Welcome to the residential community at SDSU. We designed this guide for you in hopes that it will help you navigate through this exciting experience and feel more at ease about your new college home. In this guide, you can find general information about living in our on-campus communities as well as our university policies 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 full potential and take full advantage of your college living experience.

YOUR NEW HOME

This is your home for the next 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 and responsibilities of living in a community, 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 may result in judicial action, eviction or paying restitution.

HOW TO USE THIS DOCUMENT:

STEP 1 Read it.
STEP 2 Bring it with you to your first floor meeting.
STEP 3 Have a discussion about community living standards with your Resident Adviser (RA)/Community Assistant (CA), roommate(s) and other residents.
STEP 4 Complete the Community Living Agreement.
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

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

FRONT DESK SECURITY MANAGER

Front Desk Security Managers (FDSMs) are SDSU graduate student team members. Their responsibilities include assisting the RHC in overall community management and assuming primary responsibility for front desk operations.

RESIDENT ADVISER (FRESHMAN COMMUNITIES)

Resident Advisers (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 are available to listen to your concerns and help you seek additional help when necessary. Additionally, RAs serve as facilitators for community building and regularly plan programs.

COMMUNITY ASSISTANT (SOPHOMORE COMMUNITIES)

Community Assistants (CAs) are full-time SDSU students who have had intensive training on various issues that affect upper-class students (sophomores and above). CAs serve as facilitators for community building and are available to listen to your concerns and help you seek additional help when necessary. CAs are also responsible for bringing inappropriate conduct to a resident’s attention.

COMMUNITY INTERNS (M@COLLEGE)

Community Interns (CIs) are the student staff members of the management office responsible for assisting you with customer service, leasing information, general property information, processing mail, work orders, maintenance concerns and enforcing expectations related to policies and procedures.

DESK ASSISTANT/SECURITY MONITOR

Desk Assistants/Security Monitors are the front desk student staff members responsible for assisting you with customer service, monitoring the security of the building, disseminating information and equipment and enforcing expectations related to safety procedures.

*As of August 2021, the information provided is in compliance with U.S. Centers for Disease Control and Prevention (CDC), State of California, and San Diego county guidelines, as well as guidance from the California State University system. Our policies and procedures will continue to evolve as the guidelines are updated.

1 https://apps.apple.com/us/app/sdsu-housing/id1153819961
MEET YOUR STAFF...

FACULTY-IN-RESIDENCE

Faculty-in-Residence (FIR) serve as liaisons between SDSU faculty and students. These SDSU 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.

OFFICE OF HOUSING ADMINISTRATION

CENTRAL OFFICE FRONT DESK STAFF

The Central Office Front Desk Staff consists of full-time SDSU students who are responsible for monitoring the virtual front desk and email account for the Office of Housing Administration. The Central Office Front Desk Staff are available to answer all of your questions regarding housing or direct you to the appropriate specialist.

ASSIGNMENTS TEAM

The Assignments Team is responsible for assigning your building, room type, roommate and residential learning community (if applicable) based on the interests that you select in the Housing Portal. The Assignments Team is also available to process room switches and contract release requests. Their goal is to ensure that you are comfortable in your living space.

STUDENT ACCOUNTS COORDINATOR

The Student Accounts Coordinator is responsible for managing accounts and billing related to housing and meal plan fees. The Student Accounts Coordinator is available to answer any questions regarding your payments.

REZCON ASSISTANTS

RezCon Assistants help you get your computer set up and connected to online services, including email and the internet. RezCon Assistants can help you with network connectivity issues.

HOUSING FACILITIES SERVICES

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 residents in maintaining the facilities.

STUDENT LEADERSHIP

REPRESENTATIVE GOVERNMENT

RESIDENCE HALL ASSOCIATION

The Residence Hall Association (RHA) is the student voice for all of the SDSU residential communities, connecting students to campus entities such as 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, budgets and policies for the residential communities while serving as a voice representing the students living on campus.

HALL/COMMUNITY COUNCIL

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

NATIONAL RESIDENCE HALL HONORARY

The National Residence Hall Honorary (NRHH) is an organization that comprises of the top 1% of leaders in the residence halls. NRHH focuses its efforts on creating recognition and service opportunities for students in the community. Nominations to join NRHH will open in the fall. Follow NRHH @sdsu_nrhh on Instagram to learn more about the exciting opportunities NRHH is bringing to your community.

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 compromises 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 others 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 each other first if a conflict arises.
**YOUR RIGHTS AND RESPONSIBILITIES AS A COMMUNITY MEMBER**

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

### YOU HAVE THE RIGHT TO ...

<table>
<thead>
<tr>
<th>A clean, maintained living environment that supports academic success.</th>
<th>A community environment free from harassment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop your own lifestyle.</td>
<td>No unwelcome touching.</td>
</tr>
<tr>
<td>Consider all common areas as shared living areas.</td>
<td>Live in a place where you are respected.</td>
</tr>
<tr>
<td>Form a Hall/Community Council to serve the interests of residents.</td>
<td>A safe and secure living environment.</td>
</tr>
<tr>
<td>Polite confront another resident with concerns. If you cannot agree, an RA/CA may act as a mediator.</td>
<td>An alcohol and drug-free living/learning environment.</td>
</tr>
<tr>
<td>Govern your space maturely.</td>
<td>A supportive environment in which to live and study.</td>
</tr>
</tbody>
</table>

### YOU HAVE THE RESPONSIBILITY TO ...

<table>
<thead>
<tr>
<th>Keep your room neat and clean. Submit service requests in a timely manner.</th>
<th>Understand policies and procedures in the Student Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept consequences.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect rights to privacy.</td>
<td>Address harassment directly and clearly.</td>
</tr>
<tr>
<td>Not distract those studying or sleeping, no matter what time it is.</td>
<td>Clearly communicate boundaries.</td>
</tr>
<tr>
<td>Respect others’ lifestyles and not impose your lifestyle on them.</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>Confront those who abuse or vandalize property.</td>
<td>Never let a non-resident enter a building with you, report strangers in the building and unprop open doors.</td>
</tr>
<tr>
<td>Pay for damages to common areas.</td>
<td>Follow SDSU, residential and state alcohol, drug and smoking policies.</td>
</tr>
<tr>
<td>Give input to Hall/Community Council and attend programs.</td>
<td>Support each other.</td>
</tr>
<tr>
<td>Directly confront those who infringe on your rights. Confront one another with issues before contacting a staff member.</td>
<td></td>
</tr>
</tbody>
</table>

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

### COVID-19

Talk to your roommate(s) about these important questions and get on the same page about COVID-19.

- What are your personal thoughts on the COVID-19 pandemic?
- Do you wear a facial covering where it is required?
- Do you wash your hands frequently?
- What kind of social activities do you plan to participate in?
- How will you communicate and take precautions if one of you begins to feel unwell due to COVID-19-like symptoms or other illnesses?
- Have you reviewed the [COVID-19 vaccination requirement](https://www.sdsu.edu/covid19)?

*More information about the [COVID-19 vaccination requirement](https://www.sdsu.edu/covid19) is online, and the vast majority of students will be vaccinated against COVID-19 prior to move-in. However, students will be permitted to seek an exception for medical reasons or a documented disability for which an approved vaccine is contraindicated, or a sincerely held religious belief. The Office of Housing Administration is not able to disclose the vaccination status or any other private medical information of students due to HIPAA and FERPA privacy laws, therefore we strongly encourage you to have conversations regarding COVID-19 with your potential roommate(s).*

**CREATING A COMMUNITY LIVING AGREEMENT**

Our commitment to the 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 are 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.

As a resident, you are expected to discuss, negotiate and sign a Community Living Agreement. Changes can be made at any time. Always discuss problematic issues with involved individuals as the first course of action. Resident Advisers/Community Assistants 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 license agreement are in effect at all times. What are some additional guidelines you would like to create 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, a Community Living Agreement will be created and you will be asked to sign it. It is to your benefit to participate in the process since all members will be held to the agreement.

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4 [sdsu.edu/covid19](https://www.sdsu.edu/covid19)
5 [www.hhs.gov/patient-professionals/privacy/index.html](https://www.hhs.gov/patient-professionals/privacy/index.html)
6 [www.sdsu.edu/policy/policies/pdp/privacy/index.html](https://www.sdsu.edu/policy/policies/pdp/privacy/index.html)
FACTS BEHIND THE MYTHS

MYTH: My roommate(s) 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 Community Living Agreement will put restrictions on what I can and can’t do.

FACT: A Community Living 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.

ECO LIVING FOR AZTECS

Small actions repeated every day can significantly reduce your impact on the environment.

ELECTRICITY

- Turn off the lights when you leave your room and use natural lighting whenever possible.
- Switch out incandescent light bulbs for energy-efficient LED ones in your desk and floor lamps.
- Unplug anything not in use to prevent phantom energy leaks. Even if they’re off, plugged in electronics still use energy. Use a power strip or surge protector to turn off multiple electronics at once.

WATER

- Turn the faucet off while brushing your teeth and while shaving or washing your hands.
- Limit your shower duration to 5-7 minutes.
- Fill your reusable water bottle at the hydration stations around campus.

LAUNDRY

- When doing laundry, wash on a cold cycle. It cleans just as well as a hot cycle and uses less energy.
- Wash full loads of laundry and use concentrated, environmentally friendly detergent.
- Wash and dry your clothes outside the peak energy hours of 4 p.m. to 9 p.m. By using less electricity during these hours, you can ensure that your energy is coming from cleaner sources.
- If you have space, purchase a clothes-drying rack to save energy and money.

RECYCLING

- Learn and follow campus waste and recycling guidelines. Almost everything is recyclable.
- Think before you print. If you do need a paper copy, print double-sided.
- Separate your e-waste (anything with a cord or battery) and enter a service request. We’ll pick up and dispose of your old light bulbs and electronics.
- Drop off old batteries at the front desk in your community for proper disposal.
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**

If an emergency occurs, call 911 or 619-594-1991 for University Police and contact your community’s front desk right away to reach Residential Education staff.

Emergencies include fire, sickness, accidents, or a threatening situation. The university recommends that families create an emergency communication plan in case of national or regional emergencies. Please complete an emergency plan before arriving on campus.

Ensure your cell phone number is correct on your SDSU WebPortal. In the event of a campus-wide emergency or health and safety concern, you will receive SDSU emergency alert text messages from University Police, unless you have opted out of this service.

During a campus emergency, additional information may be found at urgent.sdsu.edu.

Prior to move-in, residents are required to complete an emergency contact information page on your Housing Portal through the license agreement 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 including your contact in case of an emergency and your contact in case you are reported missing.

In the event of an emergency, proceed to your evacuation assembly location. Find and stay with your residential community group or RA/CA 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.

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


Residents are required to complete an emergency contact page through the Housing Portal.

**ACTIVE SHOOTER OR VIOLENT INTRUDER**

Be aware of your surroundings and any unusual activity. 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. If you are in a room and escape is not possible, stay there and lock the door or barricade the door with furniture. Remain quiet 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. Take note of emergency notifications (text messages, emails, and announcements). 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.

7 www.ready.gov/plan
ALARMS AND BUILDING EVACUATIONS

All residents and guests are required to evacuate the building if an alarm is sounded and proceed to the evacuation assembly point.

- 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 residents and guests. Use the closest available stairwell (or gate if applicable) to exit. Do not use elevators.

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

- 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 encouraged 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.
- If outside, avoid buildings, power poles, and other objects which could fall. Move to an open area.
- Do not go inside a building.
- If in a vehicle, stop in the safest space possible.

FIRE SAFETY

Fire alarm systems in the 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. 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.

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 and provide details of the situation.
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 619-594-1991 to contact University Police and tell them the situation and exact location. Seal the bottom of the door with a 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.

SEXUAL ASSAULT, DOMESTIC VIOLENCE, AND 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.

Prepare in advance. Count the doors between your room and stairwell in case the hallway is dark or smoky.

To contact University Police, call 911 or 619-594-1991.
SAFETY & EMERGENCY PROCEDURES

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 Executive Order 1098 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 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 Gail Mendez, Director, Center for the Prevention of Harassment and Discrimination, at gmmendez@sdsu.edu or 619-594-6464. You can also refer to titleix.sdsu.edu

TITLE IX NOTICE OF NON DISCRIMINATION

SDSU does not discriminate on the basis of sex, gender, or sexual orientation in its education programs or activities. 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 §56250 et seq., and/or California Government Code §11135.

» 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 §56250 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, indirect exposure, and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that it effects, 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.

» 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.

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:**
Gail Mendez
Director, Center for the Prevention of Harassment and Discrimination
5500 Campanile Drive
San Diego, CA 92182-1620
619-594-6464

gmmendez@sdsu.edu

**Duties and Responsibilities:** Monitoring and oversight of the 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:**
Dr. Lee Mintz
Director, Center for Student Rights and Responsibilities
5500 Campanile Drive
San Diego, CA 92182-7443
619-594-3069

lmintz@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 procedures for all complaints against SDSU students.

**Center for the Prevention of Harassment and Discrimination:**
Gail Mendez
Director, Center for the Prevention of Harassment and Discrimination
5500 Campanile Drive
San Diego, CA 92182-1695
619-594-6464


gmmendez@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 Center for the Prevention of Harassment and Discrimination (CPHD).

The CPHD 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.

All Housing and Residential Education staff have a duty to report any information that may violate Title IX or Discrimination/Harassment/Retaliation policies to their supervisor. All information must be reported, including the names of those potentially involved, even when the person has requested anonymity.

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

When you signed your Student Housing License Agreement to live with us, you agreed to live by the policies and standards of conduct for SDSU Housing found both in this handbook and in the license agreement. Being held accountable to these standards provides educational opportunities that encourage students to evaluate their own actions and decisions and to acquire skills to make good choices.

These policies and standards of conduct govern all occupants of our on-campus residential communities. They have been designed to benefit individual students, as well as the entire residential community. By completing and signing the Student Housing License Agreement and addendums, and taking occupancy of a residential room, suite, or apartment, you agreed to abide by all of these policies and regulations. Any resident who, by virtue of behavior toward themselves, staff, or other residents, shows an inability to live in a group setting under these policies and regulations, or refuses intervention by Housing and Residential Education staff, M@College staff, or other university officials, will be subject to removal from housing and/or referred to the Center for Student Rights and Responsibilities for consideration of further action. Consequences for violating one or more of these policies and regulations include a range of disciplinary actions up to and including disciplinary suspension or expulsion, eviction, restitution, and legal action, even if the consequence is not specifically delineated within the specific policy below.

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.

ALCOHOLIC BEVERAGES

1. No resident or guest under 21 years of age may possess, consume, or be in the presence of alcohol in the on-campus residential communities.
2. Alcohol Paraphernalia: 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.
3. Hard Liquor: Neither residents nor guests of any age may possess or consume hard liquor, such as whiskey, rum, vodka, etc., in any residential community.
4. 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.
5. Drinking games or simulated drinking games are prohibited. This includes beer pong, water (or another beverage) pong, and other variants.
6. Regardless of age, guests are not permitted to bring alcohol into any residential community.

*These policies are subject to change, without notice. Due to COVID-19, for the 2021-22 academic year, residents will be required to conform with applicable public health guidelines and university policies.
7. Residents 21 years of age or older may possess and consume beer, hard seltzer, and wine where permitted and under the following conditions.
   a. Only in an of-age resident’s room, suite, or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
   b. Resident's guest(s) age 21 or older, may consume beer, hard seltzer, and wine only in the resident’s room, suite, or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
   c. No student room with one or two residents age 21 or over may contain more than a total of 72 oz. of beer or hard seltzer, or 750 ml. of wine, including sparkling wine.
   d. No student room with three or more residents age 21 or over may contain more than a total of 144 oz. of beer or hard seltzer, or 1500 ml. of wine.

8. In addition to these policies, residents are expected to abide by the university alcohol policy, which applies to all campus living environment.

APPLIANCES

University-provided MicroFridges, refrigerators, stoves, and microwaves are the only permitted appliances. MicroFridges must be plugged directly into a wall outlet. Appliances are provided in apartments and suites for food preparation or storage. No hot plates (including candle warmers), coffee makers, rice cookers, electric kettles, toasters, popcorn poppers, ovens, grills, air fryers, instant pots, electric water cookers, or other cooking appliances are permitted in the student rooms. All provided kitchen and cooking appliances must be kept in the kitchen area (if applicable). Space heaters are prohibited in all on-campus residential communities. No personal refrigerators are permitted. Violations will result in disciplinary action and any monetary restitution for costs attributed to removal of or repairs resulting from the possession or use of unauthorized appliances will be the responsibility of the resident.

BATHROOMS

Residents and their guests are not permitted to enter or use bathrooms designated for genders 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 designated bike storage areas near or adjacent to the residential community 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 approval has been obtained from the Director of Residential Education. Requests for exceptions must be in writing. The possession of candles, incense, or plug-in fragrance devices is prohibited in residential communities.

CLEANLINESS, HEALTH AND HYGIENE

Reasonable efforts must be made to maintain personal cleanliness and hygiene.

1. Inspection Reports: Online Move-In Inspection Reports are available on the resident’s Housing Portal after move-in. SDSU licensees and M@College residents are required to complete a paper Room Condition Report. Any resident who does not complete their Move-In Inspection Report within 72 hours of their move-in date waives their right to contest any damage charges.

2. Cleanliness and Trash: Rooms, suites, apartments, and shared public areas must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Trash is each resident’s responsibility and should be regularly discarded to designated areas. If trash from a resident’s room is found in non-designated areas, residents will be held accountable for its removal and cleaning. Residents may not interfere with the safe and clean environments of others.

3. Residents are prohibited from activities that violate any health code.

4. Room Inspections: The university reserves the right to inspect rooms, suites and apartments on an as-needed basis. If any room or space is found to be cause of health and safety violations or concerns, the university may have the room, suite or apartment cleaned at the expense of any assigned occupants of the room, suite or apartment. Charges for pest control services will be added if needed and are the responsibility of assigned occupants.

CLOSURE OVER BREAKS

Residents who leave the residential communities for university break periods, including Winter Break, Thanksgiving Break, and Spring Break, must unplug all electrical items, except permitted appliances such as refrigerators or MicroFridges. Residents not assigned to housing that is open over the break periods must vacate their living space according to the terms outlined in the license agreement. All residents must notify the Office of Housing Administration or M@College Office of their intent to reside in applicable communities over university-related breaks. Exterior building access will be restricted for all residents not occupying their residential community during these periods, as well as for those who have not properly informed the Office of Housing Administration of their intent to reside in their residential community during breaks.

COMMERCIAL VENTURES AND SOLICITATION

Commercial solicitation and solicitation of any non-university related or supported activities is prohibited. Requests related to university-related or supported activities are subject to the approval of the Executive 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. The resident agrees not to use any areas of the residential communities for commercial or non-residential purposes.
THIS IS YOUR HOME ...

COMMUNITY LIVING

Residents agree to conduct themselves in a manner that is conducive for fellow residents to study, live, and sleep, including complying with directives related to COVID-19, which may include, but are not limited to, physical distancing and facial covering requirements. For more information, please refer to your license agreement and housing addendums. Each resident also agrees to demonstrate reasonable efforts to resolve roommate and/or community issues. Practical jokes and pranks or other disruptions are prohibited in the residential communities. Residents are expected to report violations of the license agreement to staff member.

DAMAGES AND VANDALISM

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 to and/or replacement of damages and property. Additionally, disciplinary and/or legal action may be pursued. Hanging heavy items on the backs of doors is prohibited.

DECORATING AND POSTING

Posters and decorations may be attached only to interior walls and only with materials that will not cause any permanent damage. Damages will be assessed for charges resulting from the improper attachment at a minimum rate of $60. Exterior wires, signs, aerials, or satellite dishes are not allowed. Posting of any materials on the exterior surface of room doors is prohibited, except for name identification and SDSU approved and supplied dry-erase message boards. Posting items in, on, or across windows, window sills, and ceilings is also prohibited, except for SDSU-approved window coverings. This includes flags, banners, post-it notes, signs, stickers, etc. Holiday decorations inside rooms are permitted only if they are 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 damage resulting from the improper attachment at a minimum rate of $60. Exterior wires, signs, aerials, or satellite dishes are not allowed. Posting of any materials on the exterior surface of room doors is prohibited, except for name identification and SDSU approved and supplied dry-erase message boards. Posting items in, on, or across windows, window sills, and ceilings is also prohibited, except for SDSU-approved window coverings. This includes flags, banners, post-it notes, signs, stickers, etc. Holiday decorations inside rooms are permitted only if they are safe and do not present a fire hazard. Cut/live trees and foliage are prohibited in apartments, student rooms, and suite areas.

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 and university-provided email 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

Halogen lamps of any type are prohibited in the residential community. Extension cords are not permitted. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment, including computers and computer-related hardware. A maximum of one power strip may be used per outlet, per room. 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, suite, or apartment. Excessive electrical equipment is prohibited. Residents 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.

DRUGS

1. No drugs, narcotics, or controlled substances, including medical marijuana, may be possessed, used, sold, or distributed on or off campus property.
2. No drug paraphernalia, including any type of bong, pipe, or similar device, may be possessed, used, sold, or distributed at the university or in the residential communities.
3. No person may be in the presence of drugs, narcotics, controlled substances, or drug paraphernalia in the residential communities.
4. The possession of drug paraphernalia, including empty cannabis containers, may be considered evidence of consumption of drugs, and is therefore prohibited within the residential communities.
5. 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 university policy and the law.
6. 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) is prohibited.
THIS IS YOUR HOME...

ELEVATORS (IF APPLICABLE)
If the 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. The resident will be charged the cost to retrieve items dropped down shafts or repairs due to residents’ or their guests’ negligence or damage, including damages resulting from exceeding the posted elevator capacity.

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 University Police. Violations may result in both legal and disciplinary action.

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 such action is subject to disciplinary consequences, eviction and criminal and civil penalties. Door closers must not be removed, and doors with door closers cannot be propped open. The use of prohibited cooking or other devices that cause activation of the fire system will result in disciplinary action.

DOOR CLOSERS
Door closers must not be removed, and physical distancing and the use of personal protective equipment (including personal protective equipment) and must be limited to the actual time required for move-in or move-out.

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

GAMBLING
Gambling for money or money equivalent stakes is prohibited in all residential communities and on all university grounds.

GUEST POLICY
1. Guest policies are subject to change at any time to conform to public health and university guidelines. The following policy will be in effect upon move-in and will stay in effect until and modified by the university.

2. A guest is any person who is permitted by a resident and approved by the Residential Education Office, to occupy, visit and/or reside in, for a limited time, a housing facility.

3. Residents living on campus may only have guests in their residential spaces (including personal space and community spaces such as lounges, study rooms, and outdoor recreation areas) who live in on-campus residential communities. This includes the following communities: Tenochca Hall, Zura Hall, Maya Hall, Olmeca Hall, Tacuba Hall, Tepeyan Hall, South Campus Plaza North, South Campus Plaza South, Huaxayac Hall, Chapultepec Hall, University Towers, MBCOffice Apartments, Aztec Corner Apartments, Granada Apartments, Piedra del Sol Apartments, Villa Alvarado Apartments, and Zapotec Apartments. The only exception to this is those providing assistance to move the resident into and out of the residential space. Such assistance must comply with all current public health guidelines (including physical distancing and the use of personal protective equipment) and must be limited to the actual time required for move-in or move-out.

4. Guests, including residents of other on-campus housing buildings, must register a valid photo ID for entry at the front desk. Guests must be escorted and be in the physical presence of the resident at all times. Residents are responsible for ensuring their guests properly check out at the front desk when leaving the building. A resident accepts responsibility for the behavior of their guests and must inform guests of university regulations.

5. Consistent with fire marshall requirements, residents are allowed no more than two guests in their room.

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

7. Overnight guest(s) privileges are extended to residents on a temporary and occasional basis after securing approval from all roommates and registering the guest(s) with the residential education staff. 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 9 p.m. and 6 a.m. The same guest may not stay in a residential community for more than four (4) nights per calendar month (freshmen only) or eight (8) nights per calendar month (sophomore and above only) 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. This policy is suspended during any period in which guests are prohibited from being in residential spaces.

LOCKOUT, KEY, SDSUCARD, AND ACCESS
A lost key or SDSUCard poses a security risk. Lost or stolen keys/SDSUCards must be reported at the residential community’s front desk within 24 hours of the lost or stolen access item. In addition, residents should report their lost or stolen SDSUCard to the SDSUCard Office via the SDSUCard, sdsu.edu website. This will immediately deactivate your SDSUCard. Speak to your front desk staff to receive a temporary access card. Residents will be billed for lost or stolen keys and/or access cards.

Residents must exercise care in the usage of these items. These access items may not be given or loaned to any person other than the specifically assigned resident. Staff will assist residents in room entry, and the resident will be charged $25 per entry, regardless of the reason for lockout. Staff may not be readily available to assist with room entry, and residents may be required...
POLICIES & REGULATIONS

MOTORIZED VEHICLES

Motorized vehicles may not be operated, charged, or stored inside any SDSU residential community or dining facility. This includes, but is not limited to, motorcycles, mopeds, hoverboards, self-balancing scooter boards, scooters, Segways, carts, etc. Motorized vehicles used for documented disabilities are exempt from this policy.

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.

NETWORK ACCEPTABLE USE POLICY

Wireless connections are provided in all of the residential communities. Internet access is not guaranteed and may not be available to some residents under certain circumstances. University and M@College policies describe what use is acceptable and appropriate for your residential network connection. By connecting to or using a network connection in your residential community, a resident agrees to abide by university and M@College policies.

POLICIES AND REGULATIONS

It is strongly recommended that the resident review the university’s and M@College’s Acceptable Use Policy, which is incorporated into the license agreement. The Center for Student Rights and Responsibilities, Business and Financial 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 suitemate(s).

M@College residents - It is strongly recommended that the resident review the M@College policies. Their service providers will adjudicate violations of the acceptable use policy. M@College and their providers 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).

If a resident's network privileges are suspended, the resident must pay to be reconnected. A resident's network privileges will be permanently revoked after the third violation of this policy. Depending on the severity of the violation, a resident's network privileges may be revoked after one violation of this policy.

NOISE

1. Quiet hours are observed from 9 p.m. to 10 a.m., Sunday through Thursday, and from midnight to 10 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 communities will observe quiet hours 24 hours per day, beginning at 9 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 in the vicinity of the residential communities.

6. General custodial and maintenance activities are exempt from this noise policy. Specific projects performed by contractors may start at 7 a.m.

ONLINE SOCIAL NETWORKS

Residents will be held accountable for postings depicting or describing violations of residential community regulations and campus policies. Bullying of any kind is prohibited, including cyber-bullying and cyber-stalking. Please see the Physical Abuse, Harassment and Intimidation Policy and the Sexual Assault, Domestic Violence, and Stalking section of this guide for more information.

PASSIVE INVOLVEMENT

Residents are responsible for the 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 in the incident report and may be held accountable for policy violations.

PETS

Animals of any kind, except fish in a bowl up to 2-gallon capacity, are not allowed in rooms, suites, apartments, in the common areas, or on the premises of residential communities, except as otherwise required by law and authorized by the Executive Director of Housing Administration (or designee). Residents may not feed or shelter stray animals. Residents are obligated to inform residential community staff members about stray animals so appropriate action can be taken to remove and protect the animal.
PHOTOGRAPHY
Persons located within bedrooms, bathrooms, and dressing areas may not be filmed, recorded, or photographed without their specific written consent. This behavior is a violation of residential policy, campus policy, and the law.

PHYSICAL ABUSE, HARASSMENT AND INTIMIDATION
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 criminal prosecution. Examples of prohibited conduct include, but are not limited to, sexual misconduct, racial harassment, threats of violence, intimidation, fighting, punching, slapping, kicking, scratching, and pushing. Bullying of any kind is prohibited, including cyber-bullying. Creating a false profile in order to cyberbully others is also prohibited. “Bullying” means any severe or pervasive physical or verbal act or conduct, including communications made in writing or by means of an electronic act.
Examples include:
1. Placing a reasonable resident or residents in fear of harm to that resident’s or those residents’ person or property.
2. Causing a reasonable resident to experience a substantially detrimental effect on his or her physical or mental health.
3. Causing a reasonable resident to experience substantial interference with his or her academic performance.
4. Causing a reasonable resident to experience substantial interference with his or her ability to participate in or benefit from the services, activities or privileges provided by a school.

PUBLIC HEALTH AND SAFETY
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 SDSUcard and/or building identification every time they enter their residential community, and when asked by a university official, including residence hall staff. Keys and access cards are for residents only, lending these items or SDSUcards to another individual is prohibited. Possession of an SDSUcard for a building that the resident does not live in is against the policy.
2. Doors should be locked and closed when residents are not present or while asleep in the room.
3. Emergency equipment including, but not limited to, fire alarms, AEDs, and smoke detectors may not be tampered with at any time.
4. Room signs and directional signals may not be tampered with or removed.
5. Public doors may not be propped open unless utilizing state fire marshal-approved systems.
6. Residents are not permitted to climb over/under fences or prop gates open.
7. Residents and guests are to enter residential communities only via designated building entrances. Residents may not enter or exit a room, suite, or apartment through windows except for emergency, safety, and/or security purposes.

SKATEBOARDS AND SCOOTERS
The use of skateboards, scooters, roller skates, and rollerblades is permitted only in designated skate lanes and campus roads with curbs. Use of these items is not permitted in the residential communities or neighboring campus streets. Such users are subject to a citation by the University Police, as well as disciplinary action.

SLACKLINING AND HAMMOCKING
Slacklining and hammocking are prohibited in residential communities.

SMOKING
SDSU is a smoke-free campus. Smoking of any kind, including hookahs and water pipes, is prohibited on campus property. 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). Possession of e-cigarettes or other vaping devices is prohibited by law for those under the age of 21. The use of these devices in residential communities is prohibited regardless of age. The SDSU Smoking policy may be found at smokefree.sdsu.edu.

SWIMMING POOLS
Swimming pools may be closed due to COVID-19 or other circumstances (e.g., maintenance). When open, swimming in a residential community pool is limited to residents and their guest(s). When applicable, occupancy limits must be observed. No lifeguard is on duty at any time, and swimming is at each person’s own risk. Pool-use hours are 10 a.m. to 7 p.m. each day, except during Residential Education, Residence Hall Association or Hall Council sponsored events that must cease by quiet hours. Portable swimming
pools are prohibited in all residential communities and on university property. During pool closures, residents may not enter pool areas.

THEFT

Theft of 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 the lounge or common area furniture. Possession of an identification instrument belonging to another student will be considered theft.

THROWING OBJECTS

Balls, sports equipment, and any other items 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.

Unauthorized Use of Public Areas

Depending on the unique architecture of each residential community, public areas are generally defined as any residential space excluding residence hall bedrooms and the interiors of apartments. All public areas must be kept free of obstructions. No one may sleep in public areas unless it is in conjunction with a university-sponsored event. Public areas may be closed at any time by the Residential Education Office or Housing Administration. During these times, students are not permitted in these spaces.

Unauthorized use of property belonging to other students is prohibited and may be considered theft.

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.

UTILITIES

In an effort to conserve energy, individual apartments will be billed when electricity usage exceeds $35 ($25 at M@College) per person per month.

WEAPONS

Firearms, stun guns, ammunition, fireworks, explosives, highly flammable materials, weapons of any kind, projectile devices, gun knives, lasers, swords, hatchets, replica weapons, lasers, or any other weapon or material or instrument which poses a risk of damage or injury is strictly prohibited and a violation of university policy and 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 paintballs or darts) regardless of the propellant used. This includes Airsoft 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 club, sandclub, sandbag, metal knuckles, or tasers. Replica weapons used for classes or student activities are prohibited.
- **Knives**: Dirks, daggers, ice picks, pocket knives, 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

1. **Window Screens**: Window screens are not to be removed, loosened, or altered. Residents will be billed for breaking the seal of the window screen, including the tamper tag, on an operable screen and will be billed the cost to replace, reinstall, or repair damages (when applicable) to any screen.

2. **Entry/Exit**: Residents may not enter or exit a room, suite, or apartment through the windows except for emergency, safety, and/or security purposes.

3. **Decoration and Storage**: No items, except patio furniture designed for outdoor use, may be placed on balconies and patios. Hangings, partitions, or curtains of any kind may not be used on balconies or patios. Balconies and patios shall not be used for storage of furniture, barbecues, bicycles, or other items including hanging laundry.

4. **Unauthorized Use or Entry**: Unauthorized entry to other residents’ rooms, window sills, roofs, ledges, and balconies is prohibited.

5. **Hallways and Walkways**: Personal items may not be left in the hallways or walkways in residential communities as such items may impede emergency efforts or otherwise be a hazard.
KEYS

EXTERNAL CARD READER
Use your SDSUcard to open the front doors/gates of the building. Your SDSUcard will only grant you access to the building that you live in. If you lose or break your SDSUcard, report it lost to the SDSUcard Office. This will immediately deactivate your SDSUcard. Speak with your front desk to be issued a temporary access card until you receive your new SDSUcard.

EXTERNAL KEYS
Aztec Corner
Use your key fob to open the front doors/gates of the building. If you lose your key fob, enter a service request to request a new one and speak to the front desk about a temporary key fob for the external gates. If your key fob breaks, put in a service request for a new one and bring the broken key fob to the front desk. If your key fob breaks, you will not be subject to the replacement fee.

M@College
Use your key fob to open doors throughout the community. Your key fob will only grant you access to your assigned apartment front door, as well as other general common areas assigned to your access level throughout the community. If you lose your key fob, report it lost to the management front office. This will deactivate your key fob. Speak with your management office to purchase a replacement key fob for $50.

ROOM KEYS
Use your room key to open your room door. In some communities, your room key will open and lock both your apartment door and room. Your bedroom key will open and lock your room. If you lose your key, enter a service request 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. It is expected that you lock your door when you are leaving your space.

Tacuba, Tepeyac and Villa Alvarado
Use your SDSUcard and assigned PIN number to enter your suite/apartment. If you lose or break your card, report it to the SDSUcard Office. Speak to your front desk to be issued a temporary access card.

PARKING HANG TAGS AND GATE TRANSPONDERS (IF APPLICABLE)
Parking hang tags must be visible on your vehicle at all times. If you have been issued a reserved parking space at Granada, Piedra del Sol, The Tec, University Towers or M@College, you are not permitted to park in any space other than assigned. If your building has a garage, you will be issued a gate transponder to use upon entering and exiting the garage. Any vehicles without an approved hang tag are subject to being towed at the owner’s expense.

WINDOW COVERINGS
BLINDS (IF APPLICABLE)
To open the blinds, use the wand and move the blinds into the open position. Then use the pull string to pull the blinds up. To lower the blinds, pull the pull string once more to release them. If you open the blinds in the closed position, you will damage them and be subject to replacement costs.

ROLLER SHADIES (IF APPLICABLE)
To use the roller shades, use the chain to raise and lower. Do not pull on the shade itself.

WI-FI ACCESS
Connect to wireless internet with the Eduroam Wi-Fi network. When prompted, enter your SDSUid and password. For more information, visit rezcon.sdsu.edu.

Aztec Corner
Connect to wireless internet through the community WiFi provided by Pavlov Media. When prompted, set up your account and login credentials. To connect gaming consoles, printers
or TV streaming, visit PavlovGo.com and log in to your account to manually add your device. For assistance, contact Pavlov Media at 888-472-8568 (888-4-PAVLOV) and select option three (3) for technical support.

**M@College**

Connect to wireless Internet through the provided Boingo Wi-Fi network. Routers will be provided in the apartments for you. Do not bring personal routers for additional access. If you are unable to connect, contact the management office for additional instructions.

**TELEVISION SERVICE**

Your room/suite/apartment will include Philo TV streaming or cable premium television service. Philo will allow you to stream live TV to your mobile devices and computers with each service. Philo will allow you to stream live TV to TV streaming or cable premium television service. Your room/suite/apartment will include Philo.

**HEATING AND COOLING**

Move the temperature dial to your desired temperature and set the fan speed (low, medium, high). Low speed is recommended for heat. The recommended thermostat temperature for energy conservation is 78 degrees Fahrenheit. Both air conditioning and heat work best with windows closed. However, we recommend you open windows at least once daily to improve air quality. Your room fan coil will provide either heating or cooling depending on outside air temperatures. If you are having trouble with your heat/air conditioning, submit a service request.

**LIGHTS**

In an effort to conserve electricity, 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 one power strip may be used per outlet, per room. 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, suite or apartment.

**APPLIANCE OPERATION**

**MICROWAVE (IF APPLICABLE)**

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 keypad 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 door on the MicroFridge is the freezer. The bottom door is the refrigerator. Set 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.

**REFRIGERATOR (IF APPLICABLE)**

To use the refrigerator, open the door by using the handle. The top door on the refrigerator unit is the freezer. The larger bottom door is the refrigerator. Set the temperature control on both the refrigerator and freezer at 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.

**HIGH PRIORITY MAINTENANCE/CUSTODIAL ISSUE REPORTING**

Occasionally there are situations when high-priority maintenance issues are reported to and appropriately logged as service requests by the desk assistants. See the following list for high-priority maintenance issues that should be called into the front desk as urgent to notify the Residence Hall Coordinator on duty to be attended to quickly.

**All Halls**

- All flooding issues or excessive leaks
- Broken door/door locks
- Continuous flushing toilets
- Bedbug reports
- Power outages
- Broken windows
- No hot water
- Biohazard or human waste cleanup
- Chronic issue (more than two service requests submitted)
- Clogged/Backed-up kitchen or bathroom sinks

**WASHER/DRYER**

Communal Washer:

To use, open the door and pour detergent into the washer followed by clothing articles. Close the door once all of the articles are in the washer. Walk to the card reader. It will then instruct you to pay by swiping your SDSUcard. Input your washer number. Select the washing cycle you would like on the washer and press the “start” button. Get laundry alerts on the SDSU Housing app. You can view which machines are available and set notifications to alert you when your machine is finished.

Aztec Corner

Laundry rooms are located on the second floor in Buildings A and B and on the first floor in Building C. Download the CSCPay Mobile app or purchase a laundry card from the machine in the laundry rooms.

Granada & M@College

To use, open the lid and pour detergent into the washer followed by clothing articles. Close lid once all of the articles are in the washer. 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. Washes should be washed in warm water, darks and colors in cold water. Make sure to empty your pockets before putting clothes into the washer. Do not fill the machine more than halfway full. If you use too much soap, your clothes may remain wet at the end of the cycle. Only 1/4 cup of detergent is needed.

Communal Dryer:

To use, open the door and put the wet clothes in the dryer. Place the drying sheet in the 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 SDSUcard to pay. Select the drying cycle and press the “start” button.
**SAN DIEGO STATE UNIVERSITY • HOUSING.SDSU.EDU**

**GARBAGE DISPOSAL (IF APPLICABLE)**

Although called a “garbage disposal,” the under-sink kitchen incinerators are not made to dispose of typical garbage. Instead, they are only to be used for biodegradable food items. To use the garbage disposal, turn on cold water before turning on garbage disposal by using the switch on the wall. Let the water run while the 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. It is important to not use hot water. Do not pour grease or fat in the garbage disposal. Do not place any hard, fibrous or starchy foods (i.e. fruit pits, celery, corn husks, potato peelings, etc.) down the garbage disposal.

**POOLS/POOL FURNITURE (IF APPLICABLE)**

All persons using the pool must do so at their own risk as there is no lifeguard on duty. SDSU 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. The 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 (IF APPLICABLE)**

The front desk of your building loans out items to use for game tables. Do not sit on the game tables. Be careful with the rentals so as to not damage them.

**VACUUM CLEANERS**

Vacuums are available to borrow from the front desk. Plug the vacuum cord into an electrical outlet on 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.

**AUTOMATIC DOOR HOLD (IF APPLICABLE)**

The automatic door hold allows you to keep your door open in a way that complies with fire regulations. In an emergency, doors will automatically close to provide a barrier for fire and smoke.

**BUILDING AMENITIES ORIENTATION**

**Granada & M@College**

To use, open the door and put the wet clothes in the dryer. Place the drying sheet in the dryer with clothing. Be sure to empty the lint trap before starting the machine. Close the door and 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. Heat can shrink clothing.

**OVEN (IF APPLICABLE)**

To operate the oven, turn the designated knob to your desired temperature. All temperatures are in degrees Fahrenheit. Do not forget to turn the oven off, by turning the knob to the “off” position, when done. Caution: When on, the oven can be very hot. Do not leave the oven unattended.

**STOVE (IF APPLICABLE)**

To operate the stove, turn the designated knob to your desired heat. Be 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 knob into the “off” position. Leaving the stove unattended is a fire hazard.

**MICROWAVE (IF APPLICABLE)**

Use the handle to open and close the microwave door. To use the microwave, input the desired time by using the number pad and press “start”. Use the available options on the keypad for cooking if available (e.g. 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.

**DISHWASHER (IF APPLICABLE)**

Rinse dishes prior to putting them in the dishwasher. Do not overload the dishwasher. Place dishwasher detergent into the specified area. Close and lock the dishwasher by turning the lever. Turn the knob to the desired wash cycle and press start. Once the dishwasher is done, empty dishes. Caution: Inside of the dishwasher and dishes may be warm upon completion of the cycle.

**POOL/POOL FURNITURE (IF APPLICABLE)**

All persons using the pool must do so at their own risk as there is no lifeguard on duty. SDSU 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. The 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 (IF APPLICABLE)**

The front desk of your building loans out items to use for game tables. Do not sit on the game tables. Be careful with the rentals so as to not damage them.

**LOUNGE TVS**

The lounges have TVs. Other digital displays are intended to be used for connection for academic support purposes (study groups, presentations) or for information sharing.

**VACUUM CLEANERS**

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**AUTOMATIC DOOR HOLD (IF APPLICABLE)**

The automatic door hold allows you to keep your door open in a way that complies with fire regulations. In an emergency, doors will automatically close to provide a barrier for fire and smoke.

**South Campus Plaza**

To release the door, gently push the red button. The red button should always be used when releasing the magnetic hold. Pulling the door will cause damage to the magnet, the door and/or the wall.
MEAL PLANS

FOR FRESHMAN:
Meal plans are required for freshmen living on campus. There are three meal plans to choose from: Flex 5, Flex 7 and Meals Plus. With the Flex 5 and Flex 7 plans, you must spend your daily allowance each day. There are no roll over funds available the next day. For the Meals Plus plan, all unused funds and meals roll over weekly until the last day of the academic year. Any unused funds or meals on the final day of the academic year are forfeited.

FOR SOPHOMORES AND UPPER-DIVISION:
Meal plans for sophomore and upper-division students are optional. These plans require an academic year commitment and cannot be cancelled. Sophomores and upper division students can choose from the traditional freshmen plans, or an optional Second Year Plan similar to Meals Plus with less declining dollars and fewer meals.

Visit eatatsdsu.com for more information.

TOP 10 WAYS TO MAXIMIZE YOUR MEAL PLAN

10. Follow @SDSUDining on Instagram, Facebook and Twitter for contests, special events and other fun stuff.

9. Have special dietary needs? Contact the SDSU Dining office at sdsudining@sdsu.edu to set up an appointment with our Executive Chef to go over all that SDSU Dining has to offer you.

8. The Garden Restaurant is an a la carte style restaurant. The meal value is $15 and can be used to purchase menu items. No change given or roll over.

7. Check your balance online at eatatsdsu.com. You can also check our budgeting chart to give you an estimate of where you should be each day.

6. Our busiest two hours out of the day are 11 a.m. to 1 p.m. If you can avoid that time period you will avoid the lines. Keep in mind that the lines in the Aztec Market go very quickly.

5. Did you lose or misplace your SDSUcard? Drop by the Dining Office (Education Bldg., Room 112), and we will give you a temporary card to use. Replacement cards can be purchased for $20.

4. Looking for somewhere new to try? There are more than 40 locations around campus to use your meal plan.

3. Plan ahead and check restaurant and Aztec Market operating hours at eatatsdsu.com.

2. Use your meal plan for a week and, if you think another plan might be better for you, check the SDSU Dining website eatatsdsu.com for meal plan change dates.

1. To use your meal plan, take your SDSUcard to any dining location where meal plans are accepted. Your SDSUcard will be swiped and used as a form of payment for your meal. Know the plan you signed up for and how it works. If you need it, reach out for help. We are here for you. Email the SDSU Dining Office at sdsudining@sdsu.edu.
Please check the website listed on page 39 for updated information on restaurant availability.

MEAL PLAN CHANGE DATES
If you would like to change your meal plan, you must sign a new agreement with SDSU Dining. There is a $5 processing fee to change your meal plan. Your meal plan may be changed only during the following designated dates.

- Feb. 7-11, 2022. Effective Feb. 21, 2022

No balances from your old plan will carry over when making a meal plan change.

DIFFERENT MEAL PLANS WITH DESCRIPTION

<table>
<thead>
<tr>
<th>FLEX 5</th>
<th>FLEX 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>- $5,208 total cost per academic year</td>
<td>- $5,856 total cost per academic year</td>
</tr>
<tr>
<td>- $28 allowance per day, Monday thru Friday</td>
<td>- $26 allowance per day, Monday thru Friday</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MEALS PLUS</th>
<th>2ND YEAR PLAN (FOR SOPHOMORES AND ABOVE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- $6,344 total cost per academic year</td>
<td>- $3,952 total cost per academic year</td>
</tr>
<tr>
<td>- 4 meals per week accepted at The Garden Restaurant or University Towers Kitchen (136 meals total)</td>
<td>- 2 meals per week accepted at The Garden Restaurant or University Towers Kitchen (68 meals total)</td>
</tr>
<tr>
<td>- Plus $110 per week in declining dollars ($3,710 total)</td>
<td>- Plus $69 per week in declining dollars ($2,340 total)</td>
</tr>
</tbody>
</table>

SICK TRAY

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 the front desk. The form, along with your SDSU card, must be taken to The Garden Restaurant at Cucacalli, or University Towers Kitchen (UTK). You must make arrangements for someone else to pick up your meal. SDSU cards are non-transferable and will be confiscated if attempted to be used by someone other than the cardholder without a Sick Tray form.

Please check the website listed on page 39 for updated information on restaurant availability.
TERMS AND CONDITIONS

By completing and signing the Student Housing License Agreement, you agree to comply with and are expected to follow the Terms and Conditions.

PAYMENTS

Your total housing and meal plan cost for the 2021-22 year is split into eight (8) monthly installments for 9-month license agreements or ten (10) installments for 11.5-month license agreements. E-Bills are posted to your Online Student Account on the 5th of each month and are due on the 20th of each month. The first installment is due on August 20, 2021.

View the complete payment schedule. To view your university charges, log onto the Online Student Account. It is your responsibility to check your account for outstanding payments.

Don’t forget to activate your loans as soon as possible to ensure funds are available by the start of school. Loan activation is done via your Financial Aid Portal.

ROOM SWITCH REQUESTS

Residents may request a room switch by submitting a completed Room Switch Request to the Office of Housing Administration. The form is available online beginning the third week of each semester.

If an accommodation is available based on your request, you will receive an email offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our waitlist. Email notifications will be sent to the registered email address on your WebPortal. There is a $100 room switch fee that will be applied for any request that is accommodated.

contract release requests

The Student Housing License Agreement is a legally binding document. By signing the contract, 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 rent beyond the day that you check out of your room. For more information about contract release, refer to the license agreement or visit the Cancellation page.

FRONT DESKS

The front desk manages the building security, guest check-in/out and equipment rentals.

MAIL

Mail and packages may not be sent directly to the on-campus residential communities (with the exception of M@College). All mail must be directed to UPS stores on campus. Visit housing.sdsu.edu/mail for additional information regarding mail services.

M@COLLEGE

If you receive a package from USPS and it is small enough to fit into your mailbox it will be located there or in the larger USPS package lockers attached to the mail facility. If you receive a package from other outside carriers, like UPS or FedEx, you will need to register for our package locker system. Once registered, you will receive an email notification from our package system that your package is available for pick up. If you have any questions about how to properly retrieve your package, please contact the management office.
SERVICE REQUESTS

Request a repair by initiating a service request on the SDSU Housing app or Housing Portal. 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). To minimize contact with your personal belongings, please clear the space for maintenance, custodial and pest control staff to work.

Maintenance staff may enter rooms, suites and apartments to make emergency repairs as described in the Terms and Conditions of the license agreement. All staff are trained to always lock the door when they leave. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. Check the status of your service requests on the SDSU Housing app or Housing Portal. Please contact your front desk to report any after-hours building emergencies or high-priority maintenance issues.

STAR CENTERS

STAR Centers (Students Taking Academic Responsibility) are academic resource centers for on-campus residents. Professional and student staff in these centers help create a positive, academically-oriented environment to help students achieve academic success. Features include tutoring, academic advising and monthly academic success programs. Visit STAR Centers¹⁹ for hours and additional information.

HEALTH AND SAFETY INSPECTIONS

Taking pride in living areas is a shared responsibility. Our custodial staff is responsible for maintaining the cleanliness and sanitation of common areas. Residents are responsible for maintaining the cleanliness of their own rooms, suites, and apartments, including en-suite bathrooms and kitchens, if applicable. Health & Safety Inspections will be conducted in rooms, suites, and apartments. Fees for re-inspection and cleaning will be assessed if areas are not up to our cleanliness, health and hygiene standards. The custodial team members are on campus seven days a week to provide a clean and sanitary community. It is important for residents to do their part as well to maintain a healthy community. Residents should place all waste in designated recycling bins, trash chutes or outdoor dumpsters. Cleaning supplies are available to borrow at the front desk. Any required excessive cleaning caused by residents or their guests may be charged to individual residents.

¹⁹ housing.sdsu.edu/services_amenities/star_centers.aspx
HOW TO GET INVOLVED

How do I get involved in the Residential Communities?

The Residence Hall Association is the student governing body of all on-campus residents at SDSU. RHA not only serves as the representation of all residents on campus but also serves as a programming board for the residential communities. 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. Contact your RA/CA for more information and follow RHA on Instagram @SDSURHA.

ROOM SWITCHES

How do I request a room switch?

Residents may request a room switch by submitting a completed Room Switch Request form to the Office of Housing Administration. The form is available online beginning the third week of the fall semester.

If an accommodation is available based on your request, you will receive an email offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our waitlist. An email notification will be sent to the registered email address on your WebPortal. There is a $100 room switch fee that will be applied for any request that is accommodated.

What if I want to move into another building?

Similar to the Room Switch Request, residents on the SDSU license agreement who are interested in moving into another building must submit a Room Switch Request online.

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.

LOST ACCESS CARD

What if I lose my key or access card?

Let your front desk know immediately. A lost key, key fob or SDSU card poses a security risk. Report a lost or stolen SDSUcard to the SDSUcard Office via their website, sdsucard.sdsu.edu. This will immediately deactivate your SDSUcard. Speak with your front desk to receive a temporary access card. Replacement of lost or stolen keys, key fobs and SDSUcards will be ordered and you will be billed.

M@COLLEGE

If you lose your key fob, report it lost to the management front office. This will deactivate your key fob. Speak with your management office to purchase a replacement key fob.
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. Our partner GradGuard offers college renters’ insurance at gradguard.com. (Your parents’ homeowner’s insurance policy may cover theft or damage of property in your room. Check with your insurance agent.)

M@COLLEGE
All M@College residents are required to provide a form of insurance. M@College offers a personal property policy through A.J. Gallagher for an annual cost of $173.12. However, residents are allowed to provide their own third-party proof of insurance. Conditions do apply to all third-party proofs, which must be reviewed and approved by the management office. Otherwise, residents will be enrolled into the provided management insurance plan.

CANCELLATIONS

What if I need to cancel my contract for housing?
The Student Housing License Agreement is a legally binding document. By signing the contract, 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. For more information about contract release, refer to the license agreement or contact the Office of Housing Administration.

HEALTH SERVICES

Where should I go if I feel ill?
You should call Student Health Services at 619-594-4325. Evenings and weekends you can call the nurse advice line at 858-225-3105. 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.

What types of services are offered at Counseling & Psychological Services?
Counseling & Psychological Services offers a wide range of services to support the well-being of students. Get a personalized consultation and recommendations by calling C&PS at 619-594-5220. Visit www.sdsu.edu/cps for activities and strategies for living well, such as increasing mindfulness and coping with stress. Visit the Center for Well-being at C&PS to relax in the massage chair or in one of the egg chairs (relaxation chambers).

Do I need health insurance?
SDSU does not provide health insurance to students. While not a requirement for undergraduate students, we strongly encourage students to have health insurance that will cover emergency care, access to specialists, and prescription medication costs. For students who do not have health care coverage, SDSU has support in place to assist students with obtaining and utilizing their health insurance plans, including the identification of local San Diego medical providers when necessary. You can find more information about this resource by visiting healthpromotion.sdsu.edu.

LOCKOUTS

What if I lock myself out?
Staff will assist you in entering your room. You will be charged $25 per entry, regardless of lockout reason. 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 on the SDSU Housing app, Housing Portal 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. Check the status of your service requests on your Housing Portal.

QUIET HOURS VS. COURTESY HOURS

What's the difference between “courtesy hours” and “quiet hours”?
Quiet hours are in effect from 7 a.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 3:30 p.m. seven days a week. 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.

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 Garden Restaurant at Cuicacalli Sutes. With your meal plan, you can purchase food at numerous locations on campus, including the Aztec Markets. Refer to the Aztec Shops website at eatatsdsu.com for more information on each meal plan and the locations where you can use your meal plan.

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 from 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 3:30 p.m. seven days a week. 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.

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We know that students may experience concerns or crises, or help a friend who is experiencing difficulty, during their time at SDSU. Your listening, caring and showing concern can make an important difference. If you need support or if you are concerned about another student, please refer to campus resources.

» For psychiatric emergencies, students can call C&PS at 619-594-5220. There is an option to speak with an emergency counselor when the office is closed. The San Diego Access & Crisis Line is also available 24/7, call 1-888-724-7240

» For support with mental health concerns and coping resources, visit sdsu.edu/cps

» For support with concerns around alcohol or other drug use, call C&PS or visit sdsu.edu/cps

» For immediate food, housing, or financial crises, please submit a request to the Economic Crisis Response Team (ECRT) at sdsu.edu/escrt. ECRT can help with a variety of basic needs resources for students.
In support of the overall mission of SDSU, the Division of Student Affairs and Campus Diversity, 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.