Residents are responsible for securing their room/suite/apartment at all times. This includes carrying their keys and ID access card at all times. Students who are locked out of their room or building during business hours (Mon-Friday 8AM-5PM) may stop by or call their Resident Advisor, Residence Coordinator or Area Director to get access.

During the work day, staff may not be available to let students into their rooms. It may take up to two hours for staff to respond.

After business hours, students should call the on-duty RA for their building:

- St. Mary, Stanton, or Crandall call 651.324.2357
- Carondelet, Caecilian, Alberta or Georgia call 651.324.2358
- Rauenhorst or Morrison call 651.399.2563

Duty staff may not always be readily available to let students into their room. Students may need to wait up to 30 minutes for staff to arrive.

There is a $5.00 lock-out fee for the first three lock-outs. There is a $20.00 lock-out fee for lock-outs that occur between 2AM-8AM. After three lock-outs there is a $20.00 fee, and students will be subject to further consequences through the conduct system. The University has the right to refuse unlocking a student’s room, if the student has an excessive lock-out record.

The University is not responsible for lost or stolen items, and students are encouraged to keep their doors locked at all times. Students are also encouraged to purchase rental insurance if not covered under a family member’s homeowner insurance.