Welcome to the residential community at SDSU! We designed this guide for you in hopes that it will help you navigate this exciting experience and feel more at ease about your new college home. Living on your own for the first time can be both exciting and scary. We want to provide you with adequate information for this important transition. In this document, you can find general information about living in the residential communities, as well as tips on how to live with roommate(s) who may be very different than yourself. We have also included university policies in this guidebook for your reference. Be sure to familiarize yourself with all of this critical information. As a member of our community, you will be held accountable for knowing and following these rules and maintaining the space you live in. It is our goal to create a safe and friendly living environment to help you reach your fullest potential and take full advantage of your college living experience.
This is your home for the next academic year. By signing your Student Housing License Agreement, you are indicating that you are an adult who is mature and capable of handling the opportunity of living in a community, as well as handling the responsibilities which include confronting someone who is violating your rights, being accountable for your behavior, and recognizing the compromises necessary when living with other people. In adult life, all rights have corresponding responsibilities. You are responsible for your actions within a community and those actions affect others. Be responsible and considerate of your community. Behaviors that do not reflect these actions can result in judicial action, eviction, or paying restitution.

How to Use this Document:

**Step 1.** Read it!
**Step 2.** Complete the Community Living Agreement.
**Step 3.** Bring it with you to your first two floor meetings.
**Step 4.** Have the discussion about community living standards with your RA, roommates, and other residents.
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MEET YOUR STAFF

At SDSU, there are many student and professional staff members available to assist you while you are living in the residential community.

RESIDENTIAL EDUCATION OFFICE

RESIDENCE HALL COORDINATOR (RHC)

Residence Hall Coordinators (RHCs) are full-time, master’s level professionals who live in the residential communities. The RHCs work with building staff and residents to provide a link to all the resources of the university and assist residents in developing a positive residential community. Every RHC supervises a Front Desk Security Manager, and the part-time Resident Advisors who live on every floor of the community. The RHCs also advise the hall council, maintain hall security, meet with students regarding student conduct issues, and coordinate hall activities and programs.

FRONT DESK SECURITY MANAGER (FDSM)

Front Desk Security Managers (FDSMs) are experienced, full-time SDSU graduate student/staff members who provide leadership in residential community management issues. They assist the Residence Hall Coordinator in managing facility functions for residents in the community. Major responsibilities include assisting the RHC in overall community management and assuming primary responsibility for desk operations.
RESIDENT ADVISOR (RA)

Resident Advisors (RAs) are full-time SDSU students who have had intensive training on a variety of issues college-age students encounter on a daily basis. RAs live on each floor of the residential communities and work on a part-time basis. RAs are available to listen to your concerns and help you seek additional help when necessary. In addition, RAs serve as facilitators for community building and regularly planned programs for the residents in their respective communities. RAs are also responsible for bringing inappropriate conduct to a resident’s attention.

ACADEMIC MENTOR (AM)

Academic Mentors (AMs) are returning full-time SDSU students who collaborate with the RAs and Residence Hall Coordinators to create an educational environment. AMs serve as resources, mentors, and program planners, as well as community development agents for the residents living in learning communities.

DESK ASSISTANT (DA)

Desk Assistants (DAs) are the front desk student-staff members responsible for assisting you with customer service, in monitoring the security of the building, disseminating information and equipment, processing mail, and enforcing expectations related to safety procedures.
REZCON ASSISTANTS (RCA)

RezCon Assistants (RCAs) help you get your computer set up and connected to online services, including email and the Internet. RCAs can only help you with network connectivity issues. (For general computing questions, call the Student Computing Help Desk or your computer’s manufacturer.)

FACULTY-IN-RESIDENCE (FIR)

Faculty-in-Residence (FIRs) serve as liaisons between SDSU faculty and students. These San Diego State University faculty members live in apartments located within the campus residential communities. They work closely and cooperatively with the residential staff. Together they develop academic communities and meet the needs of residents by encouraging their intellectual stimulation and academic success.

CUSTODIAL AND MAINTENANCE

Keeping your living area clean and in good repair is a shared responsibility. Custodial and maintenance staff are members of the residential community team and work together with students in maintaining the facilities. Please see the “Services” section for more details.
RESIDENCE HALL LEADERSHIP

REPRESENTATIVE GOVERNMENT

RHA
The Residence Hall Association (RHA) is the student voice for all of the SDSU residential communities, connecting students to campus entities such as the Housing Administration, Residential Education, and Associated Students. Representatives from each community meet weekly with the SDSU RHA executive and programming boards to address issues affecting residents. Residents participating in RHA also have an opportunity to be involved in the creation and implementation of social and educational events and budgets and policies for the residential communities. RHA sponsors campuswide residential community activities such as Vegas Nights, Valentine-grams, the “Hall-iday,” and many others. Student delegations within the SDSU RHA also represent students living in SDSU’s residential communities at regional and national conferences.

HALL COUNCIL
Hall Council is the student voice of residents in a particular residential community. These councils meet regularly to address important issues specific to the building or community. They also plan events and assist students in creating a positive community within their residential community.

SPEAR
The SPEAR (Special Programs, Events, Activities & Recreation) board plans and implements late night social programs and events for residential community students, specifically on the weekends. These programs are designed to offer safe alternatives for social engagement. Some events include a late night dance party, Ghost Glow, Shake Your Shamrock and many others throughout the year.

YOUR RIGHTS AND RESPONSIBILITIES
As a member of the SDSU residential community, you have an equal set of rights and responsibilities. See Rights & Responsibilities.
### YOUR RIGHTS AND RESPONSIBILITIES AS A COMMUNITY MEMBER

As a member of the SDSU residence hall community, you have an equal set of rights and responsibilities.

<table>
<thead>
<tr>
<th>YOU HAVE THE RIGHT TO…</th>
<th>YOU HAVE THE RESPONSIBILITY TO…</th>
</tr>
</thead>
<tbody>
<tr>
<td>A clean, maintained living environment that supports academic success.</td>
<td>Keep your room neat and clean. Place food, garbage and recyclables in correct locations, not in halls or sinks.</td>
</tr>
<tr>
<td>Entertain guests in the privacy of your room.</td>
<td>Respect rights to privacy and quiet. Accept responsibility for the actions of your guests.</td>
</tr>
<tr>
<td>Determine with your roommate your own level of noise within your room.</td>
<td>Not distract those studying or sleeping, no matter what time it is.</td>
</tr>
<tr>
<td>Develop your own lifestyle.</td>
<td>Respect others’ lifestyles and not impose your lifestyle on them.</td>
</tr>
<tr>
<td>Consider all public areas as shared living areas.</td>
<td>Confront those who abuse or vandalize property.</td>
</tr>
<tr>
<td>Use lounges for scheduled hall events.</td>
<td>Pay for damages to public areas. Leave your lounges clean.</td>
</tr>
<tr>
<td>Form a Hall Council to serve the interests of residents.</td>
<td>Give input to Hall Council and attend programs.</td>
</tr>
<tr>
<td>Politely confront another resident with concerns. If you cannot agree, an RA may act as a mediator.</td>
<td>Directly confront those who infringe on your rights. Listen to another person’s concerns before responding. Respond politely. Refrain from talking about someone behind their back. Confront one another with issues before contacting a staff member.</td>
</tr>
<tr>
<td>Govern your space maturely.</td>
<td>Understand policies and procedures in the Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept consequences.</td>
</tr>
<tr>
<td>A community environment free from harassment.</td>
<td>Address harassment directly and clearly.</td>
</tr>
<tr>
<td>No unwelcome touching.</td>
<td>Clearly communicate boundaries.</td>
</tr>
<tr>
<td>Not be subjected to or tell degrading jokes or insults about gender, ethnicity, sexual orientation, religious or political beliefs, social class or physical abilities of other HUMAN BEINGS, and to confront others who do.</td>
<td>Treat community members respectfully regardless of gender, sexual orientation, race, heritage, religion or disability. Tell no insulting jokes and confront others who do.</td>
</tr>
<tr>
<td>A safe and secure living environment.</td>
<td>Never let a nonresident enter a building with you, report strangers in the hall, unprop open doors. Refrain from burning candles/incense.</td>
</tr>
<tr>
<td>An alcohol and drug-free living/learning environment.</td>
<td>Follow SDSU, residence hall and state alcohol, drug and smoking policies.</td>
</tr>
<tr>
<td>A supportive environment in which to live and study.</td>
<td>Support each other.</td>
</tr>
</tbody>
</table>
FACTS BEHIND THE MYTHS

MYTH: My roommate and I have to become best friends.

FACT: While sometimes roommates do become best friends, most of the time they become good friends. You do not have to be best friends to have a fun and rewarding experience, but it is important that you learn to respect one another no matter what relationship may develop.

MYTH: Having a Roommate Agreement will put restrictions on what I can and can’t do.

FACT: A Roommate Agreement has guidelines to which you agree. It is not in place to restrict you. Everything you and your roommate(s) agree to should be things with which you are comfortable. If you are not comfortable with something, talk to your roommate(s) until you find a compromise that works for everyone.

MYTH: If I just keep to myself and my side of the room, everything will be fine.

FACT: While this may work for a short time, you are living in a shared space and your paths will cross. Having open lines of communication from the beginning will allow for a friendlier environment.

MYTH: My roommate and I need to be alike for us to get along and have a good year.

FACT: Having similar hobbies and habits can make it fun to live together. However, it is also good to get to know someone different than you. Your roommate(s) may have some great things to share with you. You may learn some new skills and interests.

SUCCESSFUL ROOMMATE RELATIONS

Sharing a room and living in a community are learned skills. There are benefits to developing good relationship skills. The skills you build now will serve you later in life. College students are mature and capable of handling the responsibilities of living in a campus community. These responsibilities include confronting someone who is violating your rights, being accountable for your responsibilities and behaviors, as well as recognizing your own behavior and that compromises are necessary for living with other people. In order to successfully live with others, communication is a necessity!

Differences are normal and provide opportunities for growth and learning about different people and their lifestyles. Some roommates will become close friends while others may never be close, but will live together respectfully. Each roommate owes the other the courtesy of speaking to him/her first if conflict arises.

Be prepared to discuss your preferences with your roommate(s) in order to reach mutual understanding for your Roommate Agreement. The Roommate Agreement will be completed during your first week of school. It can be utilized as a point of reference should future conflicts arise between you and your roommate(s).
Creating a Community Living Agreement

Our commitment to community is based on sound assumptions:

Living in the residential community is an extension of the classroom learning experience. Residential communities provide a unique opportunity to put citizenship development into practice. We strive to promote human dignity, civility and mutual appreciation for the uniqueness of each member of our community and the basic values of intellectual honesty, tolerance and mutual respect.

The opportunity to live with diverse individuals is central to the mission of the university. All people having freedom from discrimination, harassment, and violence is fundamental to the success of our community. While freedom of speech will be protected, the residential community will speak out against intolerance and abusive behavior.

Conflicts will happen in learning to live with other adults. Some residents will be best friends for life, while others will live together respectfully without becoming close friends. As an adult, you are expected to discuss, negotiate, and sign a Community Living and Roommate Agreement. Changes can be made at any time. Always discuss problematic issues with involved individuals as a first course of action. Resident Advisors and Residence Hall Coordinators can assist with conflict resolution and problem solving if initial discussions do not resolve an issue.

Growth often results from dealing with conflict. Dealing positively with personal differences helps prepare you for life beyond college. In group living, it is essential that you actively participate in your own individual growth and the development of your residential community.

Keeping in mind that policies and procedures in your Student Housing License Agreement are in effect at all times, what are some additional guidelines you would like to create in order to have the most positive living experience possible? Try to explain your wishes in the Community Living Agreement.

At the conclusion of your second community meeting, your community will create a Community Living Agreement, which you will be asked to sign. It is to your benefit to participate in the process since all members will be held to the agreement.
Here's what needs to be decided on and committed to:

1. What do we want the mood and attitude of our community to be?  
Are we willing to confront the vandal? Report it to the staff? Correct or repair the damage?

2. How will we make it happen?

3. How will we react to gossip?

4. How do we want to be confronted by each other if we are too noisy?

5. Do we wish to add additional quiet hours?

6. How will we deal with residents under the influence of alcohol or other drugs?

7. How will we approach unaccompanied strangers/guests?

8. How will we respond to residents who often violate policy or negatively affect our community?

9. How will we confront someone who is infringing on our right to a positive living and learning community?

10. How will we respond if someone confronts us?

11. How will we handle vomit, food, or chewing tobacco in the sinks?

12. How will we handle unflushed toilets?

13. How will we handle hair in the sinks and shower drains?

14. Who will clean up public areas if there is a problem?

15. What written, active commitment will we make to our custodial community member?

16. What written, active commitment will we make to our maintenance community member?

17. How will vandalism be dealt with?

18. How will our community respond to insulting or degrading jokes or comments about any member of our community?

19. What positive behaviors will be practiced to make sure everyone feels a sense of membership and belonging in our community?

20. How will we help each other academically?

21. How will we recognize or celebrate academic achievement?

22. How will we recognize birthdays of community members?

23. How will we recognize national or cultural holidays?

24. What type of community service will our floor be involved in?

25. How will we support our Hall Council?

26. How will we handle skipping hall/floor meetings?

27. How would we like our community to be thought of as part of the larger community?

28. How will we know when this is a good community for us? What behaviors will be present?

29. Additional input:
SHOPPING GUIDE

Target, Macy’s Home & Bed, Bath & Beyond

Take Montezuma Road to College Avenue.
Take College Avenue north to 8 West
Follow 8 West and exit at Mission Center Drive/Auto Circle
Turn right Target is on the left hand side, further down (going east) at the opposite end of the mall is Bed, Bath & Beyond. The trolley stop for these locations is Mission Valley West.

Bed Bath & Beyond
Beyond any store of its kind.

Macy’s

Take Montezuma Road to College Avenue
Take College Avenue North
Take 8 East
Exit Grossmont Center Drive/La Mesa Blvd
Turn left onto Grossmont Center Drive
Proceed approximately .5 miles Grossmont Center will be on your left.
The trolley stop for these locations is the Grossmont stop.

Ralphs

6670 Montezuma Road
(619) 463-8893
Take Montezuma Road East
Ralph’s is on the left-hand side
Not available by trolley.

Home Depot

5920 Fairmont Avenue
(619) 280-0230
Take Montezuma Road West
Stay in right lane for 1.5 miles
Veer to the right onto Fairmont Avenue heading North,
get in the far left lane
Turn left at third light
HOME DEPOT is on the left-hand side.
Not available by trolley.

Walmart, Target, Pier One, Cost Plus & Macy’s

Cost Plus World Market
Pier 1 Imports
Target
Holbein

Not available by trolley.
SAFETY & EMERGENCY PROCEDURES

IN YOUR ROOM, KEEP THREE GALLONS OF DRINKING WATER AND A PERSONAL EMERGENCY KIT AT ALL TIMES.
The Residential Education and Housing Administration staff strives to provide a safe, on-campus living environment for you to live and learn. We encourage you to become familiar with the safety information and emergency procedures provided in this section.

**EMERGENCY PROCEDURES**

*In an emergency, call 911 or 619-594-1991*

If any emergency occurs, call 911 or 619-594-1991 for University Police and contact the RA on Duty at the front desk right away.

Emergencies include fire, sickness, accident, or a threatening situation. The university recommends that families create an emergency communication plan in case of national or regional emergencies. Please complete a plan before arriving on campus. Review information on the following website for suggestions: [www.ready.gov](http://www.ready.gov).

Prior to move-in, residents are required to complete an emergency contact information page on your Housing Portal through the housing License Agreement application process. All of the information provided is kept confidential. This is to assist emergency responders in the case of a medical emergency. It is important that all requested information is completed. This includes your contact in case of an emergency and your contact in case you are reported missing.
ALARMS AND BUILDING EVACUATIONS

All residents and guests are required to evacuate the building if an alarm is sounded. Please read the emergency procedures posted on the back of your door once you arrive and become familiar with the procedures.

» University and city ordinances consider fire regulation and evacuation drills essential.

» Alarms and fire equipment must not be disturbed except in actual emergencies. (California Penal Code Section 148.4). Violators will be prosecuted.

» A continual alarm signals evacuation by all students and guests.

» In Maya & Olmeca, Cuicacalli, University Towers, Chapultepec, Zura, and Tenochca use the closest available stairway to exit. In Granada and Zapotec, use the closest available stairwell or gate to exit.

» At the first sound of an alarm, the staff member on duty will immediately shut down the elevators.

» In drills and real emergencies, building staff have the same authority as representatives of the Fire Department.

» All rooms must be evacuated.

» Residents may re-enter the building only when notified by staff that it is safe to do so.

» Failure to evacuate in a timely manner and follow the instructions of university staff will result in judicial action.

EARTHQUAKE

Residents are expected to keep these supplies in their room:

- Flashlight with extra batteries
- Battery-powered radio with extra batteries
- Heavy gloves, shoes, and a blanket
- Three gallons of drinking water
- First aid kit
- Supply of necessary medications

In the event of an earthquake:

» Don’t run outside.

» If indoors, watch for objects that could fall on you, such as light fixtures, furniture, and ceiling tiles. Stay away from mirrors, windows, and swinging doors. Try to get under a table, desk, bed, or stand in a doorway.

» In a high-rise building, get under a desk or table. Do not dash for exits as stairways may be broken or jammed with people. Power for elevators may fail.

» If outside, avoid buildings, power poles, and other objects which could fall; move to an open area.

» Do not go inside a building.

» In a car, stop in the safest space possible.
In the event of any major crisis, find or stay with your residential community group or RA until you are officially accounted for and released. Call a family member as soon as possible to let them know you are safe. In your room, keep three gallons of drinking water and a personal emergency kit at all times.

**ACTIVE SHOOTER OR VIOLENT INTRUDER:**

Be aware of your surroundings and any unusual activity. Take note of emergency notifications (text messages, emails, and announcements). If you are in a room, stay there and lock the door or barricade the door with furniture. Remain quiet (silence cell phones) and evaluate the situation. If safe to do so, call 911 to notify University Police. If you cannot speak, leave the line open to allow the dispatcher to listen. As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the suspect by acting aggressively, throwing items, or yelling. If there is an accessible escape path, attempt to evacuate the location. Leave personal items behind, keep your hands visible and empty, and follow instructions of law enforcement.

The above is based on the A.L.I.C.E. response program, designed to increase your chances of surviving an active shooter or violent intruder event on campus. The program utilizes five key components - Alert, Lockdown, Inform, Counter, and Escape - and encourages community members to take an active role in their own survival.
FIRE SAFETY

Fire alarm systems in the SDSU residential communities are reliable and use state-of-the-art technology. The campus fire alarm network is monitored by University Police. Alarms are very sensitive. In order to ensure your safety, alarms can be inadvertently set off by carelessness in cooking, use of appliances, or smoke, as well as more dangerous reasons. Nevertheless, all alarms must be taken seriously and all residents must immediately evacuate.

Each and every device (pull-station, smoke detector, heat detector, etc.) has a specific address programmed into the controller. If a problem is evident, the controller will know exactly which detector or alarm is sounding, and then transmit that information to University Police.

Fire alarm systems were installed for your protection. The campus has had numerous cases of residents attempting to disable smoke detectors or remove them from their rooms. The safety of our residents has been taken into consideration and maintaining the integrity of our systems is managed with the assistance of all residents.

Students tampering with any part of any system, in any manner, will be reviewed for immediate eviction, judicial, and legal action. Please be advised that all repairs made necessary due to tampering with fire alarm equipment will be charged to the resident. Furthermore, in accordance with California Penal Code Section 148.4(a)(1), tampering with a fire alarm or life safety system may be considered a felony. If you notice a problem with the fire alarm system, please don’t hesitate to contact your front desk.

IN CASE OF FIRE, DO NOT USE ELEVATOR

For fire inside your room:

1. Call 911 or 619-594-1991 to contact University Police. Give your exact location. Tell them what’s burning.
2. Activate the fire alarm pull station, if available.
3. If you cannot safely extinguish the fire, evacuate the area. Close all doors as you leave. Take your keys.

For fire outside your room:

1. Feel the door. If it is hot, don’t open it! Call 911 or 619-591-1991 to contact University Police and tell them the situation and exact location. Seal bottom of door with towel or other material to keep out smoke. Move away from the door.
2. If the door is not hot, open it cautiously. Walk to the closest safe stairwell. If smoke is present – stay low. Walk downstairs. Go up only if downward movement is not safe.

Prepare in advance! Count the doors between your room and stairwell in case the hallway is dark or smoky.
SEXUAL ASSAULT, DOMESTIC VIOLENCE, STALKING

SDSU is committed to a community free from crimes of sexual assault, rape, domestic violence, dating violence, sexual harassment, and stalking. All members of the university community share responsibility for upholding this policy as we strive to attain our goal of a violence-free community.

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, employees and students may face discipline/sanctions at the university. Employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements. Students charged with sexual discrimination, harassment, or violence will be subject to discipline, pursuant to the California State University Student Conduct Procedures (see Executive Order 1098 at studentaffairs.sdsu.edu/srr/discipline1.html) and will be subject to appropriate sanctions. In addition, during any investigation, the university may implement interim measures in order to maintain a safe and non-discriminatory educational environment. Such measures may include immediate interim suspension from the university, required move from university-owned or affiliated housing, adjustment to course schedule, or prohibition from contact with parties involved in the alleged incident.

SDSU’s primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim at fault for sexual discrimination, harassment, or violence; therefore, victims should not be deterred from reporting incidents of sexual violence out of a concern that they might be disciplined for related violations of drug, alcohol, or other university policies. Except in extreme circumstances, victims of sexual violence shall not be subject to discipline for related violations of the Student Conduct Code.

For more information about sexual violence and prevention information at SDSU, please contact Jessica Rentto, Title IX Coordinator, in Administration, Room 320, or at jrentto@mail.sdsu.edu, or 619-594-6017. You can also refer to go.sdsu.edu/sdsutalks/booklet.aspx.
Sexual Discrimination means an adverse act of sexual discrimination (including sexual harassment and sexual violence) that is perpetrated against an individual on a basis prohibited by Title IX of the Education Amendments of 1972, 20 U.S.C. §1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 (Title IX); California Education Code §66250 et seq., and/or California Government Code §11135.

Sexual Harassment is unwelcome conduct of a sexual nature that includes, but is not limited to, sexual violence, sexual advances, requests for sexual favors, indecent exposure and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that its effect, whether or not intended could be considered by a reasonable person in the shoes of the individual, and is, in fact, considered by the individual, as limiting the individual’s ability to participate in or benefit from the services, activities, or opportunities offered by the university. Sexual harassment also includes gender-based harassment, which may include acts of verbal, nonverbal or physical aggression, intimidation or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature. See further information in CSU’s Sexual Violence Prevention and Education Statement (including facts and myths) online at http://oerc.sdsu.edu/pdf/Sexual_Violence_Prevention_and_Education_Statement.pdf.

Sexual Violence means physical sexual acts (such as unwelcome sexual touching, sexual assault, sexual battery and rape) perpetrated against an individual without consent or against an individual who is incapable of giving consent due to that individual’s use of drugs or alcohol, or disability. See further information in CSU’s Sexual Violence Prevention and Education Statement (including facts and myths) online at http://oerc.sdsu.edu/pdf/Sexual_Violence_Prevention_and_Education_Statement.pdf.
Who to Contact If You Have Complaints, Questions or Concerns:

Title IX requires the university to designate a Title IX Coordinator to monitor and oversee overall Title IX compliance. SDSU’s Title IX Coordinator is available to explain and discuss: your right to file a criminal complaint (sexual assault and violence); the university’s complaint process, including the investigation process; how confidentiality is handled; available resources, both on and off campus; and other related matters. If you are in the midst of an emergency, please call the police immediately by dialing 911.

**Title IX Coordinator:**
Jessica Rentto
Associate Vice President, Administration
Division of Business & Financial Affairs
5500 Campanile Drive
San Diego, CA 92182-1620
619-594-6017
jrentto@mail.sdsu.edu

**Duties and Responsibilities:** Monitoring and oversight of overall implementation of Title IX Compliance at the University, including coordination of training, education, communications, and administration of grievance procedures for faculty, staff, students, and other members of the University community.

**Title IX Deputy Coordinator:**
Lee Mintz
Director, Center for Student Rights and Responsibilities
5500 Campanile Drive
San Diego, CA 92182-7443
619-594-3069
lmintz@mail.sdsu.edu

If you have a complaint against an SDSU student for sexual harassment, sex discrimination, or sexual assault, you should contact Dr. Lee Mintz. Dr. Mintz is responsible for Title IX compliance for matters involving students, including training, education, communication, and administration of grievance procedure for all complaints against SDSU students.

**Office of Employee Relations and Compliance**
Heather Bendinelli
Manager, Office of Employee Relations and Compliance
5500 Campanile Drive, San Diego, CA 92182-1695
619-594-6464
hbendinelli@mail.sdsu.edu

If you have a complaint against an SDSU faculty or staff member, or visitor for sexual harassment, sex discrimination, or sexual assault, you should contact the Office of Employee Relations and Compliance.

The Office of Employee Relations and Compliance Director is responsible for Title IX compliance for matters involving faculty and staff, including training, education, communication, and administration of grievance procedure for all complaints against faculty, staff and visitors, including those complaints filed by students.
POLICIES AND REGULATIONS

EACH RESIDENT IS VIEWED AS A RESPONSIBLE PERSON WHO WILL BE HELD ACCOUNTABLE FOR THEIR OWN ACTIONS AND THOSE OF THEIR GUESTS.
THIS IS YOUR HOME

Described below are the Policies & Regulations that govern all residence hall occupants of Chapultepec Hall, Cuicacalli Suites, Granada Apartments, Maya and Olmeca Hall, Tenochca Hall, Zapotec Apartments, and Zura Hall. By completing and signing the Student Housing License Agreement and taking occupancy of a residence hall room or apartment, you hereby agree to all provisions and understand that violation of policies will result in disciplinary intervention.

*These policies are subject to change, without notice.

ACCOUNTABILITY

Each resident is viewed as a responsible person who will be held accountable for their own actions and those of their guests. When misconduct is reported, the campus will take appropriate action in accordance with campus policy and in consultation with the University Police department and/or campus administration as necessary. Incident investigation requires adequate time for completion before any action will be taken.

ALCOHOLIC BEVERAGES

1. No resident or guest may possess or consume alcohol in the residential communities.

   b. The possession of empty alcohol containers, including shot glasses, may be considered evidence of consumption of alcohol previously contained therein, and are therefore prohibited from the residential communities.

   c. No person may be in the presence of alcoholic beverages in the residence halls.

   d. Gross consumption of alcohol and the results of such consumption (such as disruptive or destructive behavior, vomiting or urinating on floors and in hallways, incidents or conditions necessitating extra care by staff and other such acts) are prohibited.

   e. Residents or guests of any age may not possess alcohol or drug consuming devices/paraphernalia.

2. In addition to these policies, residents are expected to abide by the university alcohol policy, which applies to all campus living environments. The university alcohol policy can be viewed online at http://senate.sdsu.edu/policy/pftoc.html.

APPLIANCES

University-provided MicroFridges, refrigerators, stoves, and microwaves are the only permitted appliances for use in the residential community rooms and apartments for food preparation or storage. No hot plates (including candle warmers), coffee makers, toasters, popcorn poppers, ovens, grills, electric water coolers, or other cooking appliances are permitted in student rooms or suite
areas. Space heaters are prohibited in all residential communities. No personal refrigerators are permitted in any student room, suite, or apartment. Violations will result in disciplinary action and any monetary charges for costs attributed to removal or repairs will be the responsibility of the Licensee.

BATHROOMS
Residents and their guests are not permitted to enter or use bathrooms designated for the gender of which they do not identify.

BICYCLES
Bicycles are not permitted in buildings (including residential community rooms) or in courtyards, patios, or balconies. Bicycles may be stored only in the designated bike storage area near or adjacent to a hall/apartment during occupancy. Bicycles placed or stored in any other location will be impounded.

CANDLES, INCENSE, AND OTHER FLAMMABLES
The burning of any materials, including incense or candles, is prohibited except when prior written request and written approval has been obtained from the Director of Housing Administration and/or Director of Residential Education (or their designee) for the purpose of religious or spiritual observance only. Plug in fragrance devices are also prohibited in the residential communities.

CLEANLINESS, HEALTH, AND HYGIENE
Reasonable efforts must be made to maintain proper personal cleanliness and hygiene. Rooms, apartments, and suites must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents may not violate these regulations or interfere with the safe and clean environment of others. Residents are prohibited from activities that violate any health code. The university reserves the right to inspect suites, rooms, and apartments on an as-needed basis. If any room, suite, or apartment is found to be cause of a health and safety violation, the university may have the room, suite, or apartment cleaned at the expense of the resident and/or roommate(s) and/or suitemates. Charges for pest control services will be added, if needed.

CLOSE DOWN OVER BREAKS
During vacation breaks and closedown, residents must unplug all electrical items, except permitted refrigerators and MicroFridges. Residents who are not in over-the-break housing must vacate their room according to the terms outlined in the License Agreement.
COMMERCIAL VENTURES AND SOLICITATION

Commercial solicitation and solicitation of any non-university related or supported activities are prohibited. Requests related to university related or supported activities are subject to the approval of the Director of Residential Education or designee. Door-to-door solicitation is prohibited at all times. Additionally, residents are prohibited from knowingly or willfully permitting solicitors from entering the residential communities to solicit. Licensee agrees to not use any area of the residential communities for commercial or non-residential purposes.

COMMUNITY LIVING

Residents agree to conduct themselves in a manner that is conducive for fellow residents to study, live, and sleep. Each resident also agrees to demonstrate reasonable efforts to resolve roommate and/or community issues. Residents are expected to report violations of the License Agreement to staff members.

DAMAGES

Residents and/or their guests who accidentally or intentionally damage or vandalize any residential community property, and/or property belonging to any member of the campus community, will be required to make restitution for repairs and/or replacement at the resident’s expense and disciplinary action will be pursued.

DECORATING AND POSTING

Posters and decorations may be attached only to interior walls and only with materials that will not cause any permanent damage. Charges will be assessed for damages resulting from improper attachment at a minimum rate of $40. Exterior wires, signs,
aerials, or satellite dishes are not allowed. Painting of rooms is not allowed. Posting of any materials on exterior surface of room doors is prohibited, except for name identification and SDSU-approved and supplied dry erase message boards. Posting on windows and ceilings is also prohibited. Holiday decorations inside rooms are permitted only if safe and do not present a fire hazard. Cut/live trees and foliage are prohibited in apartments, student rooms, and suite areas.

DOORS AND DOOR LOCKS

Tampering with, disabling, or modifying the operation of apartment, room, or suite doors or door locks is prohibited. Any resident and/or guest of a resident responsible for such violation will be subject to disciplinary action. Any charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident.

DRUGS

No drugs, narcotics, or controlled substances, including medical marijuana, may be possessed, used, sold nor distributed at the University or in the residence halls. No drug paraphernalia, including any type of bong, pipe, and the like, may be possessed, used, sold nor distributed at the University or in the residence halls. No person may be in the presence of drugs, narcotics, controlled substances or drug paraphernalia, including any bongs, pipe, and the like, at the University or in the residence halls. Prescription drugs may only be used as prescribed, by the person to whom they are prescribed. The sharing or distribution of prescription drugs is against policy and the law. Use of drugs and the results of such use (such as disruptive or destructive behavior, vomiting or urinating on floors and hallways, incidents or conditions necessitating extra care by staff, and other such acts) are prohibited.

DUTY TO FOLLOW DIRECTIVES AND FAILURE TO RESPOND

Each resident is expected to respond to and follow all written and verbal directives or requests of university staff promptly and act in an appropriate manner. This includes answering the door and checking one’s voicemail, e-mail, and mailbox on a regular basis. Failure to comply with directions of, or interference with, any university official while acting in
the performance of official duties will result in disciplinary action.

ELECTRICAL SAFETY

Extension cords are not permitted. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment including computer and computer-related hardware. A maximum of two power strips may be used per room, in separate outlets. No modifications to, or changes in, electrical wiring are permitted. No “splices,” “octopuses,” or modification devices of any kind may be used to add plugs in a resident’s room or apartment. Excessive electrical equipment is prohibited. Residents in apartments or rooms found to generate circuit overloads will be investigated. Repeat violations will result in disciplinary action and any charges for costs attributed to removal or repairs will be the responsibility of the resident.

ELEVATORS

If an elevator malfunctions, press the alarm and stay inside until help arrives. Do not attempt to jump up and down, pry open or hit doors, or climb out. Licensee will be charged the cost to retrieve items dropped down shafts, or repairs due to Licensee or their guests’ negligence or damage, including damages resulting from exceeding the posted elevator capacity.

EXPLOSIVES

Residents shall not possess any firearm, ammunition, fireworks, explosives, gasoline, propane, highly flammable material, or any other weapon. Violation of this policy may result in criminal prosecution.

FAKE IDS

The use, display, production, and/or possession of fake or fraudulent forms of identification, including identification that belongs to another person, is prohibited. Such IDs will be turned over to the University Police. Violations may result in both legal and disciplinary action.

FENCES AND GATES

Fences are designed for the safety of the residential community. Students are not permitted to climb over/under fences or prop gates open, thereby compromising the safety of the community.

FIRE ALARMS AND FIRE SAFETY

Tampering with, disabling, deactivating, removing, covering, or improperly activating fire safety detection equipment including fire extinguishers, fire alarms, sprinklers, and smoke detectors is prohibited. Any resident and/or guest of a resident responsible for violation are subject to eviction and criminal and civil penalties. Door closers must not be removed and doors with door closers
cannot be propped open. Use of prohibited cooking or other devices that cause activation of the system will result in disciplinary action and a charge for costs attributed to the alarm. During a fire alarm or other emergency where evacuation is required, residents must immediately exit the building.

FOOD SERVICE

While in any campus dining facility, the Licensee agrees to bus dining tables and pick up any trash left behind in order to promote a more pleasant dining environment. Shoes and shirts are required to be worn at all times. Licensees may not allow others to use the Licensee’s meal plan.

FURNISHING FALSE INFORMATION

Residents must provide accurate and truthful information, including properly identifying themselves and guest(s), upon request by university staff.

GAMBLING

Gambling is prohibited in all residential communities and on all university grounds.

GUEST POLICY

1. A guest is any person who is permitted by a Licensee, and approved by the Residential Education Office, to occupy, visit, and/or reside in, for a limited time, a housing facility. Guests, including residents of other on-campus housing buildings, must register a valid photo ID for entry at the front desk. Visitors and guests, including residents of other on-campus housing buildings, must be escorted and in attendance by Licensee at all times and check out at the front desk when leaving the building. A Licensee accepts responsibility for the behavior of his/her guests and must inform guests of university regulations. The Licensee is allowed no more than three guests in Licensee’s room.
1. in University Towers, Granada, and Zapotec at any given time and two guests per Licensee in Zura, Cuicacalli, Tenochca, Maya, Olmeca, and Chapultepec at any given time.

2. Residents living in designated over-the-break housing may have only one guest at a time during break periods.

3. Overnight guest(s) privileges are extended to residents on a temporary and occasional basis only after securing approval from any and all roommates, and registering the guest(s) at the residential community front desk. Overnight guests must be housed only in the hosting resident’s room. An overnight guest is considered anyone whose visit lasts more than six hours, beginning or falling between the hours of 9:00 p.m. and 6:00 a.m. The same guest may not stay in a residential community for more than four (4) nights per calendar month and may only stay two (2) consecutive nights per calendar month. Disciplinary action will be taken and a guest fee will be charged to the resident for any guest whose stay exceeds this limit.

The university reserves the right to deny access to any person.

**HALOGEN LAMPS**

Halogen lamps of any type are prohibited in the residential community.

**LOCKOUT KEY, RED ID CARD, AND ACCESS**

When the resident moves into the residential community, they are provided a room key(s), swipe card, or other form of access device. Lost or stolen keys/SDSU Red ID cards/access devices must be reported within 24 hours at the residential community’s front desk and a lock change will be ordered. A lost key or card poses a security risk! Report a lost or stolen SDSU Red ID card to the SDSU Card Office via their website, [www.sdsucard.sdsu.edu](http://www.sdsucard.sdsu.edu). This will immediately deactivate your SDSU Red ID Card. Speak with your front desk to receive a temporary replacement card. Resident will be billed for lost/stolen keys, and/or swipe cards, and/or access devices in all the residential communities. Residents must exercise care in usage of these items. These access items may not
be given/loaned to any person other than specifically assigned resident. Staff will assist residents in room entry and the resident will be charged $25 per entry, regardless of reason for lock out. Staff may not be readily available and the resident may be required to wait. Multiple incidents may result in disciplinary action.

MISTREATMENT OF STAFF

Threats, harassment, abusive behavior, unwanted touching, and any other mistreatment of staff are grounds for university disciplinary action, eviction, and criminal prosecution.

NOISE

1. Quiet hours are observed from 9:00 p.m. to 10:00 a.m., Sunday through Thursday, and from midnight to 10:00 a.m. on Friday and Saturday. During quiet hours, residents and guests must limit noise so it is not detectable outside of individual rooms. During quiet hours, noise levels are also limited in public areas, including hallways, recreation/study rooms, balconies, pools, and outdoor areas.

2. During final examination periods, all halls will observe quiet hours 24 hours per day beginning at 9:00 p.m. two (2) days prior to the university’s first scheduled final examination and ending at the close of the buildings and/or the end of the university’s last scheduled final examination.

3. During times not designated as quiet hours, residents and their guests must limit noise so as to reasonably avoid disturbing other residents. Loud talking or group gatherings that disturb others are not permitted.

4. Amplified sound, playing of drums or other loud instruments, as well as noisy games, electronics, etc., are prohibited at all times in the residential communities.

5. The noise policy also applies to loud talking and group gatherings outside the residential communities.

6. General custodial and maintenance activities are exempted. Specific projects performed by contractors may start at 7:00 a.m.
ONLINE SOCIAL NETWORKS

Licensee will be held accountable for postings depicting or describing violations of residential community regulations and campus policies.

PASSIVE INVOLVEMENT

Residents are responsible for choices they make. In the presence of a policy violation, residents may attempt to stop the violation, contact residential staff, and/or immediately remove themselves from the situation and the vicinity of the violation. If a resident chooses to remain at the scene of a policy violation, they will be included on the Incident Report and may be held accountable for a policy violation.

PETS

Animals of any kind, except fish in a bowl up to 2-gallon capacity, are not allowed in the residence hall rooms, in the hall common areas, or on the premises, except as otherwise required by law and authorized by the Director of Housing Administration. Residents may not feed/shelter stray animals. Residents are obligated to tell residential community staff about stray animals so appropriate action can be taken to remove and protect the animal.

PHOTOGRAPHY

Persons in bedrooms, bathrooms, and dressing areas may not be filmed, recorded or photographed without specific written resident consent.

PHYSICAL ABUSE AND HARASSMENT

Abusive physical and verbal behavior, and threats of physical abuse toward residents, guests, or staff, are violations of policy and will not be tolerated. Such conduct may be grounds for disciplinary action, removal from the residential community, eviction, and/or criminal prosecution. Examples of prohibited conduct include, but are not limited to sexual and racial harassment, threats of violence, sexual assault, fighting, punching, slapping, kicking, scratching, and pushing. Practical jokes and pranks or other disruptions are prohibited in the campus community.
THE UNIVERSITY RESERVES THE RIGHT TO CLOSE THE RESIDENTIAL COMMUNITIES IF SUCH A CLOSURE IS REQUIRED TO PROTECT THE PUBLIC HEALTH AND/OR SAFETY OF RESIDENTS.

SAFETY AND SECURITY

1. Residents must present their SDSU Red ID card and/or building identification every time they enter their residential community or if asked by a university official. Keys, swipe cards, and access devices are for residents only; lending these items or Red IDs to another individual is not allowed. Possession of a RED ID card for a building that the Licensee does not live in is against policy.

2. Emergency equipment, including fire alarms, AEDs, and smoke detectors may not be tampered with at any time.

3. Room signs and directional signals may not be tampered with or removed.

4. Public doors may not be propped open unless utilizing state fire marshall-approved systems.

5. All rooms, suites, and apartments are subject to regular safety and maintenance inspections by the staff.

6. All first floor rooms have University-provided window/door security screens for the security of residents; it is the responsibility of each resident to use them. Residents will be billed to replace window/door security bars that are damaged.

SKATEBOARDS AND SCOOTERS

The use of scooters, roller blades, and skateboards within the residential communities and on, or adjacent to, university property is prohibited and such users are subject to citation and fine by the University Police, as well as disciplinary action.

SDSU RESIDENTIAL HOUSING NETWORK ACCEPTABLE USE POLICY

The university provides wireless connections to all of the residential communities. Internet access is not guaranteed and may not be available to some residents under certain circumstances. University policy describes what use is acceptable and appropriate for your residential network connection. By connecting to or using a network connection in your residence, a Licensee agrees to abide by University policies. It is strongly recommended that the Licensee review the University’s Acceptable Use Policy (AUP) at http://security.sdsu.edu/policy/housing-aup.html.
which is incorporated into this License Agreement. Disciplinary Procedures, Business Affairs, Academic Affairs, SDSU Human Resources, or law enforcement officials, as appropriate, will adjudicate violations of the Acceptable Use Policy. The SDSU Computing Security Officer may temporarily suspend network privileges of any university user while suspected violations are being investigated or adjudicated, even if it affects network services of roommate(s) and/or suitemates. If a Licensee’s network privileges are suspended, the Licensee must pay to be reconnected. A Licensee’s network privileges will be permanently revoked after the third violation. Depending on the severity of the violation, a Licensee’s network privileges may be revoked after one violation.

**SMOKING**

SDSU is a smoke-free campus. Smoking hookahs and water pipes is prohibited in all university buildings, including residential communities, student rooms, lounges, recreation rooms, public areas, hallways, stairwells, balconies, walkways, courtyards, and pool areas. Smoking is prohibited in outdoor areas including courtyards and community centers. Smoking is defined as inhaling, exhaling, burning, or carrying a lighted or vapor-producing tobacco product. Tobacco is defined as all tobacco-derived or containing products, including, but not limited to, cigarettes (clove, bidis, kreteks), electronic cigarettes, cigars and cigarillos, hookah smoked products, and oral tobacco (spit and spitless, smokeless, chew, snuff). The SDSU Smoking policy may be found at [http://smokefree.sdsu.edu](http://smokefree.sdsu.edu).
SWIMMING POOLS

Swimming in a residential community pool is limited to residents and their guest(s). No lifeguard is on duty at any time and swimming is at each person’s own risk. Pool use hours are dawn to dusk each day except during Residential Education, Residence Hall Association, or Hall Council-sponsored events that must end by quiet hours. Portable swimming pools are prohibited in all residential communities and on all university grounds.

THEFT AND NON-ACCIDENTAL DAMAGE

Theft of, or non-accidental damage to campus property, or property in the possession of, or owned by, a member of the campus community, is prohibited. This includes borrowing without specific prior approval, and the relocation of lounge or common area furniture.

THROWING OBJECTS

Balls, sports equipment and any other item may not be used inside the residential communities and fire lanes. No object may be thrown or dropped from a window, balcony or opening.

UNAUTHORIZED ENTRY OR USE

Unauthorized entry into, unauthorized use of, or misuse of personal or campus property is prohibited. This includes the use of emergency exit doors when no emergency exists.

VIDEO CAMERAS

Video cameras may be located in the residential community elevators and other common areas (e.g.,
lobby, lounge, laundry room, hallways, dining facilities, etc.) for the protection of residents. Exterior cameras may monitor outside areas near the residential communities. Covering, breaking, damaging, or tampering with video cameras is a violation of policy and will result in disciplinary action.

WEAPONS

Firearms, ammunition, fireworks, explosives, highly flammable materials, weapons, projectile devices, guns or knives, tasers, swords, hatchets, or replica weapons, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of the law.

Definitions (in all cases include, but are not limited to, the following):

» Firearms: Any gun, rifle, pistol, or handgun designed to fire bullets, BB pellets, or shots (including paint balls or darts) regardless of the propellant used. This includes air-soft guns, ornamental rifles used for ROTC training, and “replica” weapons.

» Weapons: Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy, sand club, sandbag, metal knuckles, or tasers. Replica weapons used for classes or student activities are prohibited.

» Knives: Dirks, daggers, ice picks, pocketknives, or knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10). This does not apply to the lawful use of cutlery and other eating implements used in food preparation and consumption.

WINDOWS, BALCONIES, AND PATIOS

Window screens are not to be removed, loosened, or altered. Residents will be billed for breaking the seal, including the tamper tag, on an operable screen and will be billed the cost to replace, re-install, or repair damages (when applicable) to any screen. Residents may not enter or exit a room, suite, or apartment through the windows except for emergency, safety, and/or security purposes. No items, except patio furniture designed for outdoor use, may be placed on balconies and patios. Hangings, partitions, or curtains of any type may not be used on balconies or patios. These areas shall not be used for storage of furniture, barbecues, bicycles, or other items including hanging of laundry. Unauthorized entry to other residents’ rooms, windowsills, roofs, ledges, and balconies is prohibited.
KEYS

EXTERNAL CARD READER

Use your SDSU Red ID card to open the front door of the building. Your Red ID card will only grant you access to the building that you live in. If you lose or break your SDSU Red ID card, report it lost to the SDSU Card Office via their website www.sdsucard.sdsu.edu. This will immediately deactivate your Red ID card. Speak with your front desk to be issued a temporary replacement card until you have received your new SDSU Red ID card.

ROOM KEYS

Use your room key to open your room door. If you lose your key, enter a service request with your building to request a new one and ask the front desk for a temporary key. If your key breaks or bends, put in a service request for a new one and bring the broken key to the front desk. If your key breaks or bends, you will not be subject to the replacement fee.

WINDOW COVERINGS

To use the roller shades, use the chain to raise and lower. Do not pull on the shade itself.

WIFI ACCESS

Connect to wireless internet Name or SSID: SDSU Wireless. Open an internet browser and log into the student or guest account. The student account log in is your Red ID number and last name. If you are having trouble connecting, please contact RezCon at 619-609-7378.

CABLE TV

Cable is provided by Cox Cable. To use cable, plug a cable cord into the cable output in the wall and connect the cable to your TV. There is one cable outlet per bedroom. If you are using a Smart TV or game console, try to connect to the internet by connecting to the SSID: SDSU Wireless. If you are unable to connect, fill out the connection request form on the RezCon website.

HEATING AND COOLING

Move the temperature dial to your desired temperature and set the fan speed (low, medium, high). Low speed is best for heat. The heat and cooling system is set on a two-pipe system which controls the type of air that is released. If you are having trouble with your heat/air conditioning, submit a service request with your building.

ELECTRICITY

LIGHTS

In effort to conserve electricity, please always turn off room or lounge lights when they are not in use.
EXTENSION CORDS VS. POWER STRIPS

Extension cords are not permitted. UL approved, power strips with circuit breakers should be used for all electrical equipment including computer and computer related hardware. A maximum of two power strips may be used per room, in separate outlets. No modifications to, or changes in, electrical wiring are permitted. No “splices,” “octopuses,” or modification devices of any kind may be used to add plugs in resident’s room or suite.

APPLIANCE OPERATION

MICROFRIDGE

To use the MicroFridge microwave, press “cook time,” input desired time by using the number pad and press start. Use the handle to open and close the microwave door. Use the available options on the key pad for cooking if available (ex: Use the popcorn button rather than inputting a specific time if cooking popcorn) to reduce burning. Only use microwave safe dishes when using the microwave. The top box on the MicroFridge is the freezer. The bottom box is the refrigerator. Keep the temperature control on both the refrigerator and freezer at a medium temperature. Keep the unit plugged into the wall at all times. Be sure to keep the doors of the freezer and refrigerator closed when not in use to keep cold.

COMMON REFRIGERATOR

To use the refrigerator, open the door by using the handle. The top box on the refrigerator unit is the freezer. The larger bottom box is the refrigerator. Keep the temperature control on both the refrigerator and freezer at a medium temperature. Keep the unit plugged into the wall at all times. Be sure to keep the doors of both the refrigerator and freezer closed when not in use to keep cold.

COMMON WASHER/DRYER

Washer:

To use, open lid and pour detergent into washer followed by clothing articles. Close lid once all of the articles are in the washer. Walk to the card reader. It will then instruct you to pay by swiping your SDSU Red ID card input your washer number. Select the washing cycle you would like on the washer and press the start button.

Tips:

Look at the tags on your clothing before washing, as they will typically tell you how to wash the items. Separate white, dark, and color clothing items. Whites should be washed in warm water, darks and colors in cold water. Make sure to empty your pockets before putting clothing into the washer. Do not fill the machine more than halfway full.

Dryer:

To use, open door and put wet clothing in the dryer. Place drying
sheet in dryer with clothing. Be sure to empty the lint trap before starting the machine. Close the door and input your dryer information at the card reader and use your SDSU Red ID card to pay. Select the drying cycle and press the start button.

**Tips:**

Whites should be dried at a normal/high setting. Darks and colors should be dried at a medium setting. Air-dry delicate washables. Hot heat can shrink clothing.

**COMMON OVEN**

The oven is located in community kitchen. To operate the oven, turn the designated nob to your desired temperature. All temperatures are in degrees Fahrenheit. The light on the oven will turn off once it has fully heated. Do not forget to turn the oven off, by turning the nob to the “off” position, when done. Caution: When on, the oven can be very hot. Do not leave the oven unattended.

**COMMON STOVE**

The stove is located in the community kitchen. To operate the stove, turn the designated nob to your desired heat. Be very cautious while operating the stove, as the stove may become very hot when on. Do not forget to turn off the stove when done cooking by turning the nob into the “off” position. Leaving the stove unattended can lead to a fire hazard.

**COMMON MICROWAVE**

Use the handle to open and close the microwave door. To use the microwave, input desired time by using the number pad and press start. Use the available options on the key pad for cooking if available (ex: Use the popcorn button rather than inputting a specific time if cooking popcorn) to reduce burning. Only use microwave safe dishes when using the microwave. Do not overheat food.

**COMMON GARBAGE DISPOSAL**

Turn on cold water before turning on garbage disposal by using the switch on the wall. Let the water run while
garbage disposal is in use. Only place biodegradable food into the garbage disposal. Gradually fill the disposal to reduce overfill. Wait until the grinding has completed before turning off the garbage disposal and water. Do not use hot water. Do not pour grease or fat in the garbage disposal. Do not place fibrous materials down the garbage disposal.

LOUNGES/STUDY AREA LOCATIONS

The main lounge is located on the first floor. There is a floor lounge on each floor and study rooms are located on most floors near the elevator that can be reserved at the main desk.

POOLS/POOL FURNITURE

All persons using the pool must do so at their own risk as there is no lifeguard on duty. Management is not responsible for accidents or injuries. You must shower before entering the pool. Children under the age of 14 should not use the pool without an adult. Use of the pool while under the influence of alcohol or drugs is prohibited. The pool furniture should stay where it is located so all residents can enjoy it.

GAMING TABLES

The recreation room is located on the first floor and has a pool table. Ping pong tables and foosball tables are located outside.

LOUNGE TVs/DVD/BLU-RAY/GAME CONSOLES

There are TVs in the first floor lounge, the recreation room, and on each floor lounge. Other digital displays are intended to be used for connection for academic support purposes (study groups, presentations) or for information sharing (digital signage).

VACUUM CLEANERS

Plug the vacuum cord into an electrical outlet in the wall. To release the handle, lightly step on the release lever on the left rear side of the vacuum. Lightly step on the power button to start the machine. Step on the power button once more to turn off the machine. Do not vacuum any metal or hard materials as they can break the machine. Vacuums can be rented out at the Zura front desk.
### TOP 10 WAYS TO MAXIMIZE YOUR MEAL PLAN

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<tr>
<td>10.</td>
<td>Like SDSU Dining Services on Facebook, <a href="http://www.facebook.com/sdsudining">www.facebook.com/sdsudining</a> for updates, special events and other fun stuff.</td>
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<td>9.</td>
<td>On Flex Plans, if your entire allowance has not been used for the day, take advantage of the add-ons that are offered by the cashier or stop by an Aztec Market before going up to your room.</td>
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<tr>
<td>8.</td>
<td>If you enjoy a lot of variety at one meal, you should eat at The Dining Room at Cuicacalli. This is your all you care to eat restaurant.</td>
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<td>7.</td>
<td>On the Meals Plus Plan, pace yourself. Check your balance online at the SDSU Dining Services website, <a href="http://www.eatatsdsu.com">www.eatatsdsu.com</a>. You can also check our budgeting chart at the same website. This gives you an estimate of where you should be each day.</td>
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<td>6.</td>
<td>Don’t let the long lines scare you away. We are extremely busy two hours out of the day, from 11 a.m. to 1 p.m. If you can, avoid that time period and you will avoid the long lines. Keep in mind that the lines in the Aztec Market go very quickly.</td>
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<td>5.</td>
<td>Did you lose or misplace your Red ID Card? Drop by the Dining Services Office and we will give you a temporary card to use.</td>
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<td>4.</td>
<td>Looking for somewhere new to try? There are more than 30 locations around campus to use your Meal Plan. Print a map from the SDSU Dining Services website and try them all!</td>
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<tr>
<td>3.</td>
<td>Call for HELP! We are here for you! Call the SDSU Dining Services Office at 619-594-7640, email them at sdsudining@sdsu or drop by the Dining Office in Education 112. We would love to help you out. Keep in mind that the Dining Office is open from 8:00 a.m. to 3:00 p.m. for meal plans, Monday through Friday.</td>
</tr>
<tr>
<td>2.</td>
<td>Use your meal plan for a week and if you think another plan might be better for you, check the SDSU Dining Services website <a href="http://www.eatatsdsu.com">www.eatatsdsu.com</a> for meal plan change dates.</td>
</tr>
<tr>
<td>1.</td>
<td>Know the plan you signed up for and how it works. If you don’t know, email SDSU Dining Services at <a href="mailto:sdsudining@sdsu.edu">sdsudining@sdsu.edu</a> or drop by the Dining Office located in Education 112.</td>
</tr>
</tbody>
</table>
## DIFFERENT MEAL PLANS WITH DESCRIPTION

<table>
<thead>
<tr>
<th>Meal Plan</th>
<th>Description</th>
</tr>
</thead>
</table>
| **10 Meal Plan**   | - Two meal allowances per weekday  
                     - $8.65 per day for one-time purchase at one location (available 6:00 a.m. to 4:15 p.m.)  
                     - $11.60 per day for a one-time purchase at one location (available 4:30 p.m. to 11:45 p.m.)  
                     - No weekend food allowance  
                     - Use it or Lose it!  
                     - Allowances and balances do not carry over to the next day and are NOT refundable at any time |
| **Flex 5 Meal Plan** | - $21.90 declining balance per weekday  
                     - The flexibility to spend your allowance all at once or shop throughout the day  
                     - Accepted between 6:00 a.m. to 11:59 p.m.  
                     - No weekend food allowance  
                     - Use it or Lose it!  
                     - Allowances and balances do not carry over to the next day and are NOT refundable at any time |
| **Flex 7 Meal Plan** | - $20.25 declining balance per weekday  
                     - $13.70 declining balance per day weekend food allowance  
                     - The flexibility to spend your allowance all at once or shop throughout the day  
                     - Use it or Lose it!  
                     - Allowances and balances do not carry over to the next day and are NOT refundable at any time |
| **Meals Plus Plan**  | - The flexibility of when to eat with 80 meals for use at The Dining Room at Cuicacalli Suites each semester  
                     - $1,335 declining balance each semester that is accepted at all locations  
                     - Remaining balances and meals carry over into the Spring semester  
                     - No balances from your old plan will carry over when making a meal plan change  
                     - Meal plans end at the end of the Spring semester and do not carry over to the next year |
MEAL PLAN CHANGE DATES

You can change your meal plan by contacting SDSU Dining Services. There is a processing fee to change your meal plan. Changes can be made only during the following dates:

- September 7-11, 2015; effective September 21, 2015
- November 16-20, 2015; effective January 18, 2016
- February 1-5, 2016; effective February 15, 2016

SICK PASS

I’m sick and cannot go out to use my meal plan. What can I do?

If you can’t make it to a “regular” meal due to illness, you may request a Sick Tray Form from your residence hall’s front desk. The form, along with your Red ID Card, must be taken to The Dining Room at Cuicacalli, University Towers Kitchen (UTK) or the Aztec Market in front of Chapultepec Hall. You must make arrangements for someone else to pick up your meal.
CONTRACT INFORMATION

TERMS AND CONDITIONS

By completing and signing the Student Housing License Agreement, you agree to comply with and are expected to follow the San Diego State Housing Terms and Conditions. You can view the Terms and Conditions by viewing your signed License Agreement on your Housing Portal or on the SDSU Office of Housing Administration website at http://housing.sdsu.edu/housing/files/04304-License_Agreement2015-16FINAL.pdf.

PAYMENTS

Residential community rent and meal plan payments can be made online through your Student Account Services Cashnet Account or in person at the Student Account Services Office located at Student Services West, room 2536. Rent and meal payments are automatically broken down into eight (8) installments. These installments are due monthly beginning in September and ending in May (subject to change, please visit http://housing.sdsu.edu/housing/fees.aspx for current dates). The $375 initial payment submitted with your application is credited towards the first installment of rent. You can view your bills on your Student Account Services Cashnet Account. Online payments are accepted.
in the forms of e-check or credit card. It is your responsibility to check your account for outstanding payments.

Information regarding miscellaneous fees and damage charges can be found on the Office of Housing Administration website at [http://newscenter.sdsu.edu/housing/miscfees.aspx](http://newscenter.sdsu.edu/housing/miscfees.aspx).

**ROOM CHANGE REQUESTS**

Residents may request a room switch by submitting a completed Room/Hall Switch Request form to the Office of Housing Administration. The form is available online beginning the third week of the fall semester. Completed request forms need to be turned in to the Office of Housing Administration during office hours (i.e., Monday to Friday, 8:00 a.m. to 4:30 p.m.). Emailed or faxed copies will not be accepted.

Requests received during the week will be processed the following Monday. If an accommodation is available based on your request, you will receive an e-mail offer on Monday and will have 24 hours to reply to the e-mail. If we are unable to accommodate your request, you will be notified by e-mail and placed on our wait list. E-mail notification will be sent to the e-mail address seen on your Room/Hall Switch Request form. There is a $30 room switch fee that will be applied for any request that is accommodated. Room and hall switches will not be permitted during finals for the fall and spring semesters.

Room/Hall Switch Request forms can be found on the Office of Housing Administration website ([http://newscenter.sdsu.edu/housing/switchrequest.aspx](http://newscenter.sdsu.edu/housing/switchrequest.aspx)) or at the Office of Housing Administration central office.

**CONTRACT RELEASE REQUESTS**

The Student Housing License Agreement is a legally binding document. By signing it, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences. You may request a “Contract Release” at any time. Depending on your reason and documentation provided to support your request, you will be charged either 30 days or end of contract of rent beyond the day that you check out of your room. Generally, the charge is the end of contract rent unless you are also withdrawing from the university. For more information about Contract Release, refer to the License Agreement or contact the Office of Housing Administration.

Contract Release Requests forms can be found on the Office of Housing Administration website ([http://newscenter.sdsu.edu/housing/cancellation.aspx](http://newscenter.sdsu.edu/housing/cancellation.aspx)) or at the Office of Housing Administration central office. Requests and documentation can be mailed, faxed, or emailed to the Office of Housing Administration. Faxed requests also require original documents.
FRONT DESKS

The Zura Front Desk manages building security, mail services, guest check in/out, and equipment rentals.

MAIL

Mail delivered from USPS, UPS, FedEx, etc. will be delivered to the hall addressed on the mail. Zura staff will sort your mail and put in the appropriate mail box. If you receive a package, the staff will leave a package slip in your mailbox. Bring the package slip to the Zura Front Desk along with your Red ID Card to retrieve your package.

All mail delivered over breaks will be delivered to the Office of Housing Administration. It will be forwarded to Zura upon reopening of the hall.

If you have any concerns about your mail, speak with your Front Desk Security Manager.

Your mailing address is:

Zura Residence Hall
6124 Montezuma Road
San Diego, CA 92115

Be sure to include your full name and room number on your mail!
SERVICE REQUESTS

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request online at http://newscenter.sdsu.edu/housing/servicerequest.aspx or at your front desk. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. If it is necessary to enter your room to make a repair while you are out, the maintenance staff member will notify you that they were working in your room.

CUSTODIAL

Taking pride in the living areas is a shared responsibility. Custodial team members are on campus seven-days-a-week working with students to provide a clean and sanitary community. It is important for students to do their part as well to maintain a clean and healthy community. Residents should place all waste in designated recycling bins, trash chutes or outdoor dumpsters. Any required excessive cleaning caused by students or their guests can be charged to individual students where identified. Residents are asked to assist the staff by not using restrooms while they are being cleaned.

MAINTENANCE

Maintenance staff members complete repairs by prioritizing and scheduling requests as they are received. They depend on students and staff to let them know what needs to be done. Please notify staff of a maintenance need by initiating a service request online at http://newscenter.sdsu.edu/housing/servicerequest.aspx or by contacting the front desk. Please explain what type of work is needed, where it is needed, and what needs to be done (please be as detailed and specific as possible). In some cases, parts must be ordered, and it may take additional time to complete the work. If it is necessary to enter your room to make a repair while you are out, they will notify you that they have worked in your room. Maintenance staff will only enter rooms to service requests or due to emergencies as described in the Terms and Conditions of the License Agreement. Please contact your front desk to report any after hours building emergencies.

CENTRAL OFFICE

The Office of Housing Administration central office assists students with assignments and contracts. This includes services such as Room/Hall Switch Requests and cancellation requests. The office also assists students with obtaining and returning Bike Barn keys. Students having questions or problems with billing related to their housing and meal plan can be assisted by the Office of Housing Administration central office. The Office of Housing Administration central office can also answer any general questions.
FAQS

HOW CAN I GET MY COMPUTER HOOKED UP TO THE INTERNET AND WIRELESS ACCESS?
**RHA (HOW TO GET INVOLVED)**

**How do I get involved in the Residence Halls?**

The Residence Hall Association (RHA) is the student governing body of all on-campus residents at San Diego State University. The RHA not only serves as the representation of all residents on campus, but also serves as a programming board for the residential communities. Involvement opportunities include the RHA programming board, your individual Hall Councils, SPEAR Late Night Programming board, and Aztec Nights. RHA and Hall Councils are responsible for planning many different types of activities such as Vegas Nights and community services events. Every student living in the residential communities is a member of RHA, so we would love to invite you to participate in making a difference in your living experience at SDSU.

**ROOM/HALL SWITCHES**

**How do I request a room switch?**

Residents may request a room switch by submitting a completed Room/Hall Switch Request form to the Office of Housing Administration. The form is available online beginning the third week of the fall semester. Completed request forms need to be turned in to the Office of Housing Administration during office hours (i.e., Monday to Friday, 8:00 a.m. to 4:30 p.m.). Emailed or faxed copies will not be accepted.

Requests received during the week will be processed the following Monday. If an accommodation is available based on your request, you will receive an e-mail offer on Monday and will have 24 hours to reply to the e-mail. If we are unable to accommodate your request, you will be notified by e-mail and placed on our wait list. E-mail notification will be sent to the e-mail address seen on your Room/Hall Switch Request form. There is a $30 room switch fee that will be applied for any request that is accommodated. Room and hall switches will not be permitted during finals for the fall and spring semester.

**What if I want to move into another building?**

Similar to room switch request, residents who are interested in moving into another building must submit a completed Room/Hall Switch Request in person to the Office of Housing Administration.

**If my roommate moves out, can I keep my room to myself?**

No. If a space becomes available in a double, triple, or quad room, the remaining resident(s) will be asked to either consolidate or accept a new roommate at any given time. Be a gracious roommate. Failure to prepare
your room for a new roommate, or any effort to make a new roommate feel unwelcome, is considered a violation of policy.

**HOUSING OVER THE BREAKS**

What if I need housing over break periods?

Except Cuicacalli, Piedra del Sol, Tarastec, University Towers, Zapotec, and Villa Alvarado, all of the residential communities close during Thanksgiving, winter, and spring breaks. The previously mentioned complexes are open during these periods, at no additional charge, for students who live there throughout the academic year. You cannot “temporarily” move to one of these complexes during any of the break periods.

**LOST ACCESS CARD**

What if I lose my key or access card?

Let the front desk know at once. A lost key or card poses a security risk! Report a lost or stolen SDSU Red ID card to the SDSU Card Office via their website, [www.sdsucard.sdsu.edu](http://www.sdsucard.sdsu.edu). This will immediately deactivate your SDSU Red ID Card. Speak with your front desk to receive a temporary replacement card. Replacement of lost or stolen keys, SDSU Red ID cards, and swipe cards will be ordered and you will be billed.

**RENTER’S INSURANCE**

Do I need renter’s insurance?

The university has no insurance to cover personal property damage. Therefore, the university highly recommends that you obtain insurance, such as a renter’s policy. (Your parents’ homeowners insurance policy may cover theft or damage of property in your room. Check with your insurance agent)

**CANCELLATIONS**

What if I need to cancel my contract for housing?

The Student Housing License Agreement is a legally binding document. By signing it, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences. You may request a “Contract Release” at any time. Depending on your reason, and documentation provided to support your request, you will be charged either 30 days or end of contract of rent beyond the day that you check out of your room. Generally, the charge is the end of contract rent unless you are also withdrawing from the university. For more information about Contract Release, refer to the License Agreement or contact the Office of Housing Administration.
HEALTH SERVICES

Do I need health insurance?

During the period covered by your License Agreement, you must be covered, at your own expense, by health and accident insurance. This must be on either an individual or group basis, with minimum coverage of $2,000 in hospital benefits, $150 in medical benefits, $350 in surgical benefits, and $50 in emergency outpatient benefits per accident or sickness. If you are not already covered by your own or your parents’ health insurance plan, you must obtain health insurance. The Associated Students Business Office has information about student health insurance.

What types of services do Counseling & Psychological Services offer?

Therapists in Counseling & Psychological Services offer many services including individual counseling, group therapy, and alcohol and drug counseling. Periodically, workshops and presentations on healthy living and mental well-being related topics are also offered. You can call 619-594-5220 or stop by Calpulli Center, room 4401, for assistance.

Where should I go if I feel ill?

Student Health Services on campus is staffed by full-time health professionals who are able to provide you with primary health care. Whenever possible, you should schedule an appointment in advance to see a health care provider. Scheduling an appointment can reduce your waiting time. You may also request to see a specific health care provider. To make an appointment call 619-594-5058.
**LOCKOUTS**

What if I lock myself out?

Staff will assist you in entering your room and you will be charged $25 per entry, regardless of the reason for lock out. Staff may not be readily available and you may be required to wait. Repeated incidents can result in judicial action.

**SERVICE REQUESTS**

How can I get something repaired in my room?

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request online at: [http://newscenter.sdsu.edu/housing/servicerequest.aspx](http://newscenter.sdsu.edu/housing/servicerequest.aspx) or at your front desk. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. If it is necessary to enter your room to make a repair while you are out, the maintenance staff member will notify you that they were working in your room.

**QUIET HOURS VS. COURTESY HOURS**

What’s the difference between “courtesy hours” and “quiet hours”?

Courtesy hours require that residents do not exceed reasonable noise limits to ensure that other residents are not disturbed. They are in effect at all times. During quiet hours, noise should not be detectable outside of individual rooms. Quiet hours are in effect 9 p.m. to 10 a.m. Sunday – Thursday and midnight to 10 a.m. Friday and Saturday. Quiet hours extend to all public areas, pools and quads. Amplified sound is prohibited. Please be advised that normal work hours for maintenance and custodial services are 7 a.m. to 6:30 p.m. These services are exempt from courtesy and quiet hours. Courtesy hours and quiet hours are enforced outside of the building as well as inside. Loud talking or groups that disturb others are not permitted.

**INTERNET ACCESS**

How can I get my computer hooked up to the Internet and wireless access?

The best option is to use RezCon which provides a fast wireless connection right from your room. Full details on how to connect are located on the RezCon Web site at: [rezcon.sdsu.edu](http://rezcon.sdsu.edu).
DINING/MEAL PLAN

Where do I eat?

Your meal plan enables you to take advantage of a special community way of life, which includes quality food choices and a friendly dining atmosphere. The primary residential dining facility is The Dining Room at Cuicacalli Suites. With your meal plan, you can purchase food at numerous locations on campus, including the Aztec Markets and The Dining Room. Refer to the Aztec Shops website at www.eatatsdsu.com for more information on each meal plan and the locations where you can use your meal plan.

Can I change my meal plan?

You can change your meal plan by contacting SDSU Dining. There is a processing fee to change your plan. Changes may be made only during the following dates:

- Sept 7-11, 2015, effective Sept 21
- Nov 16-20, 2015, effective Jan 18, 2016
- Feb 1-5, 2016, effective Feb 15, 2016

COOKING

Where can I cook?

Stoves, ovens, refrigerators/freezers, and microwave ovens are provided in the community kitchen of most residential communities. Ask your front desk how to check out equipment or reserve the kitchen.

GUEST POLICIES

Am I permitted to have guests?

All visitors and guests must be escorted by you at all times. You accept responsibility for the behavior of your visitors and guests and must inform them of university and housing regulations. You are allowed no more than three guests in your room at any given time (two guests per licensee in...
Cuicacalli, Tenochca, Maya, Olmeca, and Chapultepec). Residents living in designated over-the-break housing may have only one guest at a time during break periods.

💰 May I host an overnight guest?

The overnight guest privilege is extended to all residents on a temporary and occasional basis only after securing approval from his/her roommate(s) and registering the guest at the front desk, per the License Agreement.

**DRINKING AND DRUG USE**

💰 I'm uncomfortable with the drinking and drug use in my building. Do I have to put up with it?

No. Alcohol is not permitted in the freshman residential communities. Other drugs are also not permitted. Alcohol use and binge drinking create problems for millions of college students who are not binge drinkers. Known as secondhand binge effects, these may include physical assault, sexual harassment, sexual assault (rape), interrupted sleep, property damage, impaired study time and a generally unpleasant college experience. Concerned or inconvenienced residents should feel empowered to insist that other residents comply with the alcohol and other drugs policy, and, if they are not successful in their efforts, the community staff should be notified to request further action be taken.

Underage drinking has stiff penalties in California. These penalties include a $250 fine, suspension of a driver's license, community service, mandated counseling, and university judicial sanctions. Judically mandated intervention will include a fee of at least $100. Additionally, students who violate alcohol and drug policies may be suspended or, in some cases, expelled. Expulsion is systemwide, which means any student expelled from SDSU will never be permitted to attend any California State University.
EMERGENCY: 9-1-1

ARC...............................594-7529
Associated Students..........594-6487
Athletics..........................594-3019
Aztec Shops.......................594-6954
Bookstore .........................594-7525
Campus Escorts....................594-6659
Campus Info .......................594-5000
Campus Operator...............594-5200
Career Services...............594-6851
Center for Student Rights &
Responsibilities...............594-3069
Counseling Services............594-5220
SDSU Dining.......................594-7640
EOP ................................594-6298
Financial Aid.....................594-6323
Intercultural Relations.......594-7054
International Student Center594-1982
Library ............................594-6721
New Student and
Parent Programs.................594-1509
Ombudsman.......................594-6578
Office of Housing
Administration...................594-5742
Parking Office .................594-6671
Pride Center.......................594-3520
Registrar’s Office..............594-6871
Residential Education
Office..............................594-5742
Rez-Con Office...............594-3473
Student Account Services...594-5253
Student Disability Services...594-6473
Student Health Services.....594-5281
Student Life and
Leadership.........................594-5221
Testing Services.................594-5216
Ticket Office Info Line........594-6947
University Information
Center..............................594-6551
University Police ...............594-1991

STAFF CONTACTS:
ZURA

Front Desk: 594-6500
Hours of Operation: Open 24 hours

Residence Hall Coordinator:
Michaele Antoine...............594-6483
In support of the overall mission of SDSU, the Division of Student Affairs and the Division of Business and Financial Affairs, the Residential Education Office, the Office of Housing Administration and Housing Facilities Services aspire to transform lives through dynamic and educationally-engaging residential communities and environments.