others. Details are available on [our ITS website](#).
2. All users of Queens electronic resources must abide by the terms of the Queens Acceptable Use Policy, the University Copyright Compliance Guidelines, and all other University policies. These policies are available on [our Policies and Standards library](#).

This is by no means an exhaustive list, so if you still have questions, please check out the [New Student Technology Guide and F.A.Q. webpage](#), stop by the Help Desk (Watkins Hall), or email helpdesk@queens.edu.

Mail & Copy Center

Location: Morrison Hall, lower level

Telephone: 704-337-2311

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

Closed for lunch from noon to 1 p.m.

The Mail/Copy Center provides daily distribution of mail and postal sending options to Queens students, faculty and staff via regular and express delivery through UPS, FedEx, and the U.S. Postal Service. Students may purchase stamps, color/black and white copies, or send/receive facsimiles with payment by credit/debit cards only. *We do not accept cash.* Each residential student is assigned a campus mailbox. You must have your Q-Card to pick up packages and mail. There are NO exceptions.

You will receive a separate email for your packages and mail. Please read the email. It states the available pick-up times. All packages and mail should be addressed as follows to receive your items in a timely manner:

Name
MSC #
Queens University of Charlotte
1900 Selwyn Avenue
Charlotte, NC 28274

Bus Passes: Students needing public transportation can purchase CATS bus passes in increments of 10-Ride, Weekly, and Monthly.

Myrta Pulliam Center for International Education

Location: Knight-Crane Hall (1st floor)

Telephone: 704-337-2533

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

Website: [PCIE](#), [Program Options](#)

The Myrta Pulliam Center for International Education (PCIE) provides meaningful global experiences for Queens students and supports our international student needs through a variety of programs and services.

The John Belk International Program (Study Abroad)

Queens offers students a range of international programs through the John Belk International Program (JBIP). These programs blend academic engagement with cultural immersion and are designed to help students explore the world in meaningful ways. There are five program types:

- **Short Term Faculty Led Programs:** These programs, taught and led by Queens Faculty, begin with a semester-long course on campus. During winter break, spring break or yearly summer –

often as juniors - students continue the course abroad for 10-21 days. Through guided visits and immersive cultural experiences, students engage directly with the course topic in a global setting. Programs vary each year and are open to all majors.

- **Semester or Year Long Programs:** Queens offers a wide range of semester and year-long study abroad opportunities through direct partnerships with universities around the world. These include prestigious institutions such as ESSCA and EM Strasbourg in France, Aberystwyth University in Wales, Regent's University London, the University of St. Andrews in Scotland, and the Irish American Scholars Program in Northern Ireland. In addition, Queens is a member of the International Student Exchange Programs (ISEP), connecting students to more than 150 universities in over 50 countries.
- **International Internship:** Queens offers internship opportunities around the world—including in Ecuador and Peru with our partner organizations—and supports students in pursuing independent international internships. All majors are welcome, and students can work with the Vandiver Center for Career Development to ensure their internship fulfills Queens' graduation requirement.
- **Language Immersion:** Students who have completed a minimum of Intermediate I of foreign language classes may participate in a four-week language immersion program, living with a host family in select international locations. Some semester-long programs and international internships also offer language immersion opportunities.
- **Summer Business Programs:** Queens partners with two premier French business schools—ESSCA and the Ecole de Management Strasbourg—to offer summer international business programs. Students majoring in Business, Political Science, or International Studies can spend four weeks studying global business and politics at campuses in cities such as Angers, Paris, and Strasbourg. In addition to other French cities, ESSCA also operates campuses in Budapest and Shanghai.

Cost

The John Belk International Program is one of the most distinctive opportunities at Queens.

Thanks to the generous support of our donors and the John Belk Endowment, eligible undergraduates have access to scholarships and grants to help offset the cost of study abroad (more information below).

In addition to a commitment fee, all programs carry supplemental costs that vary depending on the program. For semester or year-long programs, students continue paying Queens tuition and fees, with financial aid still applying. Students are responsible for personal expenses and some meals.

Eligibility

To use JBIP funding, students must be full-time traditional undergraduates in good academic standing, with at least a 2.0 GPA and third-year status. Transfer students are also eligible; however, those who attend Queens for fewer than four semesters before graduating may be required to pay a program supplement.

Part-time students, post-traditional students, and traditional undergraduates who want to study abroad before becoming JBIP-eligible—or who want to participate more than once—may still join. These students can participate on a space-available basis by paying the full cost of the program.

Students participating in short-term faculty-led courses must successfully complete any required preparatory coursework and attend all pre-departure meetings in order to travel with the group. Students participating in internships, semester programs, language immersion, or other programs must meet the specific eligibility requirements for each program.

Students are encouraged to begin planning early, as most programs require applications 2–3 semesters in advance. Study Abroad 101 sessions are offered throughout the year, and students should attend one before applying. After that, students meet with advisors in the PCIE to explore program options and with their academic advisor to identify programs that align with their degree plan.

Some programs—such as semester and year-long study abroad, language immersion, international internships, and certain short-term options—are selective and may have higher GPA requirements. Others are open to all eligible applicants. Many programs have limited space, so students are encouraged to identify several programs they are interested in.

Application deadlines are based on the term of the program (fall, spring, or summer). Students should check with the PCIE office for the most up-to-date information.

Scholarships

There are scholarships available for each type of JBIP to recognize students who actively seek to enhance their lives with an international experience. Queens awards the following scholarships annually to a select few students:

- **Class of 1958 International Scholarship Awards** – Students who have been accepted to Queens short-term programs (e.g. faculty-led JBIPs, summer programs at EM Strasbourg, ESSCA, and Aberystwyth University) are invited to apply for this scholarship. Typically, two students are awarded this scholarship.
- **Jo Dewitt International Adventurer Fund** - Scholarships are awarded each year to students participating in language-immersion, or semester or year-abroad programs. This fund recognizes students who have actively shaped a distinctive international experience—whether by exploring regions beyond their host location, engaging in service projects, or meaningfully connecting with the local culture.
- **Elizabeth A. Dalton Scholarship for International Internships** - The Dalton Scholarship is designed to help support students who are completing approved international internships. The scholarship is offered annually and can be awarded to one student or to multiple students.

Queens Campus Store

Location: Levine Center for Health & Wellness (1st floor)

Telephone: 704-337-2413

Hours: Monday-Friday 9 a.m. - 4 p.m. (closed Saturday/Sunday)

Website: [Campus Store](#), [Online Store](#)

Queens Campus Store is a student's best source for textbooks (purchase, digital, and rental options), school supplies, Queens apparel, novelties, and gift items. The bookstore stocks required textbooks and class materials (in new or used condition), plus offers a textbook buy back system various times throughout the year. For students' convenience, the bookstore has an active online website which contains expanded selections of books and merchandise. Rental books require a rental account which can be established in store or during online checkout with a valid debit or credit card.

Registrar's Office

Location: Jernigan Hall 101

Telephone: 704-337-2242

Hours: Monday-Friday 8:00 a.m. - 5:00 p.m.

Website: [Registrar](#)

Academic Calendar

Academic Calendar provides the annual schedule of academic dates and deadlines, holidays and breaks. The calendar is posted on the Registrar's Office web pages.

Course Catalog

Located on the Registrar's Office web pages, the University Course Catalog stipulates degree requirements, course descriptions, as well as University policies and guidelines. It is important to become familiar with the catalog and degree requirements in effect when entering the University (catalog of entry).

Course & Exam Schedules

Determined in advance to help students plan their academic year. Information is posted on the Registrar's Office web pages.

Degree Audits

A student's degree audit is available online through [myAccount](#) and outlines the requirements for the student's major. Students should carefully monitor this document throughout their career at Queens to ensure that they are progressing towards their degree. While the Registrar's Office conducts final degree audits for graduation, it is important to remember that the student is ultimately responsible to ensure that his/her degree requirements are completed as outlined in the Queens University of Charlotte Course Catalog.

Enrollment Verifications

Often requested by insurance companies and potential employers, students may request enrollment verification certificates by visiting our [Enrollment Verification webpage](#).

Grades

Final course grades are available online through [myAccount](#).

Registration & Drop/Add

Students register for classes and drop, as needed, through [myAccount](#). Questions regarding the registration process can be answered by the office staff.

Transcript Requests

Academic transcripts are maintained by the Registrar's Office. Students can view and print their unofficial transcripts through [myAccount](#). Official transcripts must be requested online on our [Transcript Request webpage](#).

Residence Life & Housing

Location: Morrison Hall (2nd floor)

Telephone: 704-337-2293

Website: [Residence Life & Housing](#)

Mission

Residence Life and Housing cultivates safe, inclusive residential communities that promote academic success and holistic student development.

Vision

Residence Life and Housing is committed to the continual enhancement of residential facilities that are safe, clean, and sustainable homes for students learning beyond the classroom. In collaboration with student leaders, qualified and supportive Residence Life and Housing professional staff will create pathways for self-development and opportunities that exemplify life-long learning and promote inclusivity within residential communities.

Advantages to Living on Queens' Campus

Living on campus has tremendous advantages academically, socially, and developmentally. Students are provided with an environment where they can have immediate access to academic resources; explore new interests through extra-curricular activities while building a community of relationships and friendships.

Living in the residence halls at Queen provides students with the following:

- a community that encourages academic achievement by providing ready access to academic resources such as Everett Library, computer labs, late night study groups, and living environments that support quiet study hours.
- endless opportunities for involvement with on-campus athletic events, movies, theatrical and musical performances, guest speakers, educational seminars, trips, intramural sports, holiday celebrations, and impromptu gatherings – just to name a few.
- set fees for housing and dining absent of “ambiguous costs” such as utility and unallocated meals.
- community and leadership building opportunities.
- convenience to class, dining, and campus events that cuts the added travel and parking component.

Who Qualifies for Campus Housing?

Full-time, traditional undergraduate students (TUGS), who are enrolled in classes and seeking bachelor’s degrees qualify for campus housing. In addition, only those with student accounts in good standing with Student Financial Services are permitted to live in campus housing. If a student withdraws from the University or is not actively attending/participating in classes, the student will be asked to move out of the residence halls.

Additionally, a student who changes student status from a TUG to an associate degree or part-time student, is not permitted to remain in residence.

Housing will be available to graduate students on an as-available basis.

Residency Requirements

The residency requirement is a critical component of the Queens experience. Queens has a four-year residency requirement for all TUGS. Just like the General Education program, the John Belk International Program, and the internship experience, living on campus promotes the qualities of engagement and community that are intrinsic to our programming. Students who live on campus have higher retention rates, are more academically successful, and rate their college experience significantly higher post-graduation. In short, we do not waive your participation in the Roadmap course because it is essential to the Queens experience nor do we waive the Residency Requirement because it is essential to the Queens experience.

Queens University of Charlotte has a four-year residency requirement for ALL TUG Students and incoming first year students (domestic and international). The four years are measured by class standing, meaning the number of earned credits to make a student a freshman, sophomore, junior, or senior, not by the number of years a student has physically been enrolled at Queens.

All full-time traditional undergraduate students (TUGS) seeking bachelor’s degrees are required to live in campus housing unless they:

1. are living with their immediate family member in either Mecklenburg County, or a neighboring area listed on the [Residency Requirements webpage](#),
2. are over the age of 24,
3. are married; have children living with them, or
4. are a transfer student

Guarantee of Space

With a 4-year residency requirement, we make every effort to ensure that all students are provided space on campus. The University still considers the right to live-in campus housing a privilege. Therefore, Residence Life and Housing reserves the right to deny space in campus housing to any student even though approved for admission or continuing to be enrolled at the University.

New Student Room Assignments

New student room assignments are made in the summer. Before an assignment can be made for new students, a \$300 enrollment deposit must be submitted.

All incoming students must also submit a Housing Contract. For the exact deadline, students should refer to the deadlines posted on the website or the Admissions portal. Any room change must first be approved by the Department of Residence Life and Housing. Unauthorized room changes are prohibited and subject to a \$100 fine.

Upperclassman Room Assignments (Returning Student Room Selection Process)

Upperclassman room assignments are made in the spring semester. The "housing lottery" is designed to assign students in a fair manner based on the choices they provide. However, although Residence Life makes every effort to accommodate preferences, students are not guaranteed these choices.

Commuter Students

Our policy does allow students to live at home with a parent or legal guardian within a commutable distance. A commutable distance is defined as a student living in the Charlotte-Mecklenburg area and those areas that immediately surround. Eligibility can be determined by comparing a student's zip code to Charlotte Mecklenburg zip codes or a comprehensive list on the [Residency Requirements webpage](#).

NOTE: All off-campus exemption requests must be verified through the University office through which exemption is sought (disability accommodation, financial condition change, or commuter approval).

Gender Inclusive Housing Policy

Gender-inclusive housing is an environment where student housing is not restricted to traditional limitations of the gender binary (male/female). Gender-inclusive housing means that students from all gender identities and expressions may choose to live together.

- *Is it just for students that are a part of the LGBTQ+ community?* Gender-inclusive housing is not just for LGBTQ+ people; it is for anyone who wants to live with people with whom they feel comfortable - no matter their gender identity. Our residential communities are open to every student. All students, including our LGBTQ+ and particularly our trans/nonbinary students, are encouraged to sign-up for whichever housing works best for them. Students who elect this option must be open to living with a person of any gender identity.
- *Can people who are romantically involved live together?* Gender-inclusive housing is not intended for romantic couples. We would strongly advise against doing so. We respect and honor the privacy of our students, so our process does not require students to disclose their reason for roommate requests. However, please note that Residence Life and Housing strongly encourages students to reconsider living with a person with whom they are romantically involved.

- *What is the process?* Students wishing to participate in gender-inclusive housing must indicate their preference for inclusive housing during their housing selection process and all students within a gender inclusive suite/room must give consent via the gender-inclusive housing agreement. Students will not be assigned to gender-inclusive housing without their explicit consent. Residence Life and Housing will make every reasonable effort to accommodate all students who have requested gender-inclusive housing but cannot guarantee to meet hall, room, roommate, or suitemate preferences.

Residence Halls & Amenities

Residence Halls

Most residence halls at Queens are co-ed to varying degrees (by floor, hall, or alternating room). Queens offers both corridor-style living and suite-style options. Each residence hall has a Resident Assistant (RA) and housekeeping service to maintain common areas. Each residence hall has ample laundry facilities with free usage, and a furnished lobby with television streaming capability. All rooms are furnished with a mattress with bed frame, desk, chair, closet, chest of drawers and micro-fridge unit. Each room has Internet access. A list of the individual residence halls along with their history, description, and amenities is available on the Queens website.

- [Albright Residence Hall](#)
- [Barnhardt Residence Hall](#)
- [Belk Residence Hall](#)
- [Hall Brown Overcash \(HBO\) Residence Hall](#)
- [Hayes Residence Hall](#)
- [Northwest Residence Hall](#)
- [Porter B. Byrum Residence Hall](#)
- [Wireman Residence Hall](#)

Laundry Services

Washers and dryers are located in each residence hall, with unlimited access for residential students. The cost for using the laundry machines is included in the cost of housing.

Residential Computing Services

In addition to secure WiFi, all residence hall rooms are equipped so that each resident has access to an individual physical data port. To make use of the physical data port for Internet access, an Ethernet ready PC and cord is required.

All students are required to adhere by the policies established by Information Technology Services as noted in the Resource Directory section of this handbook.

Quick Connect Information

- SSID: QU-WIFI
- WPA Pre-Shared Key: quroyals (all lower case)

Study Rooms

Study rooms are located in various locations in campus housing. Quiet hours should be maintained at all times in study areas. All study rooms are open to students 24 hours each day.

Maintenance of Living Spaces

The Office of Campus Services manages all on-campus maintenance. Requests for service are made by submitting a work order request by notifying your Resident Assistant, who will submit a maintenance request. Upon review, the request will be assigned. Minor carpentry, glass and carpet repairs, as well as moving furniture and supplies, are handled by Campus Services. Major repairs such as plumbing, heating, electrical, steam and structural systems are often contracted out. Please include your name, phone number, room number and nature and location of the problem for the following:

- Electrical or Plumbing Repairs
- Microfridge
- Pests / Insects In-Room Repairs

Campus Services is not always able to contact a resident before entering that student's room. By simply requesting a repair, permission is granted for Campus Services to complete such work without the students' presence.

Heating, Ventilation, and Air Conditioning Units (HVAC)

Campus Services routinely checks and changes filters in the HVAC units of all rooms. Students should not block or cover the units in any way and must maintain a minimum of three feet of open space in front of the units so that access can be gained, and air flow will not be interrupted.

Painting, Patching, and Adhering to Surfaces

- Only University-employed painters are authorized to paint student rooms. Rooms will be painted on a rotating basis unless extensive wear requires more frequent painting. Rooms will not be painted just to change the color. All paint-related requests should be referred to Campus Services.
- Students should not apply tape, contact paper, or border to painted surfaces as the removal will damage these surfaces. Plasti-tac, Command Strips, or similar wall adhesive products should be used within the residence halls. Use of double-sided foam tape, nails, screws, hooks, or other adhesive products on ANY surface is prohibited. Residents will be fined for excessive damage to painted surfaces and should not attempt to repair any holes in walls or doors themselves.

Laundry Machine Service Requests

Washers or dryers in need of service in the residence halls should be reported to the customer support center at 1-800-247-8363 or by visiting www.cscsw.com/. Signage is also available in the laundry rooms with ways to report issues through the laundry app.

Housekeeping Services

The Campus Services Housekeeping Staff is responsible for the proper cleanliness and appearance of residence hall public areas, such as lounges, hallways, stairwells, and community bathrooms.

Housekeeping will include vacuum, sweep, mop and finish floors, care for carpet and furniture, clean all community bathroom fixtures, change light bulbs and stock supplies such as toilet paper and paper

towels in community bathrooms. Students, however, are responsible for picking up after themselves and maintaining clean living conditions in rooms and bathrooms. Housekeeping concerns can be emailed to campus_services@queens.edu.

Housing Information

Housing Rates

Housing rates change from year to year. Please see the current rates on the [Residence Halls & Rates webpage](#).

Housing Contract

Campus housing at Queens University of Charlotte is offered on a contractual basis for the full academic year, excluding break periods as defined in the academic calendar. Students and parents or guardians are therefore urged to read the contents of the Housing Contract carefully.

When the Housing Contract is submitted to Queens, it becomes a binding agreement between the student (or parent or guardian) and the University. Please note that occupancy of a residence hall room is considered usage of University facilities. This usage does not give the same latitude as does a lessee/lessor rental agreement.

Residential students are required to complete a Housing Contract when they select or are assigned a room. Failure to comply with the policies and procedures of residence hall living can result in the revocation of housing privileges and/or disciplinary action. Questions pertaining to the Housing Contract should be directed to the Department of Residence Life and Housing at 704 337-2293.

As traditional undergraduates are held to a four-year live on campus requirement, students who fail to complete a housing application by the posted deadline will be automatically assigned a room on campus and a contract will be filled out on their behalf.

Housing Contract Cancellation

Current dates and cancellation procedures can be found in the current housing contract. To complete a housing contract cancellation request, please complete the form on your Self-Service portal.

Room Assignments

New Student Assignments

When submitting a Housing Contract, new students will also complete a Roommate Matching Survey. While not scientific, the Roommate Matching Survey is used to pair students together for their housing assignments based on living preferences and habits. Students who wish to live together must mutually request each other to be placed as roommates.

Returning Students

Returning Student Room Selection Process (RSRS) occurs each spring. All students returning to campus housing must submit a Housing Contract and participate in RSRS in order to select their rooms

for the following year. RSRS is a lottery system based on credit hours. Students who fail to participate in RSRS but are required to live in campus housing due to Queens' Residency Requirement, may be randomly assigned a room in campus housing as space is available.

Room Changes

All room changes must be approved by the Residence Life and Housing office, and moves cannot happen until the student has been notified. Within the first 6 weeks of the semester, an Open Room Change period will be offered for students who wish to change rooms. Unauthorized room changes are prohibited and subject to a \$100 fine.

Room Consolidation

Queens reserves the right to require single occupants of double or triple rooms to change rooms so that the housing needs of others can be better met.

Students with Disabilities - Requesting Accommodations

Queens University of Charlotte provides accessible housing and access to participate in all the benefits of University life in accordance with Section 504 of the Rehabilitation Act of 1973 and ADA legislation.

Students who require housing and/or meal plan accommodation must self-identify and request accommodation through the Office of Student Accessibility Services. The Office of Student Accessibility Services and Residence Life and Housing will work together to provide reasonable accommodation.

Students with mobility, visual, hearing, medical or psychological disabilities necessitating accommodation including (but not limited to) rooms with ADA accessible bathrooms, ADA accessible rooms with automated doors, first floor or elevator accessible rooms, single room, strobe lights, etc. should contact the Office of Student Accessibility Services (SAShelp@queens.edu) or visit [their website](#).

Animals in Campus Housing

No animals may be kept in campus housing for any length of time or for any reason other than service animals, approved emotional support animals (ESAs) or fish in a 10-gallon tank. All animals that are visiting campus (other than service animals) must be kept outside of all residence halls. Students may not have emotional support animals on campus without proper prior approval from Student Accessibility Services. Only service animals are allowed in non-residential areas (classrooms, dining areas, etc.). Students are required to follow leash laws as outlined by the [Mecklenburg County Leash Law](#). The City of Charlotte and Mecklenburg County have strict leash laws that apply to all animals except cats. Animals must be on a leash. ALL dog owners who take their dogs for walks in their neighborhoods and/or in public parks (not designated as dog parks) are required to always keep their dogs on leash and under physical restraint. Please note that having the leash in your possession and not attached to the dog is not considered having the dog on a leash, and you will still be subject to a fine.

Guidelines to Creating a Positive Roommate Situation

A roommate can be one with whom opinions, interests and good times are shared. However, sharing a room can sometimes result in problems. Moving away from home and sharing space with another

person can be stressful for both roommates. Even those roommates that don't become lifelong friends can live in mutual respect and relative harmony, making their residential experience mutually beneficial.

Tips to Being a Good Roommate

- ✓ Communicate habits, preferences, moods and values at the beginning of the semester. Even "best friend" roommates may be surprised about how many things they don't know about the other. It is wise not to let conflict build and frustration linger. Some examples of "hot buttons" include different study habits, different tastes in music, and different ideas about what "clean" means. Talking about concerns can lead to mutual understanding.
- ✓ Establish house rules regarding the use of each other's belongings, quiet hours, guests, and late-night studying. Asking first and discussing before going ahead with an action can result in greater trust and respect.
- ✓ Know when to talk and when not to. Sharing ideas and discussing situations is an integral part of residence life. Individuals should be aware that excessive interruption in studies can sometimes result in irritation and frustration.
- ✓ Establish a written roommate agreement based on the sharing of preferences, concerns, and habits surrounding housekeeping, studying, and visitors. Post the agreement to refer to in times of disagreement so both can review the agreed-upon house rules.

Roommate Mediation

In some situations, roommates need assistance in navigating the conflicts that exist in their relationship. In those cases, students should see the Resident Advisor (RA) assigned to their residence hall for assistance. RAs are trained in conflict mediation and can often help students resolve difficult situations and create a more comfortable environment for all.

Room Change Process

There are times when a room change is necessary as a result of resident conflict. Residents requiring a room change should work with Residence Life & Housing to identify available spaces in campus housing.

Room changes should be the last resort and should not be looked at as the first line of defense in dealing with a roommate conflict. All room changes must be approved by the Residence Life and Housing office.

Residence Hall Policies & Procedures

A comprehensive list of Queens' policies can be found in the Queens [Honor Code](#).

Community Living

Broadly, a community is a group of people with common interests living in a particular area (i.e., students sharing a double bedroom, students sharing a suite, 20 students on the floor of a residence hall). Living in a community brings with it inherent responsibilities to individual members.

Residents are responsible for what occurs within the residence hall rooms to which they have been officially assigned. Therefore, when a University violation occurs within a residence hall room or apartment, each resident of the assigned space may be held accountable. An exception will be made for a resident only when the resident was not present when the violation occurred, and the resident was not aware that the violation was occurring.

Uncleanliness or damage to community property such as restrooms, hallways, kitchens, lobbies, fire equipment, laundry rooms, exterior lighting or exit signs will be the responsibility of all resident students in that particular area, unless the uncleanliness or damage is claimed by a student or students.

University Furniture

Each resident's room is equipped with basic furniture. Residents may not move additional items into their rooms from public areas of campus housing or from other residents' rooms, nor can furniture be removed from the resident's room at any time. Removal of furnishings from a public area will be considered theft and dealt with as such. If, at any time during the school year, items of furniture, evacuation or regulatory signs are missing from a resident's room, the replacement cost will be immediately charged to the resident's student account.

- For reasons of safety and potential damage to property, residents are prohibited from stacking any furniture (i.e. desks, dressers) on top of each other.
- Only Campus Services staff may assemble or disassemble university furniture.
- The use of contact paper to cover furniture, line drawers, or shelves is prohibited.
- Driving screws and/or nails into the furniture is prohibited.
- Any cloth-upholstered furnishings or furniture, desk chairs with metal of any type, wooden spools, or other wooden structures are prohibited from outside areas.
- To hang items on the walls in all residence halls, we encourage students to use Command Strips. When removing your items at the end of the year, pull the poster/item away from the command strip, but leave the command strip on the wall. Campus Services will remove the strip, and you will not be charged for damage.

Alterations to Living Space

Making architectural changes to a room (such as building shelves, attaching anything to the walls or ceiling, paneling walls, wallpapering walls, installing screen doors, altering lighting or other electrical features, attaching mirrors to walls or doors, etc.) is prohibited. Residents may not construct their own lofts or any other form of alternative bedding. No attachments can be made to the exterior of any buildings. This includes, but is not limited to wind chimes, bird feeders, banners, flags, and hammocks.

Other Bedding Policy

All original furniture and bedding must remain in the room. If furniture is found to be missing from any room at any time, the residents will be billed for the replacement cost of the missing items. Waterbeds, other mattresses, and other forms of alternative bedding other than what is provided by the University are prohibited (unless approved for specific accommodations.) Students are not allowed to construct their own lofts. Only university furniture can be used for lofts or bunk beds when available.

Room Condition Reports

When a resident checks into their room or apartment, they must review and submit an on-line completed room condition report (RCR). If a resident moves out of a room for any reason, it is their responsibility to have the room inventoried in accordance with the announced guidelines. Proper checkout consists of having the room inventoried and returning the room key(s). Failure to complete an RCR during checkout (either with an RA or through an express check-out form) will result in a \$100 fine. When a resident fails to vacate their room and building by the official checkout deadline, the resident will be fined \$100 per day. The improper checkout fine does not include repair costs should damage be found during inspections.

Room Damage

For any room damage, full payment will be required, and charges will be billed to the student's account. The resident is responsible for the condition and proper care of the accommodation assigned and shall reimburse the University for any and all damage(s) incurred. The resident's responsibility includes, but is not limited to, damaged or missing room furnishings and damage caused either inside the room or outside the room to doors, windows, and screens.

Residents are not permitted to paint or wallpaper any residence hall room, bathroom or common area. Residents are subject to pro-rated charges for damage to public areas in the assigned hall as well as for community fines.

Who is Responsible for Damages?

- Residents are responsible for damages to property belonging to Queens University of Charlotte.
- Residents must immediately report any damages to their RA that are noted when moving into a room and should list the damages on their room condition reports (RCRs). Residents will be provided with an opportunity to document any pre-existing damage or issues with their room(s) during the first week of fall classes in order to avoid charges at the end of the academic year.
- Riding skateboards or bicycles, rollerblading, hitting or bouncing any kind of ball, throwing Frisbees, and/or committing disruptive acts which may cause damage to campus housing is prohibited.
- The removal of any doors is prohibited.
- Damage to community property such as restrooms, hallways, lobbies, fire equipment, laundry rooms, exterior lighting, exit signs or water fountains will be the responsibility of all resident students in that particular area. Personal room damage and unclaimed community charges will be charged to student accounts. Damage claimed by a student or students in a community area will be collected as a fine.
- Needed repairs are to be immediately reported to Residence Life and Housing. If needed repairs are discovered by Residence Life staff, repairs will be completed as soon as possible. This may require follow-up visits by the Campus Services staff to rooms or apartments.
- Residents will be held accountable for damages having occurred as a result of horseplay, malicious intent, neglect and/or other failure to report in a timely manner. Bills will be presented to the groups or individuals responsible as promptly as possible after a fine has been made by the Residence Life office. Additional fines may be imposed upon students responsible for damage to University property.

Room Entry and Search

The University reserves the right to enter and/or search a student's room for any of the following reasons:

1. it is believed an emergency exists,
2. it is believed a University or residence hall violation is occurring,
3. the well-being of the occupant or other students is at stake, or
4. for the purposes of maintenance.

Administrative searches are performed by a full-time University official. University officials are not permitted to open personal items of students (backpacks, suitcases, etc). However, they are allowed to open closets (for the purpose of visual search only), look under beds, and open and remove items from refrigerators and coolers. A Queens staff member (including student staff) may also enter each room during a fire alarm or drill to make sure that the residents have evacuated the building.

Health & Safety Inspections

In effort to keep all residents safe and to minimize the chances for fire or other destruction to property and/or bodily injury in the residence halls, the Department of Residence Life and Housing conducts Health and Safety Inspections at least once each semester.

Notice, including flyers and posters in the halls, will be provided before building-wide inspections are held. On rare occasions, an individual Health and Safety inspection will occur when there is enough concern that a safety issue exists in a specific room.

Residents will be notified regarding hazards and will be given 24-hours to correct the hazard. Failure to correct the hazard may result in a sanction.

While not all inclusive, the following is a list of things that are **not allowed** in the Residence Halls and would result in a student failing a Health and Safety Inspection:

- Appliances with exposed heating coils
- Alcohol (if under 21, or living in a freshman residence hall)
- Drugs and/or drug paraphernalia
- Extension cords
- Halogen lamp
- Candles
- Fireworks
- Hotpots
- Large appliances – Including Refrigerators or Microwaves *A microfridge is provided in each room.
- Pets, other than fish
- Sun lamp
- String lights, LED light signs and LED sticky lights
- Weapons

Trash

Residents are held responsible for the proper disposal of trash and recyclables. Students are required to use the nearest trash room and refrain from leaving trash in the hallways or outside of rooms/apartments for any length of time; this is in violation of the Mecklenburg County Fire Code. Personal trash is not to be disposed in the public space trash cans such as kitchens, laundry rooms, or hall bathrooms. Public space receptacles are only for trash accumulated publicly. Pizza boxes must be taken directly to the trash room.

Individuals found responsible for the improper disposal of trash are subject to a minimum fine of \$25. If an individual does not admit to being responsible, all residents in the area of the trash may receive a community fine.

Noise

It is imperative that all residents respect the rights of others living near them, above and/or below them. Residents who feel that their neighbors are being too loud are encouraged to talk with their neighbors about the disturbance and/or contact either their RA or Campus Police if the disturbance fails to immediately cease.

- Any use of sound equipment should be confined to the individual student's room and should be at a level that does not disturb other residents.
- The playing of percussion, brass, electric instruments, or excessively loud instruments is prohibited in campus housing.
- Courtesy hours are in effect at all times. Anyone approached about noise levels should make an effort to decrease the noise and contain it within his or her room.
- The following quiet hours have been established:
 - Sunday through Thursday, 10:00 p.m. to 8:00 a.m. (this includes Friday morning to 8:00 a.m.).
 - Friday and Saturday from midnight to 8:00 a.m.
- Quiet hours are in effect 24 hours a day, beginning at 10:00 p.m. the night before Reading Day, during Reading Day and throughout the final exam period.

Roof Access

Residents and their guests are not permitted on the roofs or ledges of any campus housing facility. Sitting in open windowsills is also prohibited. Residents who violate this policy will be fined a maximum of \$500.

Smoking

Queens University of Charlotte is a tobacco-free campus. Smoking (including e-cigarettes, vaping, and hookah) is not permitted in any building on campus, including residence halls.

Study Rooms

Study rooms are located in various locations in campus housing. Food is allowed in the study areas. However, students are required to remove all personal belongings, such as food and books, when they leave a study area for more than one hour. Removal of study room furniture is prohibited. Quiet hours should be maintained at all times in study rooms which are open to students 24 hours.

Insurance Coverage/Loss of Personal Belongings

Residents and parents/guardians are encouraged to evaluate their homeowner's insurance policies. We encourage students to obtain renters insurance to cover their personal property.

Replacing personal items lost as a result of theft, fire, water damage, power surges or other unfortunate occurrences is not the responsibility of the University. All residents are required to remove all personal belongings when vacating their housing space by the official deadline. The University cannot be held responsible for any items left after check-out.

Lost and Found

The Lost and Found is located in Watkins Hall within the Campus Police Department. If you have lost an item, please check with Campus Police periodically to determine if the item has been logged in with the department. Depending upon the item you may be asked for a specific description, and you will be required to sign a log stating that you have picked up the item. If you find an item that may have been lost, please turn the item in to the Campus Police and they will make every effort to locate the correct owner.

Early Arrival

During the summer, campus housing is usually filled to capacity. Since the time allotted to prepare buildings for the opening of school is limited, early arrivals must be kept to a minimum. Only groups whose functions require arriving early and whose leaders make prior arrangements are allowed to do so.

Any group or individual who needs to move in early must email Residence Life & Housing at reslife@queens.edu. A Residence Life and Housing official will review the request and determine whether the group/individual will be allowed to move in early. During early arrival, break stay housing policies are in place (see below). All students approved for early arrival must comply with these policies. Individuals who move in prior to their official check-in date without authorization are subject to a \$100 fine per day as is the person who allows them to move in without authorization.

Break Housing

Students are allowed to stay in their rooms during University breaks. University breaks are defined as periods when classes are not in session. These breaks include Winter Break and Spring Break.

In addition to the standard rules and regulations outlined in the [Honor Code](#), all students residing in residence halls during break period must adhere to the following:

- The campus is considered 'dry' (meaning no student, regardless of age, is allowed to possess or consume alcohol on campus during the break period).
- Students are not allowed to host non-Queens students as guests.

Room Keys

Upon arrival, residents receive a key for their assigned room. Access to any other room other than a resident's assigned room is prohibited. Room keys will only be issued to the resident of the room.

There is a \$100 charge for each lost key and the fee must be paid upon requesting a new key.

Residence Life and housing expects residents to lock their doors at all times. Residents who lose their key(s) must go to the Campus Police office to order a new key.

Residents are required to return keys when vacating a room at the end of or during a semester if leaving campus housing, when making a room change, or at the end of the academic year. Failure to return keys upon vacating a room will result in a fine for key replacement. Students are strictly prohibited from making copies of University keys.

Lock-out Policy

Students who are locked out of their room should go to Campus Police and complete the necessary paperwork to obtain a loaner key. The lock out fee is \$20. While this may be waived the first time a student is locked out, they should expect to pay \$20 each time they are locked out of their room. For students who lose their ID Card, a replacement ID can be purchased for \$25. ID Cards are used to access residence halls, along with many other campus services, therefore all students must always have their ID with them. Lockout fees will be charged to a student's account.

Key Misuse

The use of a University master key to gain or provide entry into a residence hall room, apartment, storage or maintenance area, office, or roof area is strictly prohibited without the direct permission of Residence Life and Housing staff. Any resident or student staff member who has been found misusing a University master key will be referred for judicial action.

Tampering with Locked Residence Hall Doors

To protect the safety and security of residents living in campus housing, propping open or tampering in any way with a locked door within a residence hall complex or any other campus facility will result in a minimum \$100 fine.

Personal Safety for Residential Students

The Queens community is picturesque, friendly, and traditionally noted as being a "safe" community in which to play, learn and live. Unfortunately, crime occurs everywhere, and Queens is not exempt. Living away from home places the responsibility for protecting belongings and attending to safety measures in the hands of each student.

Top safety tips for living on campus:

- Lock your room! An unlocked room is an invitation to theft. Don't compromise your safety.
- Do not let people "piggy back" into the building. Holding the doors for others allows unescorted visitors to undermine resident's safety.
- Report lost keys or key cards immediately to Campus Police.
- Plan for safety. Plan to travel in pairs and determine how you will get home before you go out. Let others know your plans.
- Identify and record valuables. Purchase renter's insurance, engrave valuables with the engraver from Campus Police and record serial numbers and store in a safe place.
- Park in a well-lit area and do not leave valuables in your car.

- Do not walk alone after sundown. If you find yourself alone, call Campus Police at 704-337-2306 for an escort.
- Trust your instincts. Report suspicious activity to Campus Police at 704-337-2306.
- Call 911 if there is an emergency or use an Emergency Blue Box located on campus for direct connection to Campus Police.

Report security hazards to Campus Services at campus_services@queens.edu. Broken locks, windows, and lighting are an invitation to theft.

Residence Life and Housing Staff

The Residence Life teams include various professional staff positions and graduate assistant positions that manage the residential program with the assistance of student Resident Assistants. The professional staff and various graduate assistants live in the residence halls and share responsibility for the wellbeing of all residents.

The professional and paraprofessional staff are available to provide peer mediations, resource referrals, information, and programming for resident students. All have been trained to handle emergencies, protect individual and institutional rights through the enforcement of University policies and to assume the administrative responsibilities of the residence halls. The staff's goal is to develop living environments that promote interpersonal relationships, individual growth and learning, and a strong sense of community marked with responsibility and identity.

Resident Assistant Selection

Resident Assistants are an important part of the leadership team as they build community and provide a network of support on campus to residential students. The ideal RA applicant would possess exemplary skill in leadership, crisis management, communication, and problem solving. This positive role model serves as a dependable team player who possesses maturity and integrity to interpret and enforce University policies.

Applications for Resident Assistant positions are accepted on an annual basis in January - February. Residence Life & Housing is responsible for the selection and oversight of RAs.

Spiritual Life

Location: Belk Chapel

Telephone: 704-337-2291, 704-900-9404

Website: [Spiritual Life at Queens](#)

College is a time of growth and discovery. The spiritual domain is no different. Queens is committed to providing students with a climate conducive to the growth and nourishment of a person's lasting religious and moral values. Because of Queens' affiliation with the Presbyterian Church, USA, Queens welcomes students of all faiths, those seeking to define their spirituality, and those wanting to explore the core values that give their lives meaning and depth.

Belk Chapel Programs seek to engage all students in exploring their deepest values. Spiritual Life activities are designed to foster exploration and strengthening of each student's spiritual and moral values. The Chapel creates programs that engage our world and challenge students to reflect on the intersection of their faith, spirituality and social justice. Student and campus partner volunteer opportunities include service at a local Nourish Up Pantry and Room in the Inn, a long-standing signature program which offers overnight shelter, hot food, and warm hospitality to the unhoused community in Charlotte. The chapel also participates in the NC Hunger Challenge, raising awareness of issues surrounding food insecurity. Each of our service programs is student-led, and we work together to ensure we offer the best of ourselves in the service of others.

The spiritual life team creates opportunities for students to be nourished deeply within their religious and spiritual wells, and to be curious about the diverse religious, spiritual and secular worldviews of others on campus. Our hope is that we build a thriving community in which we may serve alongside one another in the midst of our rich diversity. At present Queens has a range of fellowship opportunities for our diverse student body, including the Muslim Student Association, Hillel, Reformed University Fellowship (RUF), Mercy College, Athletes in Action, and the Catholic Campus Connection, providing engaging opportunities open to all students.

Our commitment to the nourishment and growth of one's particular identity and engagement with the diverse worldviews of others is reflected fully during Presbyterian & Pluralist month, which offers a variety of events that capture the vibrancy of religious and spiritual diversity within the Queens community. If you would like to be involved in any of these impactful service opportunities, please contact the chaplain or a member of the spiritual life team.

The Moravian Love Feast, a long-standing Queens tradition, is a vibrant candlelight Christmas service offering Scripture readings and carols from the Christian tradition, as well as sweet bread, Moravian coffee. At the end of the Christmas service, we process outside Belk Chapel to light the tree and enjoy enriching fellowship and more carols! It is a treat not to be missed.

The spiritual life team is also able to assist students requesting [religious accommodation](#). Queens University supports reasonable accommodation concerning class attendance, as well as scheduled examinations and other academic deadlines, unless such accommodation would alter the fundamental requirements of the designated course. If you would like to request religious accommodation, please complete the request form on the following link, and the chaplain will connect with you and the faculty member to whom this accommodation is requested.

The spiritual life team is here to serve you. If you wish to connect with a religious group on or off campus, whatever your tradition, please contact one of the [spiritual life team staff](#) for more information.

Student Accessibility Services

Location: Knight-Crane Hall (1st floor) in The Center for Student Success

Telephone: 704-337-2200

Fax: 704-337-2521

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

Website: [Student Accessibility Services](#)

Student Accessibility Services (SAS) provides reasonable accommodations in accordance with the American with Disabilities Act (amended 2008) and Section 504 of the Rehabilitation Act of 1973. Accommodations may include modifications in the classroom, residential halls, and University sponsored programs or activities. SAS provides services to students with a wide range of disabilities including learning disabilities, ADHD, diagnosed mental health issues, physical disabilities, vision or hearing impairments, hearing impairment, and other medical conditions.

To inquire about receiving accommodations, contact sashelp@queens.edu or call 704-337-2200.

Process for Accommodation Request

To access rights under the American with Disabilities Act (amended 2008) and Section 504 of the Rehabilitation Act of 1973, students with any type of disability—including physical, learning, psychological, or health-related conditions—must self-identify by registering with SAS. Students are required to provide documentation about their disability and will work closely with SAS staff throughout the process of requesting an accommodation. Once documentation is reviewed and the student is determined to be a qualified individual with a disability, SAS will notify them of the reasonable accommodations they are eligible to receive. Accommodations cannot be granted until documentation is submitted, reviewed, and eligibility is confirmed. All accommodation decisions are made on a case-by-case basis.

Student Accessibility Services Appeal Process

Queens University of Charlotte is committed to upholding the highest standards of integrity and protecting the rights of individuals with disabilities, as outlined in Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (Amended 2008). These federal laws ensure that no otherwise qualified person with a disability should be denied access to, participation in, or the benefits of any programs or activities offered by the University, nor be subjected to discrimination. To support this commitment, Queens University of Charlotte has established both Informal and Formal Disability Grievance Procedures.

Informal Grievance Procedure

The University generally encourages early resolution of complaints. Typically, that means a resolution between the two individuals involved, such as a student and a faculty member. Students are not required to resolve their grievances informally; they can proceed directly to working with SAS. As needed, the Director of SAS will engage in remediation meetings between student and faculty members. Students who believe that they have been discriminated against based on their disability, have been denied access to a program or activity, or not provided with a reasonable accommodation required by the law, may make a complaint under these procedures.

Formal Grievance Procedure

Any student who believes they have been discriminated against based on their disability, or denied legally required access or accommodations, may file a complaint under this procedure. Specifically, students may make a complaint about:

- A denied or delayed service or accommodation
- Inaccessibility of a University program or activity
- Disability-based harassment in violation of University policy
- Any other alleged University violation of Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 (Amended 2008)

SAS may refuse a requested accommodation that imposes a fundamental alteration of a University program or activity. This determination is based on whether academic requirements are “essential” or whether a requested modification would fundamentally alter a course, academic program, or University-sponsored performance-based experience.

A student who has been denied the requested accommodation made by SAS can complete the [Student Accommodation Request Appeal Form](#). On the form, students may include supporting documentation such as medical records and/or a personal statement. This information will be shared with a panel of University officials who will review the appeal and issue a final decision regarding the request.

No Retaliation

Queens University of Charlotte and federal and state law prohibits any form of retaliation against a person who participates in a grievance procedure.

Confidentiality

Reviews and investigations will be conducted, to the greatest extent possible, confidentially and in compliance with the Family Education and Rights and Privacy Act (FERPA). All University employees involved in the review and investigation will be advised of their obligation to maintain FERPA.

Self-Representation

A student has the right to consult with others during the grievance process but needs to represent themselves.

Student Affairs & Dean of Campus Life Office

Location: Morrison Hall (2nd floor)

Telephone: 704-337-2227

Website: [Student Engagement](#)

The Division of Student Affairs, comprised of The Dean of Campus Life Office; Campus Recreation; Diversity, Inclusion & Community Engagement; Community & Civic Engagement; Health & Wellness Services; Residence Life and Housing; Spiritual Life; Student Engagement; and Title IX/Student Conduct develops policies, programs and services to complement the academic journey and support the educational, social and civic experiences of students.

The Division of Student Affairs is committed to student learning and development as all departments support and promote the mission of Queens University of Charlotte to “transform lives.” Taking a step beyond the classroom walls, the Division of Student Affairs strives to engage, support, and encourage students in developing and reaching their goals. The departments of Student Affairs support students in a variety of settings such as residential, health and wellness, outreach, and extra-curricular activities and interests. Student Affairs extends an invitation to all students to explore the available resources, as well as activities, organizations and opportunities to serve. Queens is a vibrant and amazing place to call 'home.'

Student Affairs is led by the Vice President of Student Affairs and Dean of Campus Life who oversees the well-being of Queens’ students by upholding and enforcing the community standards as set forth by the Queens [Honor Code](#). Protecting the integrity of the University, the Dean’s office responds to the concerns of students, faculty, staff, parents, and the surrounding community and develops student affairs and policies to benefit the community as a whole. The Vice President of Student Affairs and Dean of Campus Life serves as a resource for all students. The Vice President of Student Affairs and Dean of Campus Life welcomes students to Morrison Hall second floor, the DICE Lounge in Dana 014 lower level, the Spiritual Life offices in Belk Chapel, and the Health and Wellness Center where staff are ready to offer service and guidance. The Vice President of Student Affairs and Dean of Campus Life, Dr. Amber Slack, (slacka@queens.edu, 704-337-2227).

Student Complaints of a non-academic nature are to be directed to the Vice President of Student Affairs and Dean of Campus Life. The Student Complaint Policy can be viewed in its entirety in this handbook on pages 69-70.

Student Engagement

Location: Morrison Hall (2nd floor)

Telephone: 704-337-2263

Website: [Student Engagement](#)

Mission

Our mission is to cultivate a thriving and inclusive college experience. We have dynamic student organizations, leadership development initiatives, and incredible campus traditions designed to foster connections and personal growth. Whether you're seeking to lead, collaborate, or make lifelong friends, the Office of Student Engagement is here to enrich your journey and ensure that your time on campus is remarkable.

Queens University of Charlotte realizes that, as important as academic activities are, much of a student's education occurs outside of the classroom. Day-to-day living experiences and campus-wide activities are valuable components of a well-rounded education. Student Engagement partners with faculty, staff, and students to provide activities that promote group participation and interaction so that students come to know themselves as individuals, realize their potential, and develop the skills needed to become creative and active members of the Queens community. Students are encouraged to take the initiative and exert responsibility through Student Government Association, the Queens Honor Board, and by participating in a wide array of Clubs and Organizations. Ultimately, Student Engagement wants the learning that takes place to extend throughout the student's personal and professional journey. Focusing on the "total student," Student Engagement works with students to provide educational, recreational, social, and cultural special events and programs throughout the year. Students are encouraged and supported in brainstorming ideas, promoting activities, and recruiting local and regional entertainers.

Event Communication...Get in the Know!

Instagram

Check out the Queens Instagram for the latest Information. Student Engagement sends updates and invitations for the latest campus happenings: @queensengagement.

QNews

Campus happenings, announcements, and news are delivered every Tuesday and Thursday directly to every student's email account. Submission of announcements or events that affect the Queens' community of students can follow the submission prompt on the latest edition of QNews or submit using our [Queens Qnews Submission Form](#).

Queens Engage

We are excited to roll out Queens Engage which is our new campus events and engagement hub where you can see what's happening, connect to your groups, and promote your own events.

Logging in is easy: visit the [Queens Engage website](#). Select Sign In, then select SSO Login. Queens Engage uses your single sign on/Queens credentials. Or download the Queens Engage app to stay connected.

This is your opportunity to stay connected in an easy, convenient way. Please email engage@queens.edu with any questions you may have or to inquire about training opportunities.

Student Governance

Student Government Association

At Queens University of Charlotte, the Student Government Association (SGA) is the executive branch of the students. SGA comprises 20-25 student body members elected by their peers to represent the students in governance and advocacy matters. A president and five representatives from each class, the executive officers (President, Vice President, Treasurer, and Secretary), and special representation for unique populations (Commuter students, International students, etc.) make up the SGA Senate. SGA meets regularly during the year, and meetings are open to all students to voice their concerns. The Assistant Dean of Student Engagement serves as the advisor for the Student Government Association.

SGA Budget Distribution

SGA also governs the distribution of the Student Activities Fee every year. 41% of this is allocated to Campus Union Board and the remaining budget is allocated as requested and approved by the SGA Budget Committee.

The budget policies were established to serve as a guide for the appropriate use and disbursement of Student Government Association funds. No one owns these funds as they belong to the student body. SGA, elected by the student body, distributes the funds to student organizations on the student body behalf for the purpose of enhancing the out of class experience. Concerns or questions regarding SGA policies or procedures can be addressed by setting a time to meet with Student Government Association Senate by attending an open meeting. Please check Queens Engage for regular, weekly SGA meetings.

All budget guidelines are outlined in the Clubs & Orgs handbook that is distributed to registered student organizations in the fall of every year. Please refer to this handbook for directions on how to request funds and to spend approved funding. Additional questions can be directed to the current SGA Executive Treasurer.

Campus Union Board

Campus Union Board enriches students' collegiate experience by planning, promoting, and implementing activities that provide social entertainment, cultural awareness, recreation, and education. As the primary programming board on campus, the Campus Union Board (CUB) provides an opportunity to program for the University through concerts, programs, activities, events, and Campus Traditions. Some Campus Traditions include Casino Night, Spring Carnival, and Homecoming. Make sure you participate in the legacy of Queens University of Charlotte by attending these events! If you are interested in CUB, please contact the Office of Student Engagement. CUB

executives are elected to office each year. The CUB general body members join throughout the year and serve on various committees as needed.

Honor Board

The Honor Board is responsible for investigating and acting upon any alleged violations of the Honor Code's academic or community pledge. Evidence is presented and weighed against the Honor Code policies and sanction recommendations are made to the Dean of Campus Life for community violations and the academic dean from the appropriate college for academic violations. If you are interested in getting involved with the Honor Board, please reach out to studentlife@queens.edu.

Registered Student Organizations (RSOs)

Registered Student Organizations, or student-led clubs and orgs, are an essential part of the student experience at Queens University of Charlotte. Student-led clubs and organizations provide opportunities for students to serve boldly, sustain excellence, and foster a community of belonging while contributing to the University's mission of cultivating critical thinkers, innovative problem-solvers, and global citizens who lead with purpose. In alignment with Queens' motto, "not to be served, but to serve", RSOs enrich campus life by hosting events and engaging in service throughout the greater Charlotte community.

With over 50+ social, academic, philanthropic, and religious clubs and organizations on campus, everyone can find a place to call home at Queens. Joining or starting a club or organization is a great way to get involved on campus. Students are encouraged to explore the list of Registered Student Organizations on the Queens website and via Queens Engage. If students are unable to find a RSO that matches their interests, they are encouraged to create their own by following the guidelines outlined in the RSO Handbook and meeting with a staff member in the Office of Student Engagement.

Clubs and Organizations are classified in the following categories:

1. **Club:** Clubs are groups formed around a shared interest, activity, or goal and are open to any eligible student who is enrolled and in good standing with the University.
2. **Organization:** Organizations are groups that require formal memberships or selection process, which may include elections, applications, auditions, qualifications, invitations, or other methods of selection. Organizations may include:
 - Greek-lettered academic honor societies
 - Social Fraternities or Sororities
 - Academic-funded organizations
 - Department or institution-funded organizations

Eligibility, Privileges, Responsibilities, and Disciplinary Procedures

Eligibility for Clubs & Organizations

To be eligible to be considered a Registered Student Organization (RSO) at Queens University of Charlotte, RSOs must:

- Be composed of a minimum of 6 enrolled undergraduate students in good standing. While clubs and organizations may be open to all students (undergraduate and graduate), RSOs must remain student-organized, student-governed, and student-directed. (Does not apply to organizations).
- Maintain at least two executive board/officer positions, including President and Treasurer (or equivalent roles) responsible for organization of leadership and accountability. (Does not apply to organizations)
- Be advised by a currently employed full-time faculty or staff member of Queens University of Charlotte.
- Have a constitution that outlines the organization's purpose, structure, and operations, developed collaboratively by officers, members, and the advisor and submitted to the Office of Student Engagement at the time of registration. (Does not apply to organizations)
- Ensure membership and all privileges are extended to students without discrimination based on gender, age, ethnicity, nationality, disability, race, religion, sexual orientation, or veteran status.
- Abide by all University policies and procedures, the Student Handbook, and all applicable local, state, and federal laws.

RSOs at Queens University of Charlotte must meet specific requirements to obtain and maintain recognition, remain in good standing, and continue receiving the privileges associated with official University recognition. These expectations ensure organizations are student-led, accountable, and aligned with University policies, values, and community standards. If at any time an RSO no longer meets these requirements and expectations, that RSO will no longer be entitled to the privileges granted to an active RSO at Queens University of Charlotte.

Privileges for Clubs & Organizations

Recognition as an RSO provides organizations with access to valuable University resources and opportunities that support student engagement, leadership development, and campus involvement. Benefits of recognized status may include:

- The ability to use the University's name in association with the club or organization's name.
- Access to University facilities and spaces in accordance with established policies and completion of required event management training, including Ad Astra training.
- The opportunity to recruit and solicit membership on campus under the organization's name in compliance with University policies.
- The ability to solicit funds on campus with approval from the organization's advisor and the Office of Student Engagement.
- Inclusion in official University publications and organizational directories.
- Access to University bulletin boards and approved promotional spaces.
- Eligibility to petition the Student Government Association (SGA) for funding to support programs, events, and activities.

- The right to promote the organization's goals, identity, programs, and events both on and off campus. Promotion may include wearing apparel or accessories displaying the organization's name, symbol, or logo, distributing printed materials, or displaying signage advertising for the organization or its events.

These privileges are intended to help RSOs build community, provide meaningful opportunities for involvement, and contribute positively to campus life at Queens.

Responsibilities of Registered Student Organizations (RSO)

RSOs at Queens University of Charlotte must meet specific requirements to obtain and maintain recognition, remain in good standing, and continue receiving the privileges associated with official University recognition. These expectations ensure organizations are student-led, accountable, and aligned with University policies, values, and community standards. If at any time an RSO no longer meets these requirements and expectations, that RSO will no longer be entitled to the privileges granted to an active RSO at Queens University of Charlotte.

RSOs are required to:

- Attend at least one Budget Training Session (Treasurer or equivalent officer) and one RSO training Session (President or equivalent officer).
- Participate in monthly RSO meetings during the academic year, with at least one representative in attendance who reports back to their RSO in a timely manner. Failure to attend these meetings may result in a warning for each missed meeting.
- Hold regular organizational meetings at least once per month during the academic year. Failure to do so may result in warnings for each missed month.
- Maintain and update all organizational records, including membership, leadership information, and required documents, in accordance with University systems and expectations all on Queens Engage.
- Register the RSO each academic year annually with the Office of Student Engagement and provide immediate notification to the office of any changes in officers within two weeks of the change.
- Registration with the Office of Student Engagement for all events held on or off campus.
- Education of all members of the RSO of the individual responsibility to represent the club, organization, and University through appropriate activities and behaviors.
- Report individual members when members fail to adhere to organizational documents, constitutions, RSO Handbook, or Student Handbook. The RSO may be held responsible for an individual's behavior when that members' actions are demonstrably related to the RSO's life and draw attention negatively to the RSO or the University.

RSOs must also demonstrate active engagement by:

- Hosting at least one campus-wide event per semester that is open to the entire University community. Failure to meet this requirement may result in a warning.
- Participating in or hosting at least one community engagement, service, or philanthropy event per academic year. Failure to meet this requirement may result in a warning.

Accountability for Registered Student Organizations

RSOs at Queens University of Charlotte are held accountable for upholding all University policies, procedures, and community standards, as well as the expectations outlined in the Student Handbook and RSO guidelines. Accountability is an essential component of maintaining recognition and ensuring that organizations operate responsibly, ethically, and in alignment with the University's mission and values.

RSOs are expected to act with integrity in all organizational activities and to ensure that members, officers, and advisors comply with applicable institutional, local, state, and federal regulations. Organizations are also responsible for maintaining transparency in their operations, including accurate recordkeeping, timely reporting of required information, and adherence to established procedures for meetings, events, and financial activities.

When expectations are not met, accountability is maintained through a structured system of feedback and correction. RSOs may receive verbal or written warnings for failing to comply with requirements, policies, or participation expectations. Continued noncompliance may result in escalated status changes, including placement on probationary and/or inactive status, which limits organizational privileges and access to University resources.

RSOs placed on frozen status are required to engage directly with the Assistant Director of Student Engagement to develop a performance plan aimed at restoring compliance. If deficiencies are not addressed after repeated warnings or an extended period of noncompliance, organizations may be moved to inactive status and must complete re-registration and additional corrective steps to regain active recognition.

Ultimately, the accountability process is designed to support student organizations in meeting expectations, promoting responsible leadership, and ensuring that all RSOs contribute positively to the Queens community.

RSO Statuses & Levels of Student Organization Recognition

Student organizations may hold different recognition statuses that determine their rights, responsibilities, and ability to function on campus. Status may change based on compliance with University policies, membership requirements, and administrative review by the Office of Student Engagement or Student Conduct.

Active Status - An RSO in Active Status has met all requirements, responsibilities, and expectations and is in compliance with University policies and the Office of Student Engagement.

Active organizations:

- Have full rights and privileges of campus organizations
- May operate normally (meetings, events, performances, competitions, etc.)
- May reserve rooms and equipment through University systems (Ad Astra & Queens Engage)
- May advertise meetings and events across campus platforms
- May request funding from the Student Government Association (SGA)
- May use the University name in accordance with naming guidelines

Probationary Status - Organization may be placed on this status after receiving 3 verbal/written warnings or if there are concerns about compliance, sustainability, or policy violations.

Common reasons include:

- Insufficient or unsustainable membership
- Failure to submit required rosters or officer eligibility forms
- Lack of student leadership or officers
- Advisor recommendation
- Violations of University policies or student handbook regulations
- Improper use of SGA funds

Probationary organizations:

- May continue operating and holding meetings/events
- Are reviewed after one semester by the Office of Student Engagement
- May return to active status, remain on probation/frozen, or become inactive
- Lose some privileges of active organizations
- Must meet with the Assistant Director of Student Engagement to develop a performance plan
- Risk escalation to inactive status after:
 - Three additional warnings (6 total), or
 - Remain on probationary/frozen status for one full academic year

Inactive Status - Inactive organizations are no longer permitted to function on campus.

Organizations may become inactive due to:

- Extended frozen status or repeated violations (6 total warnings)
- Lack of membership or leadership
- Failure to submit required documentation over time
- Repeated failure to participate in required trainings or programs
- Advisor recommendation
- Continued probation without improvement
- Misuse of SGA funds
- Violations to University policies or student handbook regulations

Inactive organizations:

- Cannot operate or function as student organizations
- Must reapply as a new organization (including proposal, advisor approval, and required recommendations)
- Must restart the recognition process from the beginning

Violations of the student [Honor Code](#) by a RSO will be addressed through the conduct process for both the group and the individual, but the above sanctions may be implemented against the organization.

Note that these disciplinary procedures could change as we improve and update the clubs and organizations process.

Fraternity & Sorority Life

Queens University of Charlotte is home to six inter/national sororities that are housed under two governing bodies: the National Panhellenic Conference and the National Pan-Hellenic Council. Each of these governing bodies and their respective sororities recruit new members differently.

National Panhellenic Conference

The National Panhellenic Conference (NPC) is an organization composed of 26 inter/national Greek-letter women's-only sororities. Queens University of Charlotte is home to collegiate chapters of four NPC sororities: Alpha Delta Pi, Chi Omega, Kappa Delta, and Phi Mu. These four sororities recruit new members through a process called recruitment.

Primary recruitment takes place during the fall semester. It is a values-based mutual selection process through which all four NPC sororities on campus recruit new members and women who are interested in joining an NPC sorority can learn about the opportunities and responsibilities associated with being a Panhellenic woman.

Informal recruitment takes place during the spring semester. It is not guaranteed that all four NPC sororities on campus will participate in informal recruitment every spring.

National Pan-Hellenic Council

The National Pan-Hellenic Council (NPHC) is an organization composed of nine historically Black fraternities and sororities, also known as the Divine Nine. Queens University of Charlotte is home to undergraduate chapters of two NPHC sororities: Alpha Kappa Alpha Sorority, Incorporated and Zeta Phi Beta Sorority, Incorporated. These two sororities recruit new members through a process called Membership Intake.

Membership Intake may take place during either the fall or spring semester. The process for undergraduate membership begins with an interest meeting. The date, time, and location of an interest meeting will be posted at least two weeks in advance. Women who are interested in joining an NPHC sorority must attend an interest meeting for the sorority in order to be eligible for membership.

Inter-Fraternal Council

Currently, there are no fraternities on campus, but our Fraternity and Sorority Life Office is exploring opportunities to expand and welcome new chapters in the future.

Leadership Opportunities

Queens University offers a wide range of leadership opportunities for students throughout the year. These opportunities are available to student leaders, members of clubs and organizations, and the general student body. Whether you're looking to build your skills, connect with others, or take on a new challenge, we encourage you to get involved.

If you have any leadership training needs — such as workshops, guest speakers, retreats, or skill-building sessions — please email mcgilla@queens.edu. We're happy to help connect students to resources, promote opportunities, and support you in developing student leaders throughout the year.

Commuter Students

Commuting to Queens and having a vibrant undergraduate experience is possible at Queens; however, it takes some initiative on the commuter student's part to get involved in campus life. The easiest way for the commuting student to make connections outside of the classroom is to join a club or organization and to attend Student Affairs sponsored events. Student Affairs is available to assist any student with making connections.

Campus Event Planning Policies

Posting Policy

Queens University of Charlotte affiliated groups (Registered Student Organizations (RSOs), Fraternity and Sorority Life organizations, offices, departments, individual faculty/staff, and individual students) have the privilege to attach and display signs/posters in public areas, including the Residence Halls, Trexler Student Center, and academic buildings ONLY on the designated boards where signs should be displayed. All others will be removed immediately.

The following guidelines must be followed unless otherwise approved by the Department of Student Engagement:

- Include the name of the individual/organization/department sponsoring the event.
- Post only on surfaces designed for such purposes: bulletin boards, walls, and display panels.
- Posting on glass doors or windows is prohibited in all buildings on campus. Display of posters or other materials on the exterior of any building, light poles, windows, doors, or landscape features, including trees or other surfaces not explicitly designated as a poster display area, is prohibited unless approved by the Department of Student Engagement.
- Use only mounting materials that allow removal without surface defacement. Duct tape and double-sided tape is prohibited. Stickers are not to be affixed with their adhesive backing. We advise using painters' tape to reduce the risk of paint peeling.
- To post flyers in residence halls, please complete the Res Hall Flyer Approval Form on the Queens Engage homepage.
- Unattached materials, handouts, and handbills are prohibited except those materials distributed in the Student Government Elections, information distributed by The Department of Residence Life and Housing, and by individuals/organizations that have secured permission from the Department of Student Engagement.
- Chalking on campus is allowed. However, no chalk can be used on brick pathways and buildings. Chalk should not be used on any columns, as the porous material does not allow the chalk to be washed away naturally.
- Greek letter organizations must maintain their respective boards and the surrounding area in the lower level of the Trexler Center. Postings adhering to policy requirements are permitted on the wall directly around their respective boards.
- ANY damage caused to campus facilities by violations of the posting policy will be charged to the individual, organization, or department responsible. SGA funds CANNOT be used to cover the cost of these damages.

Title IX and Interpersonal Violence Prevention

Location: Morrison Hall (2nd floor)

Telephone: 704-337-2228

Hours: Monday-Friday 9:00 a.m. - 5:00 p.m.

Website: [The Office of Civil Rights and Title IX](#)

Reports can be made via email, telephone, mail, or in person.

The Queens's Title IX office is responsible for maintaining a campus environment free from unlawful sexual misconduct and interpersonal violence and promoting a respectful and healthy working environment for faculty, staff, students, visitors, clubs and organizations. In addition to filing reports and providing supportive measures for the campus community, Queens Title IX Office offers an array of organizational and collaborative programming to address sexual and gender-based violence on campus and in the surrounding communities. Some topics include but are not limited to sexual harassment, stalking, healthy and unhealthy relationships, consent, rights and resources, upstander interventions, intersectionality, rape culture, creating survivor centered spaces, community building and addressing power dynamics.

If you need information about filing a report, would like to collaborate on a program, or consultations on how to create gender equitable practices within your organization, please contact the Dean of Campus Life.

Vandiver Center for Career Development

Location: Knight-Crane Hall (1st floor)

Telephone: 704-337-2337

Hours: Monday-Friday 8:30 a.m. - 5:00 p.m.

Website: [Vandiver Center for Career Development](#)

Mission

Vandiver Center for Career Development (VCCD) supports Queens students in everything from career exploration, internships, and jobs to graduate school planning. We use a holistic approach to prepare students for their future.

The internship experience at Queens is designed to help students explore interests and make purposeful career choices, while gaining practical experience within the work world. An internship is a planned and supervised out-of-class work experience where a student uses the skills, knowledge, and theories developed in the classroom setting in a real-world professional work environment. In addition to internship experience, students are expected to complete associated academic coursework on topics covering professionalism, industry and workplace scenarios.

All traditional undergraduate students are required to complete an internship before graduation. Please inquire with the office about exceptions.

Resources for Queens Undergraduates

- Queens Online Job Board - Gain access to the Queens Online Job Board where you can view jobs and internships, post your resume and much more. Email careerdevelopment@queens.edu for registration instructions.
- One-on-one Career Coaching - Students are encouraged to meet with a career advisor throughout their time at Queens to discuss topics including career strategy, job search, resume and cover letter, interview skills, salary negotiation, graduate school and industry trends. To book an appointment, please visit Handshake or email careerdevelopment@queens.edu.
- Resume and Cover Letter Review - An impactful and purposeful resume and cover letter are critical for securing any position. The career office staff can assist you with not just the basics, but also strategies behind writing successful resumes and cover letters. To book an appointment, please visit Handshake or email careerdevelopment@queens.edu.
- Mock Interview and Feedback - Students who would like to strengthen interviewing skills are welcome to schedule a mock interview. A career coach will "interview" you in a realistic setting and provide feedback. To book an appointment, please visit Handshake or email careerdevelopment@queens.edu.

Career Events

Throughout the year, Vandiver Center for Career Development hosts company presentations, panel discussions and on-campus recruiting events. For more information on upcoming events, check the events calendar.

Graduate School Advising

Explore graduate school options with a career coach. Learn more about applications, requirements, career planning and gaining a competitive edge. To book an appointment, please visit Handshake or email careerdevelopment@queens.edu.

Student Internships

Internships are more important than ever in building the career you desire. Studies show that employers are more likely to hire recent graduates with internship experience than those without. Queens places great emphasis on internships so that you can be a standout candidate and be prepared to pursue your professional goals.

Career Connections

Vandiver Center for Career Development office supports students with a comprehensive Career Connections preparatory course (INT 201), one-on-one career advising, resume, cover letter and interview assistance, events, Queens Online Job Board and more. For most traditional undergraduate students, internships are a requirement for graduation. To book an appointment to learn more, please visit Handshake or email careerdevelopment@queens.edu.

Campus Policies

Academic Programs and Policies

University Catalog

The Catalog for Queens University of Charlotte contains all degree requirements for undergraduate and graduate programs, as well as specific academic policies. Current and prior catalogs are available on the [Academic Catalogs webpage](#).

Each student is responsible for knowledge of the academic requirements and policies in the catalog. An academic advisor is assigned to help the student plan a program of study and answer questions.

Class Behavior Policy

To foster a positive learning environment, students are expected to behave and participate in class in a civil and respectful manner. A faculty member has the right and responsibility to remove any student from his or her class who, by the student's disruptive, demeaning, or discourteous behavior, impedes the class.

When a student is removed from class, the faculty member will communicate the length of time of removal to that student. A student removed for one calendar week or less may not appeal the removal.

A student removed for a period of time beyond one calendar week, including up to the balance of the semester, may appeal in writing to the academic Dean of the class involved within seven calendar days after being removed from class. Should the academic Dean deem it appropriate, he or she may seek an informal resolution to the matter? Should the academic Dean not seek an informal resolution, or should such informal resolution fail, the matter will be formally considered by a committee appointed by the Vice President of Academic Affairs consisting of two faculty members and the academic Dean.

The committee will give a written recommendation to the Vice President for Academic Affairs, who will make the final decision.

A student may be subject to appropriate grade sanctions for work missed and absences during the time of removal from class. A student removed from class for the remainder of the semester because of his or her behavior will receive a failing grade for the course. A student removed from more than one class because of his or her behavior may also be suspended or expelled from Queens University of Charlotte.

Tuition, Financial Aid, and Financial Policies

The catalog also contains information and policies on tuition, financial aid, and withdrawal policies. Additional information may be found on the [Policies & Procedures website](#).

Amnesty Policy

When the health and safety of a fellow Royal is at risk, calling for help is always the right thing to do. Students may encounter these types of emergencies during their time at Queens. Sometimes, students are afraid to seek emergency medical care when alcohol poisoning or drug overdose is suspected

because they do not want to get themselves or others in trouble. In order to encourage students to seek emergency medical care, the University has instituted the Student Amnesty for Alcohol and Drug Emergencies.

What is Amnesty?

Whenever a student assists an intoxicated individual in procuring the appropriate assistance, neither the intoxicated individual nor the individual(s) who assists will be subject to the typical sanctions associated with alcohol or drug violations. Educational outcomes may still be assigned.

Who can grant Amnesty?

The Dean of Campus Life or their designee.

How Does it Work?

To be covered by the Amnesty Policy, the student must:

- Call for help (911, Campus Police, or Residence Life Staff)
- Stay until help arrives.
- Cooperate with staff and emergency responders.
- The student must fully comply with police and medical responders for the Amnesty Policy to be considered

During times of emergency or crisis on campus, the Vice President of Student Affairs and Dean of Campus Life may designate the campus as “dry,” meaning no students, regardless of age, may possess or consume alcohol. Possessing or consuming alcohol during a designated “dry” period is considered a violation of the alcohol policy.

FERPA/Student Records

Queens University of Charlotte, in accordance with the Family Educational Rights and Privacy Act of 1974, permits students to inspect their records whenever appropriate and to challenge specific parts of them, as necessary. Each enrolled or former student of Queens University of Charlotte has the right to inspect and review official educational records or files of the college relating to that student.

Note: Files on individual students are retained for five years after the student leaves the University. Only the Queens transcript is kept indefinitely.

Public Records (Directory Information)

The following information on individual students is considered directory information by Queens University of Charlotte and is public. Public information may be released or published without student consent.

However, it is the policy of Queens to refuse to release information to private firms or mailing lists.

- full name
- addresses (home and local)
- telephone numbers

- email address
- major field of study
- Dates of attendance at Queens University of Charlotte
- enrollment status (undergraduate or graduate; full-time or part-time)
- class year (senior, junior, etc.)
- degrees, honors, and awards received
- participation in officially recognized University activities, student organizations, and sports
- date of graduation
- photographic, video and electronic images of students taken and maintained by the University
- height and weight of student athletes

Directory Hold

Students who do not wish this information made public must inform the Registrar's Office, requesting a "Directory Hold" in writing within 10 days of the start of the term. The Registrar's Office will notify other University offices of such requests. Students should understand that if they withhold directory information, it will not be released to anyone unless the health or safety of an individual is involved. Requests for student data from agencies such as HEW, OEO and research agencies may be honored without prior approval of the student, ordinarily in anonymous form.

Confidential Records

All personally identifiable material on students used to make decisions about students or used for transmittal to others outside the University and which is other than public material, as defined above, is confidential. Confidential information includes, but is not limited to, the following items: academic evaluations, advising records, disciplinary records, financial aid records, letters of recommendation, medical or health records, clinical counseling records, transcripts, test scores and other academic work.

Official Records

Official records are released only with the written permission of the student. Official records include material relating to student status and held by any office of the University intended for the use of the University or available to parties outside the University. Official records do not include the following:

- letters of recommendation for which the student has waived right of access
- public safety records
- medical/clinical counseling records
- financial records of parents
- private records kept by faculty or administrators as memory aids; not intended for transmittal to others

Access to Official Records

Queens University of Charlotte, in accordance with the Family Educational Rights and Privacy Act of 1974 permits students to inspect their records whenever appropriate and to challenge specific parts of them as necessary. Each enrolled or former student of Queens University of Charlotte has the right to inspect and review official educational records or files of the University directly relating to that student. (Note: Files on individual students are retained for five (5) years after the student leaves the University. Only the Queens academic transcript is kept indefinitely.)

Student access to official educational records or files directly relating to the student is provided in the presence of a staff member. The right to access does not extend to applicants, those denied admission, or those admitted who do not enroll. Offices may require requests for access be submitted in writing and may ask for, but not require, the reason for the request. A copy of the student's transcript and/or other recorded data will be made available to University officials who show legitimate educational needs without written permission of the student. Records will be kept in offices whose functions require such information.

A student is entitled to an explanation of relevant information contained in official records. The student has the right to a hearing to challenge the content of an official record to ensure that it does not contain information which is inaccurate, misleading, or inappropriate material. Queens University of Charlotte recognizes that the Family Educational Rights and Privacy Act of 1974, as amended, does not intend to exclude release of information regarding dependent students' academic progress/grades to their parent or guardian if such information is requested. Queens also recognizes the student's right to specify that information regarding academic progress/grades not be released to parent(s)/guardian(s). Written notification must be made to the Registrar.

Parental Notification Policy

Student Affairs is committed to student learning and development. It is always our desire and intent to work directly with students to support them as they develop individual responsibility, maturity, and independence.

The Federal Educational Rights to Privacy Act (FERPA), also known as the Buckley Amendment, guarantees that students have rights to privacy governing their educational records (disciplinary records included). Thus, the Dean of Campus Life works confidentially with students, unless circumstances warrant otherwise.

FERPA permits a college or university to disclose information to "appropriate parties," which may include parents, without written consent from the student, in emergency situations when notification is determined to be necessary to protect the health or safety of the student or others. Parental contact will be made at Queens University of Charlotte by the Dean of Campus Life or their designee if students are considered a danger to themselves or others or in emergency situations. For example, if a student is dangerously intoxicated, has an alcohol/drug policy violation while underage, is taken to the hospital and is unconscious or unable to contact their family themselves, is possessing or using drugs, or assaults another person, parents will be contacted by the Dean of Campus Life or their representative. This list is intended as a representative sample of potential situations that may warrant parental notification and is not all-inclusive.

If a student is considered at risk of self-injury (i.e. suicidal threats or attempts), parents may be contacted, and the student may be required to be seen by a licensed medical professional (i.e. psychiatrist) at their own expense. If deemed appropriate, students living in residence halls will not be permitted to return to the hall without a signed clearance from a medical doctor confirming the student is not at risk of self-injury. This policy is in place to ensure student safety and to support the educational experience of all students living in the residence halls.

Any student engaging in behavior considered dangerous to other students (i.e. violence, threats, etc.) may be removed from the residence halls immediately and parents will be contacted at the discretion of the Dean of Campus Life.

Student Complaint Policy

Queens University of Charlotte is committed to providing an educational climate that is conducive to the personal and professional development of each individual. To ensure that commitment, the University has developed procedures for students to pursue grievances within the University community, should such action become necessary. A student who has an unresolved disagreement or dissatisfaction with a faculty or staff member, another student, student group or administrator has the right to file a written complaint without prejudicing his or her status with the University.

Definition

A complaint involves a concern, problem or issue other than a disciplinary measure. (The appropriate response to a disciplinary measure which is deemed unfair or excessive, or dissatisfaction with a grade, or progression, probation, or dismissal from a program, is an appeal, not a complaint. Appeals are made through established University procedures.) Complaints may be academic or nonacademic.

An academic complaint may be brought by a student regarding the University's provision of education and academic services affecting his/her role as a student. Academic grievances can include but are not limited to the following types of allegations: discriminatory action toward students within the classroom by a faculty member, e.g., by singling out specific students for either preferential or adverse treatment; failure of a faculty member to follow University policies in the conduct of classes or examinations; or capricious or unreasonable arbitrary actions by a faculty member that adversely affects student performance. The student must have first attempted to resolve the issue by approaching the faculty member, and then the faculty member's academic dean, before filing a written complaint. A non-academic complaint may be brought by a student regarding a disagreement or unresolved dissatisfaction with a faculty or staff member, another student, student group or administrator. Nonacademic grievances can include but are not limited to the following types of allegations: issues regarding sexual harassment, discrimination or an alleged infringement upon the rights or sensibilities of an individual by a University employee, student or student organization. The student must first attempt to resolve the issue by approaching the person(s) involved, and then the Dean of Campus Life or supervisor, before filing a written complaint.

Disability Discrimination

Any student who believes that a University employee has discriminated against him/her due to a disability should file a grievance with the Director, Student Accessibility Services within ten days from the date of the alleged incident. For the complete process and policy information visit the Student Accessibility Services section of this handbook.

Process

The student is encouraged to attempt and resolve all grievances at the lowest possible level. The student first discusses the problem or complaint with the person whose decision or action is being contested and then the person's academic dean or supervisor. If the grievance cannot be resolved at that

level, the student can submit a formal complaint in writing. A complaint must be based on a claimed violation of a University rule or policy that has not been resolved through ordinary processes.

Any student who brings a complaint has the burden of proof and must provide documentation and evidence to support the allegation. A complaint should normally be filed within ten (10) working days of the incident or incidents. (Note: This policy does not limit the University's right to change rules, policies or practices.) The student should put his or her grievance in writing according to the following guidelines:

1. What is the grievance? Identify it.
2. What are the grounds for the grievance? Explain the basic justification for it based on a claimed violation of a University rule or policy. How would you like to see it resolved? What do you want done?

Academic Grievances (other than disability issues)

The student will submit the complaint in writing to the Vice President for Academic Affairs. The Vice President for Academic Affairs will ensure that the complaint receives a timely response. The student may appeal the response in writing to the President of the University within ten (10) days. The results of complaints appealed to this level are final and may not be further appealed. The Vice President for Academic Affairs will keep on file a record of each complaint, its nature and resolution.

Non-academic Grievances (other than disability issues)

The student will submit the complaint in writing to the Dean of Campus Life. The Dean of Campus Life will ensure that the complaint receives a timely response. A record of each complaint, its nature, and resolution will be forwarded to the Academic Affairs office. Students in the traditional undergraduate program should refer to the Student Handbook.

Student Demonstrations Policy

While vigorous discussion and the sharing of ideas is vital to any college campus, it is particularly important to Queens University of Charlotte. We are proud of our tradition in supporting free speech, diversity, inclusion, and civility. We have long believed our campus is open to the “marketplace of ideas”, and those ideas can be expressed in a civil and respectful manner, consistent with the values espoused in our [Honor Code](#). We are also proud of our diversity and our commitment to our students.

To this, the Dean of Campus Life, in collaboration with Campus Police, has developed guidelines for demonstration and protest activities to ensure everyone’s safety. For the purposes of this document, a demonstration is defined as, “An organized gathering of individuals to express objection, disapproval, or dissent.” Should students wish to organize a demonstration on campus they are asked to abide by the guidelines described below. Please keep in mind, this process is for demonstrations involving only University community members. If you wish to include people outside the Queens community, you must obtain a different form and follow a different process through Campus Police.

- Students must complete a demonstration application form 48 hours prior to an event. This form is below and must be returned to the Dean of Campus Life. All such requests will be acted upon

promptly. Please plan ahead as the more lead time you give us the better, we can act to ensure students' safety.

- Demonstrators must not obstruct, or seriously impair, University events or activities occurring at the same time.
- All entrances and hallway access points must remain open at all times. Traffic must be able to flow in and out of buildings and on roadways.
- Threats of violence and the throwing of objects will not be tolerated.
- Students may have signs and banners, but the signs and banners may not be supported by sticks or standards as they could be used to harm others.
- No masks or disguises hiding a person's face may be worn at any time. We must be able to identify participants as members of the University community.
- While we expect students to raise their voices and make noise, we also expect you will not interfere with classroom instruction or other activities taking place on campus.
- No sound amplification may be used without prior permission. If you plan to use sound amplification, please request such on the application form. Sound amplification will be permitted if we are certain, it will not interfere with other activities and meets community standards and laws regarding noise volume.
- While we support the right of our students to express themselves, we also respect the rights of all students to be free from a hostile and intimidating environment. Expressions that go beyond what most will consider reasonable and civil are not welcome on campus. Thus, signs or expressions that are overtly racist, homophobic, sexist, anti-Semitic, Islamophobia or of a related nature that targets certain groups are not permitted.

The Dean of Campus Life and Campus Police reserve the right to deny any demonstration it deems will be detrimental to the welfare of our students and unduly interfere with the educational process. It also reserves the right to shut down a protest that does not abide by the guidelines outlined above. The Dean of Campus Life, in collaboration with Campus Police, reserves the right to charge any individual student with a violation of the Honor Code should their behavior before, during, or after the event warrant such action.

The student demonstration application form is to be completed 48 hours prior to an event. The Dean of Campus Life and Campus Police will respond promptly to all requests. This form is for internal demonstrations only. If you plan to invite, or expect anyone outside the University community you must contact Campus Police directly and follow their application process.

Student Personal Welfare Policy

Queens University of Charlotte expects each student to behave in a manner that protects and preserves his/her health, safety, property, and/or physical well-being, as well as that of the entire campus community. Students are expected to take appropriate measures, including seeking professional assistance, when there is evidence to suggest that they may be unable to adhere to this standard, thus jeopardizing their success and the success of others at the University. Students are also expected to report on any behavior of their fellow students that does not adhere to this standard.

A student shall take no action which threatens or endangers his/her own or another person's safety, health, life, or property, nor shall a student make a verbal or written threat of such actions. This

includes, but is not limited to, behaviors such as suicide threats or attempts; verbal or written threats to other person(s) or their property; and/or refusing treatment for life-threatening illness or conditions (e.g. eating disorders, diabetes) that may impact the educational process. Any report of a violation of this standard requires the completion of an incident form and following one of the procedures below.

A student shall not engage in any harmful act to another or an act of self-injury even if the intent is not suicidal, if that act is disruptive to others on campus (this includes cutting and other types of self-mutilation). If the University receives a credible incident report indicating that a student has behaved in a way that threatens his/her own or someone else's health, threatened or attempted suicide, or engaged in substantial suicidal ideation, will be considered a breach of this standard.

Follow-up procedures where the student may be a danger to self:

The VP of Student Affairs/Dean of Campus Life or one of their representatives, in consultation with the University's Health and Wellness Counselor and CARE Team, shall review the situation, meet with the student and take the following measures, as necessary:

- The student may be required, at the discretion of the VP of Student Affairs/Dean of Campus Life, to have a professional assessment by a medical doctor or psychiatrist.
- The student may be required to abide by the requirements set by the VP of Student Affairs/Dean of Campus Life and other key University personnel.
- The first professional treatment session with the licensed mental health professional shall occur within 48 hours of the incident or release from a medical facility.
- If the student was released from a medical facility or Behavioral Health Center the discharge paperwork MUST be turned into the VP of Student Affairs/Dean of Campus Life prior to the student resuming classes or returning to the residence hall. Failure to comply with the requirement could result in removal from the residence hall and/or campus.
- A "Release of Information" form must be completed by the student allowing the VP of Student Affairs/Dean of Campus Life and/or CARE Team to be informed of the "after-care" plan of the licensed mental health professional. The student MUST follow the requirements set by the mental health professional. Failure to adhere to this procedure will result in disciplinary action that may include removal from the residence, suspension or expulsion.
- In the event of a serious situation, the VP of Student Affairs/Dean of Campus Life may take other steps, including contacting the student's parents, guardians, and/or significant others, or requiring additional mental health assessments.
- A student may appeal the actions of the Dean of Campus Life Office to the Provost & Vice President for Academic Affairs. However, the student must immediately comply with these requirements pending a decision to the contrary by the Provost/Vice President.

Follow-up procedure where there may be a danger to others or to property:

The VP of Student Affairs/Dean of Campus Life or one of their representatives, in consultation with the University's Health and Wellness Counselor and CARE Team, shall review the situation, meet with the student (if appropriate), and take the following measures, as necessary:

- The student will be required to meet with the VP of Student Affairs/Dean of Campus Life and/or their designee within 48 hours of the incident. This timeline may be shortened if necessary but

should not exceed 48 hours. A student's failure to comply shall result in disciplinary action that may include removal from the residence, suspension or expulsion.

- In the event of a serious situation, the VP of Student Affairs/Dean of Campus Life, in consultation with the Chief or Captain of Campus Police, may take other steps, including contacting the student's parents, guardians, significant others, or law enforcement officials.
- The student may be required, at the direction of the VP of Student Affairs/Dean of Campus Life, to seek professional help or attend mandatory educational sessions deemed appropriate by the VP of Student Engagement/Dean of Campus Life.
- The student may have disciplinary charges filed as a result of their actions and may be subject to an interim suspension while investigating the situation.
- A student may appeal the actions of the Dean of Campus Life to the Provost & Vice President for Academic Affairs. However, the student must immediately comply with these requirements pending a decision to the contrary by the Provost/Vice President.

Imminent Danger/Interim Suspension

The Vice President of Student Affairs and Dean of Campus Life Office is responsible for ensuring the health and safety of all students at all times. On occasion, the Vice President of Student Affairs and Dean of Campus Life Office may need to act swiftly to protect the health and safety of the Queens community and ensure the educational process on campus is not disrupted.

To that end, on rare occasions, the Vice President of Student Affairs and Dean of Campus Life Office may determine a student to be an "imminent danger" to themselves or others, and that student may immediately, through interim action, be removed from residence and/or temporarily administratively suspended from the University. Imminent danger is defined as "more likely than not" to result in harm to self or others. Some examples include, but are not limited to, sexual assault, threats of harm to others, using/possessing illegal drugs on campus, self-injurious behavior, possession of a weapon, etc. On most, but not all, occasions, the Vice President of Student Affairs and Dean of Campus Life's Office will consult with the University's Behavioral Assessment Team (BAT) to make such determinations. The BAT is comprised of the following members: a representative for Academic Affairs, the Chief of Campus Police, a representative from Residence Life and Student Conduct, and the Vice President of Student Affairs and Dean of Campus Life, who chairs the team. A student arrested for a criminal felony offense will, by definition, be considered an imminent threat to the community and be temporarily suspended pending the outcome of their trial and/or decision by the district attorney.

Interim removal from the residence halls or interim suspension does not presume responsibility on the part of the accused student and will only be used when there is enough evidence to proceed with a conduct hearing before the appropriate hearing board. During interim suspension, students are not allowed on campus and may not participate in any campus program, athletic activities, or academic courses. A conduct hearing will be held as soon as possible following any administrative removal or suspension. If the accused student is found not responsible by the appropriate hearing board, any administrative action taken against the student will be immediately reversed. If the accused student is found responsible, any sanctions for the student will be determined by the hearing board.

Other Policies on Student Rights and Responsibilities

See Also [Appeal and Formal Grievance Procedure for Students with Disabilities](#)

See Also [Acceptable Use Policy for Information Technology](#), [University Copyright & Intellectual Property Policy](#), and [all other University technology policies](#)

See Also [Sexual Misconduct](#)

See Also [The Honor Code](#)