Your Guide to

Ondine

1912 SW 6th Ave
Portland, OR 97201

Ondine is a 15 story residence hall built with both studio and suite style rooms. Studio rooms on floors 3-6 (for first year students only) include a private bathroom. Suite rooms on floors 7-15 share a common bathroom and kitchen with the adjoining room. The ground floor features Victor’s, our campus cafeteria.

Ondine has a parking structure for residential usage. Parking Permit information is available from the Transportation & Parking Services.

Important Phone Numbers
University Housing Office (503) 725-4375
Montgomery Help Desk (503) 725-4385
Residence Life Office (503) 725-2450
CPSO Non-Emergency (503) 725-4407
CPSO Emergency (503) 725-4404
RA After Hours On Call FYE (floors 3-7) (971) 246-1598
RA After Hours On Call Upper (floors 8-10) (971) 246-6028
Card Access
Ondine front and back doors and elevators operate on a card access system. During Victors’s Dining hours and regular business hours, the doors are unlocked to allow access to the dining hall, classrooms and offices. After-hours these doors are locked. This requires all residents to get a badge with a current picture on it from ID Services. ID Services is located in the first floor of the Neuberger building just south of Blackstone and across the Park Blocks. A picture and badge cost $12, and the amount is charged to your PSU Student Account.

If a resident has a picture on file prior to moving in, the badge will be printed automatically and be available for the resident to pick up at the move-in station.

Laundry
Laundry facilities are located on every other floor (starting on the 3rd floor) on the South wing of the corridor. Washers and dryers are card-operated and require residents to purchase a card and load money onto it prior to its use. This can be done at one of several kiosks located on campus. There is one in the Montgomery Court lobby across from the Help Desk, another in the Smith Student Union Viking Court on the first floor, and in the first floor lobby of the Ondine Building. Residents can use a room key to access the laundry rooms.

Heat
The heating in Ondine is run by a hot water heated coil fan system. Each room has a heating system that is tied to the rest of the building. The coils are heated using a hot water structure and the warm air that is produced is disseminated throughout the unit using a fan. Each room has a control to adjust the flow of hot air into the unit (high, low, off).
Garbage and Recycling
All garbage and recycling must be brought to the dumpster area on the south side of the building. Items contaminated with food particles cannot be recycled (example: pizza boxes). Please do not dump your non-recyclable garbage in recycling areas. If you leave trash, abandoned furniture, and other goods in common areas (including the laundry room or hallways) you or your community will be charged for the cost of removal.

Maintenance
University Housing has a staff of trained maintenance technicians to maintain our buildings. Residents are responsible for reporting any damage they notice through our maintenance work order system, which is accessible via the Housing website: www.pdx.edu/housing. Please do not attempt to make any repairs to the room on your own.

In the event of a clogged drain, please DO NOT pour any chemicals (such as Drano) into the pipes. These products erode plumbing pipes and are dangerous to employees who work on the plumbing.

Victor’s Dining Hall
Victor’s Dining Hall is located on the first floor of Ondine Hall. It is operated by Aramark Catering Services and offers buffet style meals. Meal plans are available for all campus residents; please visit the Housing website for more information.

A small convenience store is also on the first floor of the building, located behind the front desk area in the lobby.
Networking and Telecom Services

Phone
All units include a phone line in the room. Provide a land-line phone and connect to the ivory jack located in your room. Local calls are included in the cost of the unit. To make long distance calls either purchase a long distance card or obtain a MobileSphere Long Distance Account with OIT.

Internet
Residential campus buildings have been retrofitted with a wireless network. Using your device, search the available networks for PSU or PSU Secure. You'll need your ODIN ID and password to log into the network. To obtain an ODIN account, visit OIT.

Residents are also able to connect to the internet using an Ethernet cord. Locate the Orange jack in the room to connect.

Cable
Basic cable is provided in the building. To connect, locate the cable wall outlet and connect to your TV and/or DVD player using a standard coaxial cable. Please note that you will likely need to “auto program” your TV through the menu options to access all the available channels. Please refer to the manual for your TV.

Phone and Cable Questions? Call NHTS (503) 725-4434
Internet Questions? Call OIT Help Desk (503) 725-4357

Stairwells
The North stairwell is an exit only stairwell. The South stairwell can be entered via the first floor, basement and by using your key card at the East entrance by the dumpsters. You need your room key to access living floors from the stairwell.
Pests
University Housing strives to maintain a pest-free environment, but pests are an unfortunate part of life, especially in large communities. This can include cockroaches, rodents, fleas, and bed bugs, which are becoming more and more prevalent on college campuses throughout the country. Please report any pest problem you have immediately to University Housing, as early detection is the key to elimination of most pests.

Bike Storage
There is a room for bicycle storage on the first floor of Broadway and residents from both Broadway & Ondine may request a key for the room from the Montgomery Help Desk. A limited number of keys are issued every year and are issued on a first come, first serve basis.

Bikes may not be stored inside or around stairwells and hallways. The bike storage room in Broadway is the ONLY designated area where residents may store their bike. Bikes stored in other common areas may be removed by University Housing at any time.

Shared Kitchens and Bathrooms (floors 7 through 15)
The upper half of Ondine incorporates a kitchen (floors 7-15) into the floor plan. A small kitchen and bathroom are shared between two rooms. The kitchen contains a small stove, oven and mini-fridge with a sink, as well as storage space. All residents sharing the kitchen and bathroom are responsible for maintaining their cleanliness.

Each room has a vanity mirror and a sink. The shared bathroom includes a shower stall and a toilet. While utilizing the bathroom, a resident is able to lock both doors for privacy. Residents need to remember to unlock both doors when they are done in the bathroom, or else neighboring residents may be locked out of the bathroom.
We suggest having a means to communicate between suitemates to reduce the frustration this may cause.

**Furnished Rooms**
All rooms are furnished for either single or double occupancy and cannot be changed. Please note that all furnishings are inventoried and belong to the University and must remain in the room. We do not have storage space for any items you do not want in the room. All items are a part of a complete set and must remain together.

**Where to go for Assistance**

**Montgomery Help Desk**
Residents visit the Help Desk located in Montgomery Court to check into University Housing, pick up keys, packages, and ask general housing questions. This desk serves the needs of all University Housing residents across campus. The Help Desk is open seven days a week from 9:00am to midnight, except during University breaks and select Holidays. The Desk may be reached by phone at (503) 725-4385 or email at mbdesk@pdx.edu.

**Housing Office**
Residents may visit the Housing Office located in the Broadway Building, Suite 210 to discuss their contract, building and room options, transfer requests, and housing specific billing questions. The Housing Office is open Monday through Friday from 9:00am to 5:00pm (except for Thursday when the office opens at 10:00am). The Housing Office can be reached by phone at (503) 725-4375 or by email at housing@pdx.edu.
Residence Life Office
The Residence Life Office is available to answer questions about community programs, provide opportunities for students to get involved, review the conduct of residents within the halls, and as a resource to solve interpersonal conflicts between roommates. The Residence Life Office may be contacted by phone at (503) 725-2450 or by email at reslife@pdx.edu and is located in Broadway Building, Suite 230.

Residence Life Staff
Area Coordinator (AC)
ACs are responsible for community-building, advising and counseling, crisis management, residential education and student conduct hearings.

Resident Director (RD)
RDs are responsible for assisting in the implementation of ResLife programs, residential education, community development, crisis management, student conduct, and community operations.

Resident Assistant (RA)
RAs are responsible for general administration, development, and implementation of programs in the residence halls. RAs can help you find a class, submit a work order, or find the academic or emotional support you need.

Learning Community Assistant (LCA)
LCA’s are undergraduate student staffs living in the First Year Experience program who attend the FRINQ classes to provide additional assistance in the residence halls. The LCA extends the classroom experience in the living environment.
**RHA (Residence Hall Association)**
The Residence Hall Association is the governing body representing Housing residents of Portland State University. RHA is the voice of the residents within the residence halls. Residents engage with RHA in community programs, social events, and leadership opportunities. The office for RHA is located on the first floor of Montgomery, around the corner from the Help Desk. To contact the RHA office by phone, call (503) 725-4514 or email them at rha@pdx.edu.

**CPSO (Campus Public Safety Office)**
The CPSO team is here to ensure your safety. Please contact CPSO if you feel unsafe or threatened while on campus. Please do not contact CPSO for noise complaints from within your building; contact your RA instead.

In case of an emergency, please contact CPSO at (503) 725-4404. For non-emergencies, please call (503) 725-4407.