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

How to use this document:

**Step 1.** Read it!
**Step 2.** Bring it with you to your first floor meeting.
**Step 3.** Have the discussion about community living standards with your Resident Adviser (RA), roommate(s) and other residents.
**Step 4.** Complete the Community Living Agreement.
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DOWNLOAD OUR APP!

The SDSU Housing app gives students easy access to many essential services they will use on a daily basis. Download the app at the Apple App Store or Google Play or go to housingapp.sdsu.edu.

FOLLOW US ON SOCIAL MEDIA

For all the latest news and updates, follow us on

[Social media icons] @SDSUHOUSING
MEET YOUR STAFF

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

RESIDENTIAL EDUCATION OFFICE

RESIDENCE HALL COORDINATOR (RHC)

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

FRONT DESK SECURITY MANAGER (FDSM)

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

RESIDENT ADVISER (RA)

Resident Advisers are full-time returning 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. In addition, RAs serve as facilitators for community building and regularly planned programs for the residents in their respective communities. RAs are also responsible for bringing inappropriate conduct to a resident’s attention.

ACADEMIC MENTOR (AM) (IF APPLICABLE)

Academic Mentors are returning full-time SDSU students who collaborate with the RAs and RHCs to create an educational environment in the Residential Learning Communities. AMs serve as peer academic advisers and program planners.
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, processing mail and enforcing expectations related to safety procedures.

REZCON ASSISTANT (RCA)

RezCon Assistants help you get your computer set up and connected to online services, including email and internet. RCAs can only help you with network connectivity issues. For general computing questions, call the RezCon Office (p.50) or your computer’s manufacturer.

FACULTY-IN-RESIDENCE (FIR)

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

CUSTODIAL AND MAINTENANCE

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

REPRESENTATIVE GOVERNMENT

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

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

RHA PROGRAM BOARD
The RHA Program Board plans and implements late-night social programs and events for residential community students, specifically on the weekends. These programs are designed to offer safe alternatives for social engagement. Some events include a late-night dance party, Ghost Glow, Shake Your Shamrock and many others throughout the year.

Ask your RAs for more information on how to get involved.
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.

<table>
<thead>
<tr>
<th>YOU HAVE THE RIGHT TO ...</th>
<th>YOU HAVE THE RESPONSIBILITY TO ...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A clean, maintained living environment that supports academic success.</strong></td>
<td>Keep your room neat and clean. Place food, garbage and recyclables in correct locations, not in halls, sinks or bathrooms. Submit service requests in a timely manner.</td>
</tr>
<tr>
<td><strong>Entertain guests in the privacy of your room.</strong></td>
<td>Respect rights to privacy. Accept responsibility for the actions of your guests.</td>
</tr>
<tr>
<td><strong>Determine with your roommate your own level of noise within your room.</strong></td>
<td>Not distract those studying or sleeping, no matter what time it is.</td>
</tr>
<tr>
<td><strong>Develop your own lifestyle.</strong></td>
<td>Respect others’ lifestyles and not impose your lifestyle on them.</td>
</tr>
<tr>
<td><strong>Consider all public areas as shared living areas.</strong></td>
<td>Confront those who abuse or vandalize property.</td>
</tr>
<tr>
<td><strong>Use lounges for scheduled hall events.</strong></td>
<td>Pay for damages to public areas. Leave your lounges clean.</td>
</tr>
<tr>
<td><strong>Form a Hall Council to serve the interests of residents.</strong></td>
<td>Give input to Hall Council and attend programs.</td>
</tr>
<tr>
<td><strong>Politely confront another resident with concerns. If you cannot agree, an RA may act as a mediator.</strong></td>
<td>Directly confront those who infringe on your rights. Listen to another person’s concerns before responding. Respond politely. Refrain from talking about someone behind their back. Confront one another with issues before contacting a staff member.</td>
</tr>
<tr>
<td><strong>Govern your space maturely.</strong></td>
<td>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.</td>
</tr>
<tr>
<td><strong>A community environment free from harassment.</strong></td>
<td>Address harassment directly and clearly.</td>
</tr>
<tr>
<td><strong>No unwelcome touching.</strong></td>
<td>Clearly communicate boundaries.</td>
</tr>
<tr>
<td><strong>Live in a place where you are respected.</strong></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><strong>A safe and secure living environment.</strong></td>
<td>Never let a nonresident enter a building with you, report strangers in the hall and unprop open doors. Refrain from burning candles/incense.</td>
</tr>
<tr>
<td><strong>An alcohol and drug-free living/learning environment.</strong></td>
<td>Follow SDSU, residential and state alcohol, drug and smoking policies.</td>
</tr>
<tr>
<td><strong>A supportive environment in which to live and study.</strong></td>
<td>Support each other.</td>
</tr>
</tbody>
</table>
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 conflict arises.

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

CREATING A COMMUNITY LIVING AGREEMENT

Our commitment to community is based on sound assumptions:

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

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

Conflicts will happen in learning to live with other adults. Some residents will be best friends for life, while other...
others will live together respectfully without becoming close friends. 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 a first course of action. Resident Advisers 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.
ECO LIVING FOR AZTECS

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

**ELECTRICITY**
- Turn off your lights when you leave your room and use natural lighting whenever possible.
- Switch out your 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.

**LAUNDRY**
- When doing laundry, wash in a cold cycle - it cleans just as well as a hot cycle and uses less energy (90% of the energy used by washers goes to heating water).
- 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 the space, purchase a clothes-drying rack to save energy and money.

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

**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), then enter a service request, and we’ll pick up and dispose of your old light bulbs and electronics.
- Drop off your batteries at the front desk in your building for proper disposal.
SAFETY & EMERGENCY PROCEDURES
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 any emergency occurs, call 911 or 619-594-1991 for University Police and contact the RA on duty at the front desk right away.

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

During a campus emergency, additional information may be found at [newscenter.sdsu.edu](http://newscenter.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 any major crisis, find or stay with your residential community group or RA until you are officially accounted for and released. Call a family member as soon as possible to let them know you are safe. In your room, keep three gallons of drinking water and a personal emergency kit at all times.

**ACTIVE SHOOTER OR VIOLENT INTRUDER**

Be aware of your surroundings and any unusual activity. 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 (silence cell phones) and evaluate the situation. If safe to do so, call 911 to notify University Police. If you cannot speak, leave the line open to allow the dispatcher to listen. 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. Be sure to update your cell phone and email on your SDSU WebPortal to receive emergency alerts from University Police.
ALARMS AND BUILDING EVACUATIONS

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

- University and city ordinances consider fire regulation and evacuation drills essential.
- Alarms and fire equipment must not be disturbed except in actual emergencies (California Penal Code Section 148.4). Violators will be prosecuted.
- A continual alarm signals evacuation by all students and guests.
- Use the closest available stairwell (or gate if applicable) to exit. Do not use elevators.
- In drills and real emergencies, building staff have the same authority as representatives of the Fire Department.
- All rooms must be evacuated.
- Residents may re-enter the building only when notified by staff that it is safe to do so.
- Failure to evacuate in a timely manner and follow the instructions of university staff will result in judicial action.

EARTHQUAKE

Residents are expected to keep these supplies in their room:

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

In the event of an earthquake:

- Don’t run outside.
- If indoors, watch for objects that could fall on you, such as light fixtures, furniture and ceiling tiles. Stay away from mirrors, windows and swinging doors. Try to get under a table, desk, bed or stand in a doorway.
- In a high-rise building, get under a desk or table. Do not dash for exits as stairways may be broken or jammed with people. Power for elevators may fail.
- If outside, avoid buildings, power poles and other objects which could fall; move to an open area.
- Do not go inside a building.
- In a car, stop in the safest space possible.

FIRE SAFETY

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

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

Fire alarm systems were installed for your protection. At no point should residents attempt to disable smoke detectors or remove them from their rooms. The safety of our residents has been taken into consideration and maintaining the integrity of our systems is managed with the assistance of all residents.

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

IN CASE OF FIRE, DO NOT USE ELEVATOR

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

For fire outside your room:
1. Feel the door. If it is hot, don’t open it. Call 911 or 619-594-1991 to contact University Police and tell them the situation and exact location. Seal bottom of door with towel or other material to keep out smoke. Move away from the door.
2. If the door is not hot, open it cautiously. Walk to the closest safe stairwell. If smoke is present, stay low. Walk downstairs. Go up only if downward movement is not safe.

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

SEXUAL ASSAULT, DOMESTIC VIOLENCE 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.

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, employees and students may face discipline/sanctions at the university. Employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements. Students charged with sexual discrimination, harassment or violence will be subject to discipline, pursuant to the California State University Student Conduct Procedures (see Executive Order 1098-Revised at [http://go.sdsu.edu/student_affairs/srr/discipline.aspx](http://go.sdsu.edu/student_affairs/srr/discipline.aspx)) 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,
For more information about sexual violence and prevention information at SDSU, please contact Jessica Rentto, Title IX Coordinator, in Administration, Room 320, or at jrentto@sdsu.edu, or 619-594-6017. You can also refer to titleix.sdsu.edu.
WHO TO CONTACT IF YOU HAVE COMPLAINTS, QUESTIONS OR CONCERNS

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

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

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

Title IX Deputy Coordinator:
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 procedure for all complaints against SDSU students.

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

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

The Office of Employee Relations and Compliance director is responsible for Title IX compliance for matters involving faculty and staff, including training, education, communication and administration of grievance procedure for all complaints against faculty, staff and visitors, including those complaints filed by students.
Each resident is viewed as a responsible person who will be held accountable for their own actions and those of their guests.

Policies and Regulations
**THIS IS YOUR HOME**

When you signed your 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 regulations govern all occupants of Chapultepec, Huaxayacac, Maya, Olmeca, South Campus Plaza (first-year community members), Tenochca, University Towers and Zura. 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 taking occupancy of a residence hall room or apartment, you hereby agree 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 staff or other university officials, will be subject to removal from housing. Sanctions for violating any one or more of these policies and regulations include a range of disciplinary actions up to and including eviction, restitution, and legal action, even if the sanction is not specifically delineated within the specific policy below. Multiple violations of any combination of these policies may result in eviction, whereas certain violations — violations of law (including vandalism); any form of abuse, assault or harassment, including of staff; weapons violations; health and safety violations; and fire/life safety violations — usually result in eviction on the first offense.

*These policies are subject to change, without notice.*

**ACCOUNTABILITY**

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

**ALCOHOLIC BEVERAGES**

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

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

   b. No person may be in the presence of alcoholic beverages in the residential communities.

   c. 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.

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

2. In addition to these policies, residents are expected to abide by the university alcohol policy, which applies to all campus living environments. The university alcohol
policy can be viewed online at go.sdsu.edu/student_affairs/healthpromotion/aodsualcoholsubstancepolicies.aspx.

APPLIANCES

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

BATHROOMS

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

BICYCLES

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

CANDLES, INCENSE AND OTHER FLAMMABLES

The burning of any materials, including incense or candles, is prohibited except when prior written request and written approval has been obtained from the Director of Housing Administration and/or Director of Residential Education (or their designee) for the purpose of religious or spiritual observance only. Decorative candles must remain unlit or will be considered used and against policy. Plug-in fragrance devices are also prohibited in the residential communities.

CLEANLINESS, HEALTH AND HYGIENE

Reasonable efforts by individuals must be made to maintain proper personal cleanliness and hygiene. Online room condition reports are available on the resident’s Housing Portal after move-in. Any resident who does not complete their online room condition inspection within 72 hours waives their right to contest any damage charges. Rooms must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Residents may not violate these regulations or interfere with the safe and clean environment of others. Residents are prohibited from activities that violate any health code. The university reserves the right to inspect rooms on an as-needed basis. If any room is found to be cause of a health and safety violation, the university may have the space cleaned at the expense of the resident and/or roommate(s) and/or suitemate(s). Charges for pest control services will be added, if needed.

CLOSURE OVER BREAKS

During Thanksgiving, Winter and Spring breaks, residents must unplug all electrical items, except permitted refrigerators or MicroFridges. Residents who are not in over-the-break housing must vacate their room according to the terms outlined in the License Agreement.
COMMERCIAL VENTURES AND SOLICITATION

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

COMMUNITY LIVING

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

DAMAGES 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 and/or replacement at the resident’s expense and disciplinary action will be pursued. Hanging heavy items on the back 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. Charges will be assessed for damages resulting from improper attachment at a minimum rate of $60. Exterior wires, signs, aerials, or satellite dishes are not allowed. Posting of any materials on exterior surface of room doors is prohibited except for name identification and SDSU approved and supplied dry erase message boards. Posting 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 charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident.

**DRUGS**

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

**DUTY TO FOLLOW DIRECTIVES AND FAILURE TO RESPOND**

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

**ELECTRICAL SAFETY**

Extension cords are not permitted. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment, including computer and computer-related hardware. A maximum of 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 or apartment. Excessive electrical equipment is prohibited. Residents in apartments or rooms found to generate circuit overloads will be investigated. Repeat violations will result in disciplinary action, and any charges for costs attributed to removal or repairs will be the responsibility of the resident.

**ELEVATORS (IF APPLICABLE)**

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

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.

FENCES AND GATES

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

FIRE ALARMS AND FIRE SAFETY

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

FOOD SERVICE

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

FURNISHING FALSE INFORMATION

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

GAMBLING

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

GUEST POLICY

1. A guest is any person who is permitted by a licensee, and approved by the Residential Education Office, to occupy, visit and/or reside in, for a limited time, a housing facility. Visitors and guests, including residents of other on-campus housing buildings, must register a valid photo ID for entry at the front desk. Visitors and guests must be escorted and in attendance by licensee at all times and check out at the front desk when leaving the building. A licensee accepts responsibility for the behavior of their guests and must inform guests of university regulations. The licensee is allowed no more than three guests in licensee’s room in University Towers at any given time and two guests per licensee in Chapultepec, Huāxyacac, Maya and Olmeca, South Campus Plaza, Tenochca and Zura.
2. Residents living in designated housing-over-the-break may have only one guest at a time during break periods.

3. Overnight guest(s) privileges are extended to residents on a temporary and occasional basis only after securing approval from any and all roommates and registering the guest(s) 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 the hours of 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 and may only stay two (2) consecutive nights per calendar month. Disciplinary action will be taken and a guest fee will be charged to the resident for any guest whose stay exceeds this limit. The university reserves the right to deny access to any person.

HALOGEN LAMPS

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

LOCKOUT KEY, SDSUCARD AND ACCESS

When the resident moves into the residential community, they are provided a room key(s). Lost or stolen keys/SDSUCards must be reported within 24 hours at the residential community’s front desk and a lock change will be ordered. A lost key or card poses a security risk. Report a lost or stolen 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 replacement card. Resident will be billed for lost or stolen keys. Residents must exercise care in usage of these items. These access items may not be given/loaned to any person other than specifically assigned resident. Staff will assist residents in room entry, and the resident...
will be charged $25 per entry, regardless of reason for lock-out. Staff may not be readily available, and the resident may be required to wait. Multiple incidents may result in disciplinary action.

**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.

**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 halls 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 outside the residential communities.

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

**ONLINE SOCIAL NETWORKS**

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

**PASSIVE INVOLVEMENT**

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

**PETS**

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

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

PHYSICAL ABUSE, 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/or criminal prosecution. Examples of prohibited conduct include, but are not limited to, sexual and racial harassment, threats of violence, intimidation, sexual assault, fighting, punching, slapping, kicking, scratching and pushing. Practical jokes and pranks or other disruptions are prohibited in the campus community.

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 or if asked by a university official. Keys and access cards are for residents only; lending these items or SDSUcards to another individual is not allowed. Possession of a SDSUcard for a building that the licensee does not live in is against policy.

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

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

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

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

6. All first-floor rooms have university-provided window/door security screens for the security of residents. Residents may not enter or exit a room, suite or apartment through the windows except for emergency, safety and/or security purposes. Residents will be billed to replace window/door security bars that are damaged.

SKATEBOARDS AND SCOOTERS

The use of skateboards, scooters and roller blades is permitted in designated skate lanes and campus roads with curbs. The use of these items is not permitted in campus buildings or neighboring campus streets. Such users are subject to a citation by the University Police, as well as disciplinary action.

SDSU RESIDENTIAL HOUSING NETWORK ACCEPTABLE USE POLICY

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

SLACKLINING AND HAMMOCKING

Slacklining and hammocking are prohibited on Housing property.

SMOKING

SDSU is a smoke-free campus. Smoking hookahs and water pipes is prohibited in all university buildings, including residential communities, student rooms, lounges, recreation rooms, public areas, hallways, stairwells, balconies, walkways, including outdoor courtyards and pool areas. Smoking is prohibited in outdoor areas, including courtyards and community centers. Smoking is defined as inhaling, exhaling, burning or carrying a lighted or vapor-producing tobacco product. Tobacco is defined as all tobacco-derived or containing products, including, but not limited to, cigarettes (clove, bidis, kreteks), electronic cigarettes, cigars and cigarillos, hookah smoked products and oral tobacco (spit and spitless, smokeless, chew, snuff). Possession of e-cigarettes or other vaping devices is prohibited by law for those under the age of 21. Use of these devices in the residence halls is prohibited regardless of age. The SDSU Smoking policy may be found at smokefree.sdsu.edu.
SWIMMING POOLS

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

THEFT

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 lounge or common area furniture.

THROWING OBJECTS

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

UNAUTHORIZED ENTRY OR USE

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

VIDEO CAMERAS

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

WEAPONS

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

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

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

» Weapons: Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including a blackjack, slingshot, billy 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

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

EXTERNAL CARD READER
Use your SDSUcard to open the front door 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 via their website sdsucard.sdsu.edu. This will immediately deactivate your SDSUcard. Speak with your front desk to be issued a temporary replacement card until you have received your new SDSUcard.

ROOM KEYS
Use your room key to open your room door. 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.

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.

ROLLER SHADES
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 it.sdsu.edu/internet/eduroam.

If you are unable to connect, fill out the connection request form at rezcon.sdsu.edu.

TELEVISION SERVICE
Television service is provided by Philo, an IPTV service. Philo will allow you to stream live TV to your mobile devices and computers with each resident receiving up to 20 hours of DVR capacity. Watch TV at watch.philo.com and find set up instructions at housing.sdsu.edu/philotv.aspx. To use a TV, you will either need to purchase a Smart ROKU TV, a ROKU device 2nd generation or above, or connect your PC or MAC using an HDMI cable. If you are using a Smart ROKU TV, connect to wireless internet with the Eduroam Wi-Fi network. If you are unable to connect, fill out the connection request form at rezcon.sdsu.edu.

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. 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.
HIGH-PRIORITY MAINTENANCE/ CUSTODIAL ISSUE REPORTING

Occasionally there are situations where high-priority maintenance issues are reported to and appropriately logged as service requests by the desk assistants.

Below are 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/suite locks
- Continuous flushing toilets
- Bedbug reports
- Power outages
- Broken windows, especially first floors
- No hot water
- Biohazard or human waste cleanup
- Chronic issue (more than two service requests submitted)

ELECTRICITY

**LIGHTS**

In 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, in separate outlets. No modifications to or changes in electrical wiring are permitted. No “splices,” “octopuses,” or modification devices of any kind may be used to add plugs in resident’s room or suite.

APPLIANCE OPERATION

**MICROWAVE**

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. Keep the temperature control on both the refrigerator and freezer at a medium temperature. Keep the unit plugged into the wall at all times. Be sure to keep the doors of the freezer and refrigerator closed when not in use to keep cold.
WASHER/DRYER

Washer:
To use, open door and pour detergent into washer followed by clothing articles. Close 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.

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

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

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

COMMON OVEN
The oven is located in the community kitchen. To operate the oven, turn the designated knob to your desired temperature. All temperatures are in degrees Fahrenheit. The light on the oven will turn off once it has fully heated. Do not forget to turn the oven off, by turning the knob to the “off” position, when done. Caution: When on, the oven can be very hot. Do not leave the oven unattended.
COMMON STOVE
The stove is located in the community kitchen. To operate the stove, turn the designated knob to your desired heat. Be very cautious while operating the stove, as the stove may become very hot when on. Do not forget to turn off the stove when done cooking by turning the knob into the “off” position. Leaving the stove unattended can lead to a fire hazard.

COMMON MICROWAVE
Use the handle to open and close the microwave door. To use the microwave, input desired time by using the number pad and press start. Use the available options on the 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. Do not overheat food.

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

LOUNGES/STUDY AREA LOCATIONS
Each building has at least one student lounge. Ask the front desk for more information about available lounges/study areas.

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. Use of the pool while under the influence of alcohol or drugs is prohibited. The pool furniture should stay where it is located so all residents can enjoy it.

GAMING TABLES
The 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 as to not damage them.

LOUNGE TVs/DVD/BLU-RAY/GAME CONSOLES
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 (digital signage).
**VACUUM CLEANERS**

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

**AUTOMATIC DOOR HOLD (HUÃXYACAC, MAYA & OLMECA, SOUTH CAMPUS PLAZA AND ZURA ONLY)**

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.

For 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.

For HuÃxyacac, Maya & Olmeca and Zura: To release the door, gently pull the door closed.
## TOP 10 WAYS TO MAXIMIZE YOUR MEAL PLAN

| 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 form of payment for your meal. |
| 2. | Use your meal plan for a week and, if you think another plan might be better for you, check the SDSU Dining website [www.eatatsdsu.com](http://www.eatatsdsu.com) for meal plan change dates. |
| 4. | Looking for somewhere new to try? There are more than 40 locations around campus to use your Meal Plan. |
| 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. |
| 6. | Don’t let the long lines scare you away. We are extremely busy two hours out of the day, from 11 a.m. to 1 p.m. If you can, avoid that time period and you will avoid the long lines. Keep in mind that the lines in the Aztec Market go very quickly. |
| 7. | On the Meals Plus Plan, pace yourself. Check your balance online at the SDSU Dining website [www.eatatsdsu.com](http://www.eatatsdsu.com). You can also check our budgeting chart at the same website. This gives you an estimate of where you should be each day. |
| 8. | If you enjoy a lot of variety at one meal, try The Garden at Cuicacalli. This is the all-you-care-to-eat restaurant. |
| 9. | On Flex Plans, if your entire allowance has not been used for the day, take advantage of the add-ons that are offered by the cashier or stop by an Aztec Market before going up to your room. |
| 10. | Follow @SDSUDining on Instagram, Facebook, Twitter and Snapchat for contests, special events and other fun stuff. |
DIFFERENT MEAL PLANS WITH DESCRIPTION (FRESHMEN)

FLEX 5
- $25.25 allowance per day, Monday through Friday
Use it or Lose it!
Allowances and balances do not carry over to the next day and are NOT refundable at any time.

FLEX 7
- $23.50 allowance per day, Monday through Friday
- $15.25 allowance per day, Saturday and Sunday
Use it or Lose it!
Allowances and balances do not carry over to the next day and are NOT refundable at any time.

MEALS PLUS
- $1,786.50 declining balance per semester
- 60 meals at the Garden or UTK per semester
Remaining balances and meals carry over into the spring semester as long as you keep Meals Plus in spring. Meal plans end at the end of the spring semester and do not carry over to the next year.
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 at the SDSU Dining Office in Education 112.

» Sept 9-13, 2019, effective Sept 23, 2019
» Nov 4-8, 2019, effective Jan 20, 2020
» Feb 3-7, 2020, effective Feb 17, 2020

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

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 at Cuicacalli, University Towers Kitchen (UTK) or the Aztec Market in front of Chapultepec Hall. You must make arrangements for someone else to pick up your meal. SDSU cards are non-transferrable and will be confiscated if attempted to be used by someone other than the card holder without a Sick Tray form.
TERMS AND CONDITIONS

By completing and signing the License Agreement, you agree to comply with and are expected to follow the San Diego State Housing Terms and Conditions. You can view the Terms and Conditions by viewing your signed License Agreement on your Housing Portal or on the SDSU Office of Housing Administration website at housing.sdsu.edu.

PAYMENTS

Your total housing and meal plan cost for the 2019-2020 year is split into eight (8) monthly installments, four per semester. E-Bills are posted onto 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, 2019.

View the complete payment schedule at housing.sdsu.edu/housing_payments. To view your university charges, log onto the Online Student Account at sdsu.edu/sas. 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 at sdsu.edu/aidlink.

Information regarding miscellaneous fees and damage charges can be found at housing.sdsu.edu/future_residents/rates_and_payments.
ROOM CHANGE REQUESTS

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

Requests received during the week will be processed the following Monday. If an accommodation is available based on your request, you will receive an 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 wait list. 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. Room and hall switches will not be permitted during academic breaks and finals for the fall and spring semesters.

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

CONTRACT RELEASE REQUESTS

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

Contract release request forms can be found on the Office of Housing Administration website (housing.sdsu.edu/cancellation.aspx) or at the Office of Housing Administration central office. Requests and documentation can be mailed or emailed to the Office of Housing Administration.
FRONT DESKS
The front desk manages building security, mail services, guest check in/out and equipment rentals.

MAIL
Mail delivered from USPS, UPS, FedEx, etc. will be delivered to the hall addressed on the mail. Your hall staff will sort your mail and put in the appropriate mailbox. If you get a package, you will receive an email with instructions for pick up at your front desk.

In halls that are closed over the break periods, all mail delivered over breaks will be delivered to the Office of Housing Administration. It will be forwarded to your hall upon reopening of the hall.

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

Check the housing website housing.sdsu.edu/mail or ask the front desk for your mailing address.

Be sure to include your full name and room number on your mail.

SERVICE REQUESTS
Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request 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 the SDSU Housing app or Housing Portal. Most service requests
are completed within 24-48 hours. Service requests submitted after 3 p.m. will be assigned to a staff member the following business day. Report all maintenance emergencies immediately to a staff member.

To provide a quick response to your service request, maintenance may access your space when you are not there. Please clear a space for maintenance to work and remember to take your room keys with you. Maintenance staff are trained to always lock the door when they leave.

**STAR CENTERS SERVICES**

STAR Centers (Students Taking Academic Responsibility) are academic resource centers for on-campus residents located in Maya, South Campus Plaza South, Chapultepec, University Towers, and Tenochca. Staffed by student assistants and Academic Mentors, the centers help create a positive, academically-oriented environment to help students achieve academic success.

Features include Individual/Group Study Areas, Community Computers, 500+ Course Books & Guides, Opportunities for Peer Essay Review and Monthly Academic Success Programs.

Look for the STAR center schedule online at [housing.sdsu.edu/student_success/star_centers.aspx](http://housing.sdsu.edu/student_success/star_centers.aspx)

**CUSTODIAL**

Taking pride in the living areas is a shared responsibility. Our custodial staff is responsible for maintaining the cleanliness of common areas such as lobbies, study lounges and bathrooms. Residents are responsible for maintaining the cleanliness of their own rooms or suites, including en-suite bathrooms, if applicable. Health and safety inspections are conducted monthly in rooms with en-suite bathrooms. Fees for re-inspection and cleaning will be assessed if areas are not up to our cleanliness, health and hygiene standards. Custodial team members are on campus seven days a week, working with students to provide a clean and sanitary community. It is important for students to do their part as well to maintain a clean and healthy community. Residents should place all waste in designated recycling bins, trash chutes or outdoor dumpsters. Cleaning supplies are available to borrow at the front desk. Any required excessive cleaning caused by students or their guests can be charged to individual students where identified. Residents are asked to assist the staff by not using restrooms while they are being cleaned.

**MAINTENANCE**

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

**CENTRAL OFFICE**

The Office of Housing Administration central office assists students with assignments and contracts. This includes services such as Room/Hall Switch Requests and Contract Release Requests. The office also assists students with obtaining bicycle storage access. Students having questions or problems with billing related to their housing and meal plan can be assisted by the Office of Housing Administration central office. The Office of Housing Administration central office can also answer any general questions.
FAQS
RHA (HOW TO GET INVOLVED)

How do I get involved in the Residence Halls?

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

ROOM/HALL SWITCHES

How do I request a room switch?

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

Requests received during the week will be processed the following Monday. If an accommodation is available based on your request, you will receive an e-mail offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our wait list. 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. Room and hall switches will not be permitted during academic breaks and finals for the fall and spring semester.

What if I want to move into another building?

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

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

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

HOUSING OVER THE BREAKS

What if I need housing over break periods?

Except for Tenochca, University Towers and Zura, all of the residential communities close during the Thanksgiving, Winter and Spring Breaks. The previously mentioned complexes are open during these periods, at no additional charge, for students who live there throughout the academic year. You cannot “temporarily” move to one of these complexes during any of the break periods.
LOST ACCESS CARD

What if I lose my key or access card?

Let the front desk know at once. A lost key or card poses a security risk. Report a lost or stolen 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 replacement card. Replacement of lost or stolen keys, SDSUcards and key fob will be ordered and you will be billed.

RENTER’S INSURANCE

Do I need renter’s insurance?

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

CANCELLATIONS

What if I need to cancel my contract for housing?

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

HEALTH SERVICES

Do I need health insurance?

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

Where should I go if I feel ill?

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

What types of services do Counseling & Psychological Services offer?

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

**LOCKOUTS**

What if I lock myself out?

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

**SERVICE REQUESTS**

How can I get something repaired in my room?

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request 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. If it is necessary to enter your room to make a repair while you are out, the maintenance staff member will notify you that they were working in your room. 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”?

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

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

Connect to wireless internet with the Eduroam Wi-Fi network. When prompted, enter your SDSUid and password. For more information, visit it.sdsu.edu/internet/eduroam.

If you are unable to connect, fill out the connection request form at rezcon.sdsu.edu.

DINING/MEAL PLAN

Where do I eat?

Your meal plan enables you to take advantage of a special community way of life, which includes quality food choices and a friendly dining atmosphere. The primary residential dining facility is The Garden at Cuicacalli Suites. With your meal plan, you can purchase food at numerous locations on campus, including the Aztec Markets and The Garden. 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.

Can I change my meal plan?

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

» Sept 9-13, 2019, effective Sept 23, 2019
» Nov 4-8, 2019, effective Jan 20, 2020
» Feb 3-7, 2019, effective Feb 17, 2020

COOKING

Where can I cook?

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

💬 Am I permitted to have guests?

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

💬 May I host an overnight guest?

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

DRINKING AND DRUG USE

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

No. Alcohol is not permitted in the freshmen residential communities. Other drugs are also not permitted. Alcohol use and binge drinking create problems for millions of college students who are not binge drinkers. Known as secondhand binge effects, these may include physical assault, sexual harassment, sexual assault (rape), interrupted sleep, property damage, impaired study time and a generally unpleasant college experience. Concerned or inconvenienced residents should feel empowered to insist that other residents comply with the alcohol and other drugs policy, and, if they are not successful in their efforts, the community staff should be notified to request further action be taken. Underage drinking has stiff penalties in California. These penalties include a $250 fine, suspension of a driver’s license, community service, mandated counseling and university judicial sanctions. Judicially mandated intervention will include a fee of at least $100. Additionally, students who violate alcohol and drug policies may be suspended or, in some cases, expelled. Expulsion is systemwide, which means any student expelled from SDSU will never be permitted to attend any California State University.
We know that students may experience concerns or crises, or help a friend who is experiencing difficulty, during their time at SDSU. If you need support or if you are concerned about someone, please refer them to campus resources. Your listening, caring and showing concern can make a huge difference.

» For financial and housing crisis resources, visit sdsu.edu/ecrt or email ecrt@sdsu.edu

» For psychiatric emergencies 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, visit sdsu.edu/cps
In support of the overall mission of SDSU, the Division of Student Affairs and the Division of Business and Financial Affairs, the Residential Education Office, the Office of Housing Administration and Housing Facilities Services aspire to transform lives through dynamic and educationally engaging residential communities and environments.