



# First Year Council

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## Introduction

MSU First Year Council has received many concerns from students regarding the Lockout Fee's system in place in Residence. The council conducted a short survey, that was promoted lightly to gauge the first-year opinions on this matter. A total of 70 responses was collected.

We would like to thank the Student Life Committee and Residence Life for their openness and support to hear these concerns. We hope to have an open conversation in discussing the importance and feasibility of these recommendations.

## Rationale

Students are concerned with a particular fee that Housing and Conference Services charges residence students when they accidentally lock themselves out of residence rooms. Students feel that this fee structure is unfair as the fee does not do anything to dissuade students from forgetting keys, as this is purely accidental and not preventable. Students should not be penalized financially for incidences that arise accidentally - in this case especially, a student is already inconvenienced by having to travel away from their residence to pick up a temporary key, so they are incentivized not to lock themselves out. In addition, students fail to see the cost associated with Housing and Conference Services allowing students to sign out temporary keys while they retrieve their personal keys from their residence rooms. Therefore, students recommend that Housing and Conference Services move the lock-out keys fee. If Housing and Conference Services is for some reason unable to remove this fee, students recommend a cost reduction as current costs are prohibitive.

## Notable Findings

### Notable concerns identified:

Through the feedback gathered, many common concerns were addressed by multiple first year students. Concerns that arose were:

- Fees associated with lockouts are unfair and unreasonably priced
- The location to get a replacement key can be a hassle. Example, a student in Hedden Hall walking over to commons at 1am in shorts during the winter time.
- The current system is not accommodating for students with accessibility needs

### Feedback from First Year Students:

*"Whether you're in a single or have roommates, getting locked out in my experience has never been on purpose. First years living on campus for the first time shouldn't have an extra fee put on top of their res tuition because they forgot their key. The fees are unnecessarily exponential too. The price should remain the same." - First Year Student in Wallingford Hall*



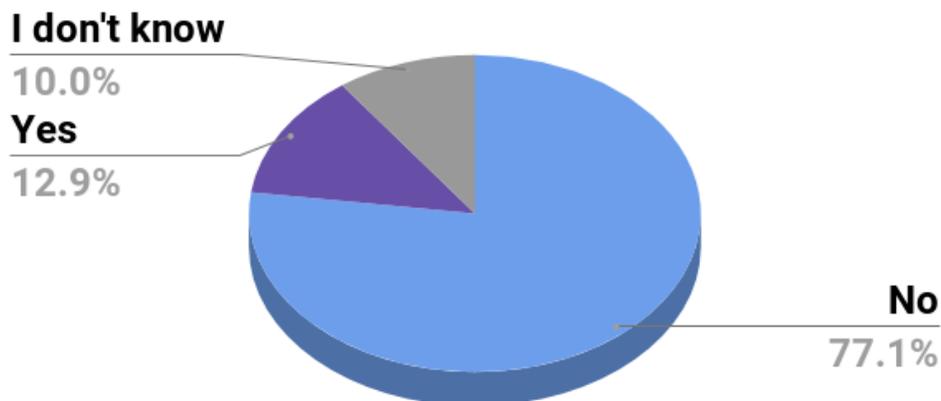
*"We pay so much to live in res, not to mention, it's also not like every time we get locked out they have to cut a brand new key. There are extra keys for a reason. Sometimes people forget. It's human nature and we shouldn't get charged for the accidental lockout once in a while." - First Year Student in Bates Hall*

*"There shouldn't even be a lockout fee in the first place. Yes, a lot of us have a tendency to forget our keys, but it's not done on purpose. I also don't believe people would 'abuse' the no fee change because 1) it's very inconvenient to walk to the Commons building to get a key and 2) most of us have additional things attached to keychains (student IDs, Presto cards, building access keys, etc.) so we are not losing this package of information purposely. It seems ridiculous that the fee increases as you lose your keys more because this does not help provide incentive to 'remember your keys,' just paying for a key and an access card." - First Year Student in Whidden Hall*

*"Every single time I have been locked out of my room it has not been an onpurpose incident. I've had to pay approx 16\$ in fees so far because at 1am when I have to pee, I forget to bring my keys with me, or my roommate doesn't have hers on her, and we gotta go get the 20 minute replacement. I don't mean to lock myself out of my room. I don't think anyone really does that purposely, and the fact that I have to pay a fee has not been an "incentive" for me to remember, if anything, it's a pain and where is this money even going? we pay so much for a room, key card, and key to begin with...why do they need more money?" - First Year Student in Wallingford Hall*

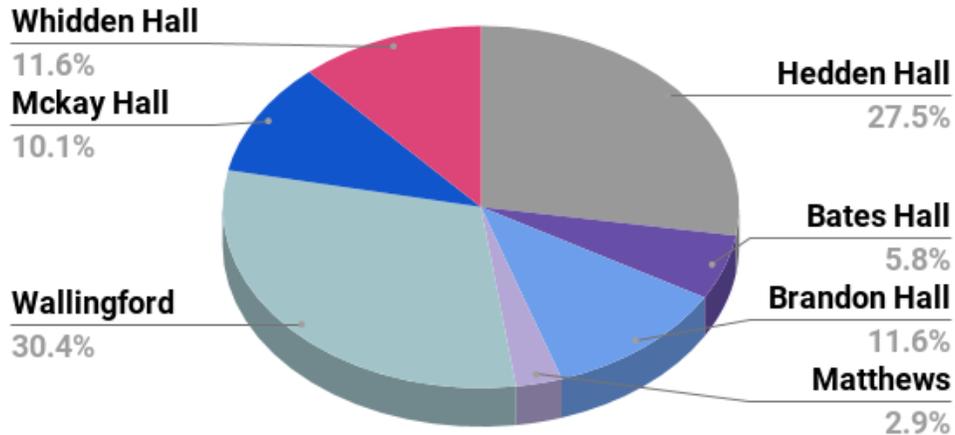
## Results

**Would you say the fees associated with getting locked out of your room are fair?**





### Which Residence do you live in?



### Recommendations

The current Lockout Fee system is stated below:

Occurrence	Fee
1st	Free
2nd & 3rd	\$3 each
4th & 5th	\$5 each
6th & 7th	\$10 each
8th & 9th	\$15 each
10th & onwards	\$20 each

Based on the results gathered by First Year Council, below is our proposed solution:

- 1) Each student is granted a **grace lockout 3 times a semester**, for a total of 6 grace lock outs a year. This is similar to the guest policy Residence Life has in place.
- 2) After the 3rd lockout the student will have a meeting with their Community Advisor to discuss potential solutions to prevent another lockout from occurring. This is to take a proactive



approach and may also help identify if the student faces any accessibility barriers that is the cause of their lockouts.

3) After the 3rd lock out a fee system is in place. Three options are suggested

Plan A	Plan B	Plan C
<ul style="list-style-type: none"> <li>● After the 3-time grace lockout period, students will pay a fee for losing their keys. <b>This fee will increase after every lockout.</b></li> <li>● We suggest an amendment to the current fee rates by beginning at \$2 and capping it off at \$10.</li> </ul>	<ul style="list-style-type: none"> <li>● After the 3-time grace lockout period, students will pay a fee for losing their keys. <b>This fee will be a flat rate</b> of \$5 with NO fee increase with subsequent lockouts.</li> </ul>	<ul style="list-style-type: none"> <li>● After the 3-time grace lockout period, students will pay a fee for losing their keys. <b>This fee will increase after every lockout.</b></li> <li>● The rate of the fees will remain the same as the current structure.</li> </ul>

Based on the 3 plans suggested above, MSU First Year Council **recommends Plan A**. We believe Plan A is a fair structure that best accommodates for the needs and concerns of First Year students.

## A Look at Other Universities

### Locked Out Key Procedures

University	Locked Key Price	Additional Comments
McMaster	<ul style="list-style-type: none"> <li>- Your first lock out key is free of charge.</li> <li>- Lock out 2 &amp; 3 = \$3</li> <li>- Lock out 4 &amp; 5 = \$5</li> <li>- Lock out 6 &amp; 7 = \$10</li> <li>- Lock out 8 &amp; 9 = \$15</li> <li>- Lock out 10 &amp; following = \$20</li> </ul>	Return the borrowed lock out key within the 20 minute time frame. Late returns for borrowed lock out keys are subject to additional charges, (minimum of \$25) and if the key(s) is not returned within 24hours from which it was borrowed, a lock change will occur and all associated costs
Waterloo	None	If you lock yourself out of your room, you can get help from your residence Front Desk. If being locked out becomes a pattern of behaviour, you will be expected to meet with your Residence Life Coordinator and disciplinary action, up to and including a fine, is possible.



	You may sign out your spare keys two times within each calendar month without an administrative charge.	A charge will be issued each time you sign out your spare key in excess of two times per calendar month. A charge will be issued for each additional spare key issued. The charge will be \$10 for the third key, \$15 for the fourth, \$20 for the fifth etc., each charge progressively increasing by \$5 per spare key
Brock	An administrative charge will be issued each time you sign out your spare key in excess of two times per calendar month.	An administrative charge will be issued for each additional spare key issued
Laurier	Don or RM will open your door	
Queens	Grace period	The grace period option is intended for students who have misplaced their key(s), know where they are, and can get them back in short order OR for students who requested a lock out. In both cases, you must prove possession of all keys for the room to avoid further fees. The grace period only applies to traditional keys (i.e. not key cards/fobs)
University of Toronto	If the resident is locked out of their room, they are subject to a \$10.00 charge (to be added to ACORN/ROSI).	
Ryerson	Resident Advisor (RA) will handle the lockout for you. If you cannot find your RA please come or call down to the residence services desk of your building.	Lockouts cost from residence services desk:  Orientation Week (August 27, 2017 to September 4, 2017) - FREE 1st Lockout - FREE 2nd Lockout - \$5 3rd Lockout - \$10 4th Lockout - \$15 5th Lockout - \$20 and email send to your Resident Advisor 6th and all Subsequent Lockouts - \$50 10th Lockout - \$50 and meeting with the Graduate Advisor - Community Standards This lockout charge schedule resets in January and begins again with your 1st Lockout free