



Your guide to living in
THE VILLAGES
2017-2018

Welcome

Welcome to campus living at CSUSB. We created and designed this guide for students in hope that it would help you navigate this exciting experience and feel more at ease at CSUSB.

Inside, you will find general information about living on campus, as well as how to live successfully with roommates. We have also included university policies for your reference.

Be sure to familiarize yourself with this important information. All members of the campus living community will be held accountable for knowing and following these important guidelines.

It is our goal to create a safe, friendly, and welcoming living and learning environment to help our students reach their fullest potential and have a successful and exciting college experience at CSUSB.

YOUR NEW HOME



This is your home for the next academic year. By signing your Student Housing License Agreement, you are indicating that you acknowledge the responsibility of living within a community, as well as handling the responsibilities which include confronting someone who is violating your rights, being accountable for your behavior, and recognizing the compromises necessary when living with other people. In college 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 disciplinary action, eviction, or paying restitution.

How to use this document:

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

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MEET YOUR STAFF

RESIDENTIAL EDUCATION STAFF

AREA COORDINATOR OF RESIDENTIAL EDUCATION (ACORE)

Area Coordinators of Residential Education (ACOREs) are full-time professional staff members with intensive training and education on student development and an understanding of issues facing college students on a daily basis. ACs live on amongst the residents to serve as a direct professional resource to residents. ACs additionally have office hours where they are available to resolve resident concerns and to assist with accessing various campus resources (academic, social, emotional, etc). In addition, the ACs directly oversee the residents, RA's, and issues that arise

within their respective Village while supporting the academic, social, and personal success of students and staff alike. ACs will address any misconduct issues that may be brought to their attention by fellow residents and staff.

HALL COORDINATOR (HC)

Hall Coordinators (HCs) are full-time CSUSB students that assist the ACOREs in the oversight and development of Resident Assistants. The HCs work with building staff within designated communities to assist residents in developing a positive residential community. The HCs also assist with advising village council, mediating and assisting with community conflicts, and coordinating programmatic initiatives within their designated community.



MEET YOUR STAFF...

RESIDENT ASSISTANT (RA)

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

PROGRAM COORDINATOR (PC)

Program Coordinators (PCs) are full-time CSUSB students whose primary responsibility is the planning, development and implementation of community-wide programs. Along with planning Welcome Week for the housing community, these students plan programs around academic and college success, healthy living, diversity and social justice, as well as, community engagement.

ACADEMIC MENTOR (AM)

Academic Mentors (AMs) are returning fulltime CSUSB students who collaborate with the RAs and Area Coordinators to create an educational environment. AMs serve as academic resources, mentors, and activity planners for the residents living in their communities.

DESK ASSISTANT (DA)

Desk Assistants (DAs) are student-staff members at the front desk and responsible for assisting students with customer service, monitoring security of the residence halls, disseminating information and equipment, processing mail, and enforcing expectations related to safety and security procedures.

FACULTY-IN-RESIDENCE (FIR)

Faculty-in-Residence (FIRs) are CSUSB faculty members who live in apartments located within the campus residential communities. They work closely with the residential staff to develop academic communities through integrating learning inside and outside of the classroom by providing a role model and teacher who strengthens the academic, intellectual, and social culture of the residential community.



RESIDENCE HALL LEADERSHIP

RESIDENCE HALL ASSOCIATION (RHA)

Residence Hall Association (RHA) is the student voice for all of the CSUSB residential communities, connecting students to campus entities such as the Department of Housing and Residential Education and Associated Students Incorporated. Representatives from each community meet weekly with the CSUSB RHA executive board 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 several campus-wide residential community activities. Student delegations within RHA also represent students living in CSUSB's residential communities at regional and national conferences.

VILLAGE COUNCIL (VC)

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

YOUR RIGHTS AND RESPONSIBILITIES

You have the right to...	You Have the Responsibility to...
<ul style="list-style-type: none"> • A clean, maintained living environment that supports academic success. 	<ul style="list-style-type: none"> • Keep your room neat and clean. • Place food, garbage and recyclables in correct locations, not in halls or sinks.
<ul style="list-style-type: none"> • Entertain guests in the privacy of your room. 	<ul style="list-style-type: none"> • Respect rights to privacy and quiet. • Accept responsibility for the actions of your guests.
<ul style="list-style-type: none"> • Determine with your roommate your own level of noise within your room. 	<ul style="list-style-type: none"> • Not distract those studying or sleeping, no matter what time it is.
<ul style="list-style-type: none"> • Develop your own lifestyle. 	<ul style="list-style-type: none"> • Respect others' lifestyles and not impose your lifestyle on them.
<ul style="list-style-type: none"> • Consider all public areas as shared living areas. 	<ul style="list-style-type: none"> • Confront those who abuse or vandalize property. Pay for damages to public areas. (Please contact an RA or other staff member if you do not feel comfortable in confronting yourself.) • Leave your lounges clean.
<ul style="list-style-type: none"> • Politely confront another resident with concerns. If you cannot agree, an RA may act as a mediator. 	<ul style="list-style-type: none"> • 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. (Please contact an RA or other staff member if you do not feel comfortable in confronting yourself.)
<ul style="list-style-type: none"> • Govern your space maturely. 	<ul style="list-style-type: none"> • Understand policies and procedures in the Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept consequences.
<ul style="list-style-type: none"> • A community environment free from harassment. 	<ul style="list-style-type: none"> • Address harassment directly and clearly.
<ul style="list-style-type: none"> • Not be subjected to or tell degrading jokes or insults about gender, ethnicity, sexual orientation, religious or political beliefs, social class or physical abilities of other HUMAN BEINGS, and to confront others who do. 	<ul style="list-style-type: none"> • Treat community members respectfully regardless of gender, sexual orientation, race, heritage, religion or disability. • Tell no insulting jokes and confront others who do. (Please contact an RA or other staff member if you do not feel comfortable in confronting yourself.)
<ul style="list-style-type: none"> • A safe and secure living environment 	<ul style="list-style-type: none"> • Never let a nonresident enter a building with you, report strangers in the hall, unprop open doors. • Refrain from burning candles/incense.
<ul style="list-style-type: none"> • An alcohol and drug-free living/learning environment. 	<ul style="list-style-type: none"> • Follow CSUSB, DHRE, and state alcohol, drug and smoking policies.
<ul style="list-style-type: none"> • A supportive environment in which to live and study. 	<ul style="list-style-type: none"> • Support each other.

SUCCESSFUL ROOMMATE RELATIONS

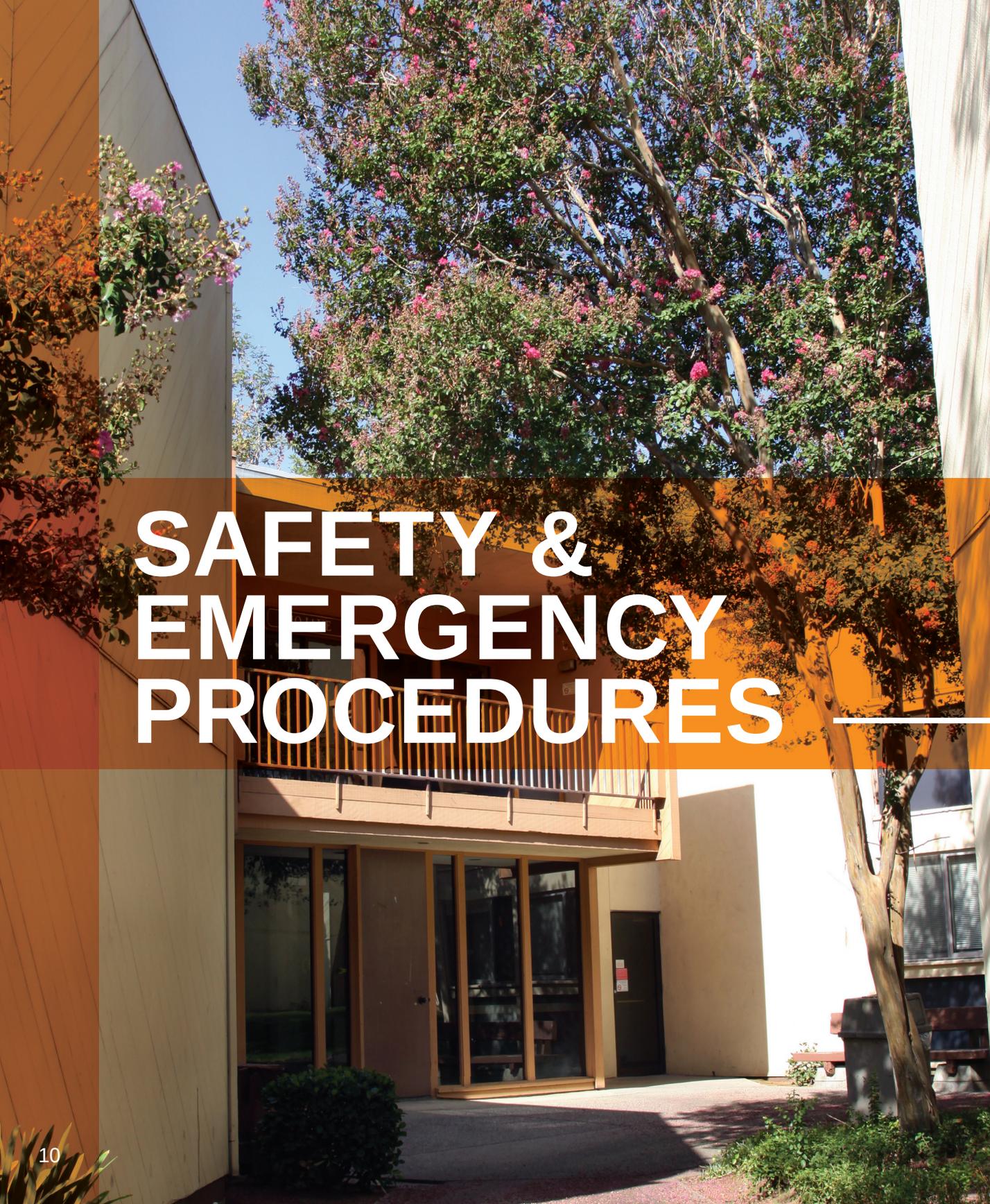
During Week of Welcome in Fall quarter, and any time during the academic year when you receive a new roommate, you and your roommates should discuss your expectations of living together and complete a Roommate Agreement (to be given out by your RA, but also available on line on the housing webpage). By establishing ground rules early, roommates increase their chances of having a positive experience.

Take some time to discuss living together and get everything out in the open. By sharing your feelings and reactions on these topics, you will be ahead of the game in understanding and empathizing with each other during the ups and downs of everyday college life. When conflicts arise, reflecting on these topics and communicating openly can help resolve disputes before they become unmanageable. If you find yourselves faced with a particularly difficult situation, talk with your Resident Assistant or Area Coordinator of Residential Education.

Things you and your roommates should talk about include:

- cleanliness and cleaning schedules
- locking windows and doors
- whether or not to share food/cooking/shopping
- use of or borrowing of each other's personal property
- sleeping and studying hours
- having guests over





SAFETY & EMERGENCY PROCEDURES

PERSONAL SAFETY

Taking responsibility for your personal safety is imperative in a community living environment. Resident Assistants perform safety rounds each night and University Police are available. Please take the following measures to protect yourself:

- Carry your key at all times. Do not lend your key to anyone.
- Do not invite individuals you do not know over to your room or building.
- Lock your room door, even if you are just going next door or using the restroom.
- Avoid walking alone at night. Walk with a friend or call the Community Service Officer (CSO) Escort Service at (909)537-5165.
- Do not prop open exterior doors.
- Report any non-locked doors and windows to your RA or the Department of Housing and Residential Education.
- Report unsafe or suspicious items or persons to your RA or the Department of Housing and Residential Education and/or University Police.
- Do not store items in hallways or obstruct doorways.
- Know the locations of the blue light phones throughout campus. These phones provide direct contact to University Police, and automatically alert the dispatcher to the location from which you are calling.

CARE TEAM

The CARE Team receives, assesses, responds to, and monitors behavior on campus that is disruptive, poses a campus concern, or is a threat to self or others. CARE is a multidisciplinary team with membership representing many domains of the university, whose purpose is to provide a centralized structure for the campus community for early intervention of at-risk individuals through collaboration and effective communication with campus departments, students, faculty and staff. Individuals exhibiting behaviors that are of concern in relation to their personal, physical and emotional well-being should be referred to the CARE Team along with individuals who are intimidating, disruptive, aggressive, or violent. The CARE Team will review all information available on the individual's behavior and background to determine an appropriate action-plan and monitor the individual on a case-by-case basis.

The CARE Team will assess the referral and make a determination about a course of action to proceed in helping the individual and the campus community. If there is a mental health concern, specialized members of the team will provide follow-up and resources to the individual. If a crime is alleged, the police will investigate and, when appropriate, the student may be prosecuted. Similarly, if a violation of the Student Code of Conduct is alleged, the student may be subject to disciplinary action. If it is assessed that the individual's presence on campus or participation in University activities may threaten campus health or safety, or significantly disrupt University activities or functions, immediate steps will be taken to protect the campus community.

If you see something, say something! To contact the CARE team, please call (909) 537-2273 (CARE) or email care@csusb.edu

COMMUNITY POLICING TEAM

The University Police has partnered with the Department of Housing and Residential Education to provide a dedicated policing team assigned to the residence community. The mission of the team is to provide police services that include crime prevention, problem solving and partnerships with the community. The university police also patrol the interior and exterior of residence halls and grounds to ensure the residents safety. We encourage residents to learn more about our Community Policing and Crime Prevention Team. The phone number for the University Police is (909) 537-7777. It is recommended that all residents program the number into their cellphones for faster response in emergency situations. For more information about police services, visit the University Police website at police.csusb.edu. You may also read the complete Safety and Security Report online.



COMMUNITY SERVICE OFFICERS

The Community Service Officer program is a student group that provides personal safety escorts and monitors the campus and housing community. The community service officers also patrol the interior and exterior of residence halls and grounds to ensure the residents safety.

POLICE SUBSTATION LOCATED IN JOSHUA RESIDENCE HALL

The substation serves as the base of operations for the Community Policing Team and enables students to take care of basic police services, such as filing a police report or obtaining crime prevention information, in lieu of visiting the primary police facility. The police substation is generally staffed daily during periodic hours.

BLUE LIGHT CALL BOXES

Emergency blue light call boxes are located throughout the university grounds. They are easy to spot and instantly link callers to University Police. There are more than 70 emergency blue light phones located throughout the entire CSUSB campus.

WHISTLE DEFENSE

The University Police and Department of Housing and Residential Education offers free keychain whistles, for use as an alert device to summons help.

SECURITY CAMERAS

There are closed circuit television camera (CCTV) systems in each residential community. In some instances, this includes CCTV cameras in common and public areas inside of residence hall buildings (i.e., entrances/exits, service desk offices, hallways, lobby areas, lounge areas, and stairwells). Be advised that the residence hall CCTV system is not a surveillance program. There is no one continuously viewing camera transmission. Instead, the UHFS CCTV system serves to provide an electronic record and a means to deter inappropriate behavior and a method to determine responsibility when damage and vandalism occur.

HEALTH AND SAFETY CHECKS

Periodic checks of public areas and student rooms will be conducted by the Department of Housing and Residential Education staff to check for health, fire, and safety hazards as well as needed repairs. Inspections will be conducted at least once per quarter and during the Winter Break. Following an inspection, a report will be left in the student's room detailing the findings of the inspection and informing the student of any cleaning or repairs needed. Failure to comply with requests made following a Health and Safety Inspection may result in disciplinary action.

Note: The State Fire Marshall will conduct independent random inspections per state mandate.

EMERGENCIES

If a student encounters an emergency or needs immediate medical attention, please contact University Police at (909) 537-5165, (909) 537-7777 or 911. If there is an emergency that does not require the police or the fire department, contact DHRE at (909) 537-4155 (regular business hours) and the RA duty line (after 5pm and on weekends and holidays).

Serrano Village RA Duty Line	(909) 772-2435
Arrowhead Village (Bldgs. 2,3,4) RA Duty Line	(909) 772-2079
Arrowhead Village (Bldgs. 5 & 6) RA Duty Line	(909) 273-4513
University Village RA Duty Line	(909) 322-0376

ALARMS AND EVACUATION PROCEDURES

FIRE SPRINKLERS AND SMOKE DETECTORS

Each student should be aware of the sensitivity of the sprinklers and smoke detectors in their rooms, hallways, or apartments. Do not hang any items from sprinklers in your apartment. The following is a list of guidelines for your smoke detector:

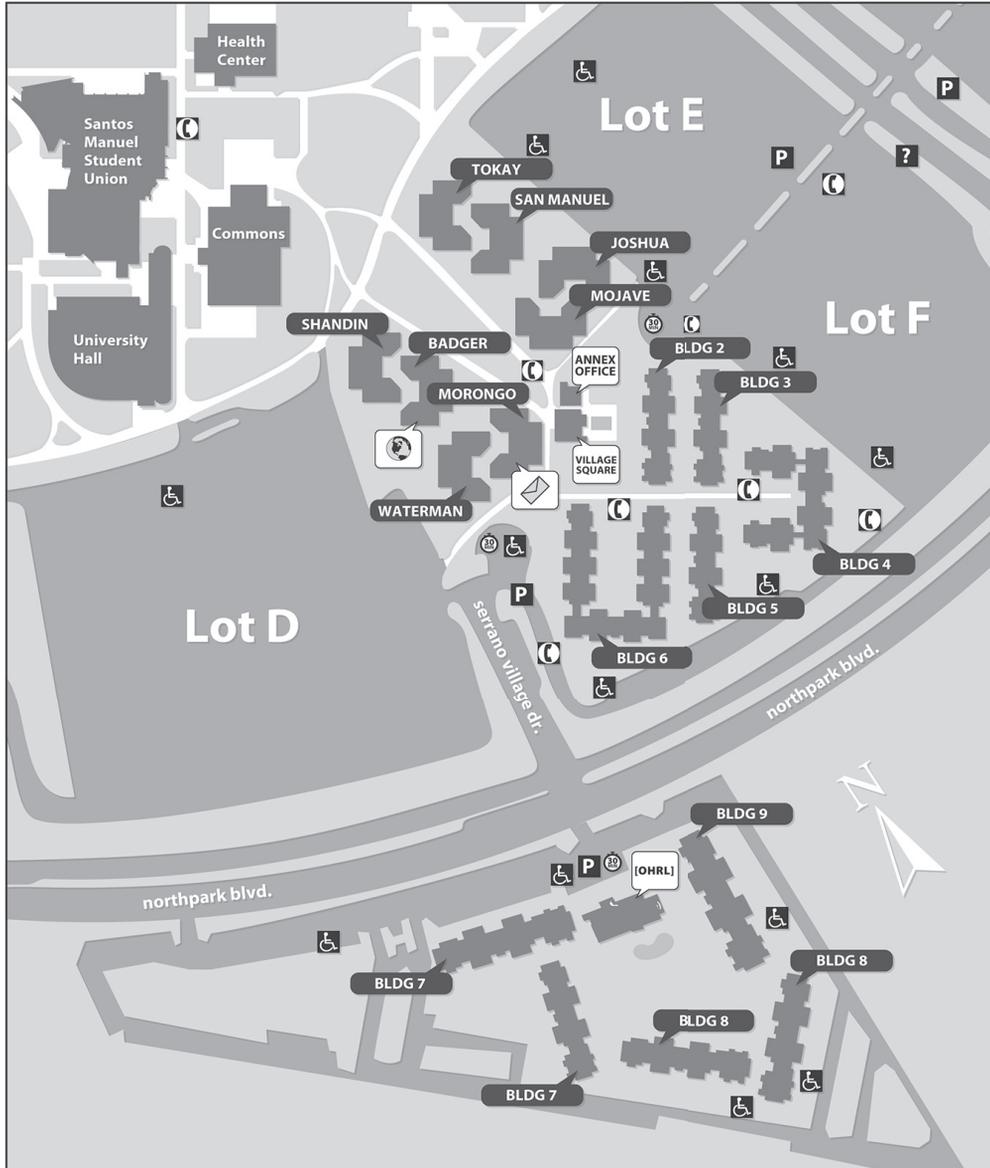
- Smoke detectors are battery operated. To ensure your safety, leave batteries in the smoke detector at all times.
- When batteries are low, the detector will emit a periodic beeping sound. If this happens, submit a work order to have the battery replaced immediately.
- Residents should never touch, tamper with, or remove any fire safety equipment. Discharging fire extinguishers will set off the building fire alarms. Tampering with fire safety equipment will result in fines and disciplinary action (see "Policies" section in this handbook).
- To avoid setting off building fire alarms, please do NOT open apartment doors to dissipate smoke from cooking. Open windows and use the fan on the oven range to dissipate smoke. Also, steam from the shower can sometimes set off fire alarms. Please shower with bathroom doors closed.

PRIMARY EVACUATION SITES FOR HOUSING:

Shandin, Badger, Waterman, Morongo	Lot D
Tokay, San Manuel, Joshua, Mojave	Lot D
Buildings 2, 3, 4, and 5	Lot F
Building 6	30 minutes parking by Lot D
Building 7	SW corner of UV parking lot
Building 8	SE corner of UV parking lot
Building 9	NE corner of UV parking lot

CAMPUS ASSIGNED EVACUATION SITES (ALTERNATE/SECONDARY):

Serrano Village (Shandin, Badger, Waterman, Morongo, Tokay, San Manuel, Joshua, Mojave)	Lot D
Arrowhead Village (Buildings 2, 3, 4, 5, and 6)	Lot F
University Village (Buildings 7, 8, and 9)	Dirt lot next to UV



<h2 style="text-align: center;">THE VILLAGES DIRECTORY</h2>		<p>CALIFORNIA STATE UNIVERSITY SAN BERNARDINO Office of Housing and Residential Life</p>		Disability/Medical Parking Areas	Parking Permit Dispensers	Emergency Phones	Information Centers (IC)	
OHRL Office of Housing & Residential Life	Mail Services & Housing Tours	National Student Exchange Office	30 Minute Parking Areas	UNIVERSITY VILLAGE <ul style="list-style-type: none"> • BUILDING 7 • BUILDING 8 • BUILDING 9 	ARROWHEAD VILLAGE <ul style="list-style-type: none"> • BUILDING 2 • BUILDING 3 • BUILDING 4 • BUILDING 5 • BUILDING 6 	SERRANO VILLAGE <ul style="list-style-type: none"> • TOKAY • SAN MANUEL • JOSHUA • MOJAVE • SHANDIN • BADGER • MORONGO • WATERMAN 	CAMPUS BUILDINGS <ul style="list-style-type: none"> • University Hall • Commons • Health Center 	<ul style="list-style-type: none"> • Santos Manuel Student Union
ANNEX OFFICE Housing Annex Office	VILLAGE SQUARE Housing Village Square							

EARTHQUAKES

Residents encouraged keep these supplies in their room:

- Flashlight with extra batteries
- Heavy gloves, shoes, and a blanket
- 3 gallons of drinking water
- First aid kit

In the event of an earthquake:

1. **Stay in the building. DO NOT immediately evacuate during an earthquake.**
 - b. **DUCK** under a desk or get against the wall
 - c. **COVER** the back of your neck with your hands.
 - d. **HOLD** on to the object. If it moves, move with it and stay there until the shaking stops
5. **Take shelter under tables, desks, doorways and similar places, or up against a wall.**
6. **Keep away from overhead fixtures, hanging plants, windows, filing cabinets, bookcases, and other furniture.**
7. **Assist any person with physical disabilities in the area and find a safe place for them.**
8. **Keep calm, when the shaking stops check yourself for injuries, assist others if safe do to so.**



TITLE IX

TITLE IX NOTICE OF NON-DISCRIMINATION ON THE BASIS OF GENDER OR SEX

The California State University does not discriminate on the basis of gender, which includes sex and gender identity or expression, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of gender or sexual orientation in employment, as well as in all education programs and activities operated by the University (both on and off campus). The protection against discrimination on the basis of gender or sexual orientation includes sexual harassment, sexual misconduct, and gender based dating and domestic violence and stalking.

WHAT IS TITLE IX?

Title IX is a federal law that applies to educational institutions receiving federal financial assistance and prohibits discrimination on the basis of sex in an educational institution's programs or activities, including employment, academic, educational, extracurricular and athletic activities (both on and off Campus). Title IX protects all people regardless of their Gender, Sexual Orientation, or Gender Identity or Expression, from Sex Discrimination, including Sexual Harassment, Sexual Misconduct, Dating or Domestic Violence, or Stalking, which are forms of Sex Discrimination.

SEXUAL HARASSMENT

Sexual Harassment is unwelcome conduct of a sexual nature that includes, but is not limited to: Sexual Violence, sexual advances, requests for sexual favors, indecent exposure and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that its effect, whether or not intended, could be considered by a reasonable person in the shoes of the individual, and is in fact considered by the individual, as limiting the individual's ability to participate in or benefit from the services, activities or opportunities offered by the university. Sexual Harassment also includes gender-based harassment, which may include acts of verbal, nonverbal or physical aggression, intimidation or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.

SEXUAL MISCONDUCT

Sexual Misconduct is engaging in any sexual activity without first obtaining Affirmative Consent to the specific activity, whether or not the conduct violates any civil or criminal law. Sexual activity includes, but is not limited to, kissing, touching intimate body parts, fondling, intercourse, penetration of any body part and oral sex. It also includes any unwelcome physical sexual acts, such as unwelcome sexual touching, Sexual Assault, Sexual Battery, Rape and Dating Violence. When based on Gender, Domestic Violence or Stalking also constitute Sexual Misconduct. Sexual activity with a minor is never consensual when the individual is under 18 years old, because the minor is considered incapable of giving legal consent due to age.

DATING VIOLENCE

Dating Violence is abuse committed by a person who is or has been in a social or dating relationship of a romantic or intimate nature with the victim. For purposes of this definition, "abuse" means intentionally or recklessly causing or attempting to cause bodily injury or placing another person in reasonable apprehension of imminent serious bodily injury to himself or herself, or another. Abuse does not include non-physical, emotional distress or injury.



STALKING

Stalking means engaging in a repeated course of conduct directed at a specific person that would cause a reasonable person to fear for their or others' safety or to suffer substantial emotional distress.

AFFIRMATIVE CONSENT

Affirmative Consent means informed, affirmative, conscious, voluntary and mutual agreement to engage in sexual activity. It is the responsibility of the person initiating a sex act to obtain clear Consent. Sex without Affirmative Consent is Sexual Assault. Changing one's mind anywhere in the process is NOT Consent. Also, if someone is incapacitated by alcohol, drugs or disabilities, valid Consent cannot be given for sexual activity.

WHAT TO REPORT?

Report all allegations of discrimination, harassment, retaliation, Sexual Misconduct, Dating or Domestic Violence or Stalking based on sex, gender or sexual orientation which are made against staff, faculty, students, applicants or other Third Parties associated with the campus. The Title IX Coordinator will discuss your situation with you and explain the campus process, including what complaint procedures are available to you.

There is an online **reporting form** on our website—click on the “File a report here” button at the top of our home page; or, you may send an email, call or come to our office.



RESOURCES

CSUSB Title IX Coordinator	909.537.5669
Campus Survivor's Advocate	909.537.5040
Counseling and Psychological Services	909.537.5040
University Police Department	909.537.7777
Women's Resource Center	909.537.7203
San Bernardino Sexual Assault Services (24 Hour Hotline – Bilingual counselors on call)	909.885.8884

See <http://titleix.csusb.edu/> for additional Resources, info and CSU Executive Orders 1095/1096/1097/1098.

TITLE IX COORDINATOR

Cristina Martin - Director, Title IX & Gender Equity
Email: titleix@csusb.edu or cristina.martin@csusb.edu
Office Location: Santos Manuel Student Union, Rm 103

Role: Receiving complaints against faculty, staff, administrators, students and Third Parties; monitoring and oversight of overall implementation of Title IX compliance, including coordination of training, education and communication.



POLICIES AND REGULATIONS

THIS IS YOUR HOME ---

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 campus administration as necessary. Alleged violations of university policy, as defined by the Student Code of Conduct, will be referred to the Office of Student Conduct and Ethical Development for disciplinary action, which may be applied in addition to any consequences that may be incurred for violating DHRE policies under the Housing Agreement. Incident investigation requires adequate time for completion before any action will be taken. Incident investigation requires adequate time for completion before any action will be taken.

STUDENT RIGHTS DURING THE DEPARTMENT OF HOUSING AND RESIDENTIAL EDUCATION CONDUCT PROCESS INCLUDE:

- The right to receive timely notification of the sections of the policy allegedly violated and the date, time and place of any meeting on the alleged violation.
- The right to review information pertinent to the alleged violation
- The right to be present at any meeting on the alleged violation
- The right to receive timely notification of the final decision regarding the alleged incident
- The right to appeal the decision in accordance with the procedures
- The right to have conduct information confidential, only to be disclosed under the provisions set forth by the Family Education Rights and Privacy Act (<http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html>).

DHRE POLICIES

1. ALTERATION OF PREMISES

- b. Alterations, changes, modifications, remodeling and/or renovating, including but not limited to, painting of the unit, tampering with the electrical or mechanical fixtures in the unit or public areas, installing in-line water purification systems, or installing a door or area lock without consent of the Department of Housing and Residential Education is prohibited. All fixtures that are installed become part of the premises and therefore property of the Department of Housing and Residential Education.
- c. Tampering with, or removal of blinds, windows or window screens from any part of the building is prohibited
- d. Licensees shall not install or place any equipment or construction of any type on the grounds or in the buildings.

2. APPLIANCES

- f. Residents shall not bring or maintain any electrical appliances used for heating or preparation of food other than those containing enclosed heating elements. Toaster and other cooking devices with open heating elements are permissible only in the residential apartments and should be used in kitchen areas only. Grills and/or the materials for such grills are prohibited (e.g. propane, natural gas, wood/charcoal).
- g. All Appliances and extension cords must be UL (Underwriters Laboratory) List-approved for the intended use
- h. Personally owned mini-fridges are allowed to a maximum of 3.7 cubic feet. A pad must be placed between the refrigerator and the surface it sits on. Mini fridges placed under beds should not come into contact with bedding, blankets, or sheets as it may pose a fire hazard.
- i. Phones and other electrical equipment should be of a frequency other than the 2.4 MHz (Serrano Village only).
- j. Residents are encouraged to bring energy efficient appliances while living on campus (e.g. appliances with the EnergyStar label).
- k. Microwaves are prohibited in Serrano Village.

3. BALCONIES

- m. Using a balcony to store miscellaneous items, garbage, or university owned/leased furniture is not permitted. Furniture, plants and other items typical to patio use are appropriate.
- n. Using a balcony as a means of entry/exit and/or jumping over balcony railings is prohibited. Residents doing so assume damage charges to balcony area.
- o. Barbecuing or grilling on a balcony is prohibited.

4. BATHROOMS

Bathrooms within Serrano Village are designated male or female depending on the suite. The use of opposite sex bathrooms within Serrano Village is prohibited. A public bathroom is available in the first floor by the trash room. Serrano Village has All-Gender bathrooms located in Mojave first floor.

5. CARE OF APARTMENTS & ROOMS

- r. Upon check-in, residents shall check their room for any damages and note damages on the "Room Condition Inventory" (RCI). This form must be returned within 24 hours of check-in to the Department of Housing and Residential Education.
- s. It is the responsibility of all apartment/roommates to keep the apartment/room clean and sanitary throughout the occupancy period. This includes proper care of windows, screens,

vents, etc.

- t. It is the responsibility of all apartment/roommates to keep the apartment/room free of all policy violations.
- u. Residents are expected to dispose of trash, recyclables & electronic waste to the proper receptacles outside of the building (disposing of personal trash in common areas is prohibited) regularly; maintain reasonable sanitation and safety standards; store food properly; maintain appliances in a clean and safe working condition; and submit "Work Orders" to the Department of Housing and Residential Education for repair of damages to a unit. If in doubt, residents should submit a "Work Order."
- v. At the end of each quarter residents are required to clean and restore their apartments to the original move-in condition. All residents occupying a room/apartment are responsible for the common areas; any charges incurred will be divided equally between all residents of a unit, should the University be unable to determine responsibility for damages or loss after appropriate investigation. If damages occur during your stay, submit an online work order at: http://housing.csusb.edu/terminals/work_order.html
- w. The Department of Housing and Residential Education will conduct periodic Health and Safety Inspections throughout the year. Residents will be given notice in advance of these inspections, as they require entry into student rooms. Violations of the Department of Housing and Residential Education Policies and/or License Agreement are found during such inspections could result in administrative action.

NOTE: Violation of this policy is subject to charges.

6. CARE OF COMMON AREAS & PROPERTY

- y. Common areas and property are for the use of residents only, thus they are the responsibility of every resident. This includes, but is not limited to lounges, study rooms, living rooms, lobbies, stairs, recreation areas, kitchens, balconies, pool, laundry rooms, doors, walkways, fire extinguishers, elevators, exits signs, and lights.
- z. Any malicious damage or acts that result in additional clean up in or around the housing buildings, grounds, other facilities or property is prohibited. Common area damage or clean-up charges not readily assignable to a particular individual may be charged to a group, floor, or hall of residents.
- aa. All furniture and equipment in common areas must remain in its designated common area. Persons found removing furniture or equipment will be subject to disciplinary action and/or applicable costs for repair and replacement.
- ab. Equipment intended for checkout purposes (dollies, games, etc.) must be returned in a timely fashion and in proper working order and/or in the same condition in which the responsible resident received it or financial responsibility for replacement or repair may be imposed.
- ac. Common kitchen areas are to be reasonably maintained by the residents who share the facility. All dishes, foods, and supplies must be removed from the kitchen upon the completion of use. Materials not removed within 24 hours are considered a health hazard and will be disposed.
- ad. Policies "Care of Apartments & Rooms" apply.

NOTE: Violation of the above policies are subject to charges.

7. COPYRIGHT MATERIALS

Federal law restricts the use of copyright videos and materials. The showing of commercial videos is limited to individual student units for viewing only by residents of that unit.

8. FIRE SAFETY & HAZARDS

- ag. Evacuation - All persons are required to evacuate the building immediately upon the sound of an alarm. Interfering with emergency services, procedures, or failing to conform to

established safety regulations and/or instruction given by emergency response staff, is prohibited.

- ah. Fire Reporting & Equipment - Falsely reporting a fire, tampering with or misuse of any fire or reporting equipment (e.g. fire alarms, smoke detectors, fire sprinkler, fire extinguishers, "EXIT" signs, etc.) is prohibited.
- ai. Egress - Disabling, opening, damaging, or propping exits used exclusively as fire exits is prohibited (unless being used properly as an exit during an emergency situation). All hallways, exits, stairwells, doorway, or area that may be deemed an "egress" (i.e. window) need to be free from garbage, bicycles, clutter, furniture or other items that may or have a potential to limit entry/exit (including tripping hazard). All doors and windows must have the ability to be fully opened.
- aj. Combustibles - Possessing or storing gasoline, fireworks, combustible chemicals and/or fuel-driven engines/appliances (e.g. motorcycles, mopeds, gas/propane grills, etc.) within residential housing apartments, rooms, balconies, buildings and/or on grounds immediately adjacent to the on-campus housing facilities is prohibited.
- ak. Open Flames (Candles) - Candles, incense and/or any type of open flame within residential housing apartments, rooms, balconies, buildings and/or on grounds immediately adjacent to the on-campus housing is prohibited. Candles for any purpose (this includes but is not limited to decoration, religious rituals, etc.) are prohibited. If found, such items will be confiscated.
- al. Heat Sources - Open-coiled electric or heating appliances including, but not limited to space heaters and sun lamps within residential housing apartments, rooms, balconies or buildings are prohibited. Curling Irons, glue guns, irons, or any other "heat source" equipment must be attended to all times. Leaving such equipment "on" unattended is a violation of this policy.
- am. Lamps & Lights - Halogen lamps and neon lights are prohibited. Open top lamps, regardless of lamp/bulb type, must have a metal screen fully covering light/heat source.
- an. Plugs & Extension Cords - Extensions cords, multi-plugs, and plug-in air fresheners are not permitted under state fire marshal regulations. Power strips / surge protectors with UL rating are permitted. "Piggy-backing" power strip is not permitted.
- ao. Cooking Equipment - Cooking and/or Cooking Equipment such as toasters, grills, etc. are permitted ONLY in designated kitchen areas. Residents should pay close attention to all food being cooked. Cooking in residential hall rooms, apartment rooms, or balconies is prohibited. Residents interested in barbecuing should use the Barbecue pits, located within Village Square pool area and adjacent to University Village Community Center. Barbecuing on balconies is prohibited.
- ap. Decorations - All decorations must be non-combustible (e.g. made from fire-proof material) and be UL list-approved for intended use. Hanging flammable materials on ceilings or exterior doors such as posters, flags, or nets is prohibited. Door decorations should not cover more than 20% of the surface and be limited to nametags and memo boards. Fresh cut trees (i.e. Christmas trees) are prohibited.

NOTE: Violations of this policy are subject to criminal charges, fines and/or contract cancellation on first time offense. Identified items under this policy are subject to confiscation, disposal and/or destruction.

9.. **FURNITURE**

All furnishing provided in the residence halls is considered State property and is to remain in students' assigned room and cannot be stored nor removed. Furniture may not be disassembled. Lofts and/or bed risers may be constructed with Department of Housing and Residential Education approval and use of proper lofting equipment.

10. GATHERINGS

- as. No more than 13 people can be in a given apartment at one time (California Code section 1004.1.2).
- at. Organized social gatherings in a community space must be approved by the Department of Housing and Residential Education prior to the event.
- au. Activities that substantially or materially disrupt the community or infringes upon the rights of community members are not permitted

11. GUESTS

The following definitions apply to residence hall policies, including host and escort guidelines:

- Resident: a CSUSB student who has a housing license agreement with the Department of Housing and Residential Education and who is assigned to a specific room/apartment within Serrano Village, Arrowhead Village, University Village.
 - Host: A resident who is entertaining guests.
 - Guest: Any individual (including a parent, relative, significant other, etc.) who is visiting a resident in their residence hall, room or apartment. This definition extends to any CSUSB student who is living in another residence hall apartment/room or who may be assigned to another room/apartment within the same building.
 - Overnight Guest: A guest who is in a room/apartment, other than their own between the hours of midnight and 8:00am.
- aw. Guests must be escorted by their hosts at all times.
- ax. Hosts are responsible for informing guests on Department of Housing and Residential Education policies. Guests must not infringe on the rights of roommates or other residents and must abide by all Housing and Residential Education policies. Guest(s) failing to do so will be asked to leave immediately and/or banned from Department of Housing and Residential Education property. Hosts are responsible and accountable for the conduct of their guests while in Housing property, immediately adjacent areas (including parking lots), University property, or at a Residence Life-sponsored or supervised events.
- ay. Overnight guests are to be temporary and infrequent. All overnight guest(s) must be registered and carry a "Guest Pass." A "Guest Pass" can be obtained between during front desk hours for each Village. Overnight guests can stay no longer than 3 consecutive days and 2 nights in any given month. Overnight guests must not exceed 10 day/night visits per quarter. The same guidelines that apply to guests apply to overnight guests. A guest pass is not needed for residents of the Villages visiting other residents.
- az. Cohabitation exists when a person who is not assigned to a particular residence hall or apartment uses that room or apartment as if he or she were living there. Cohabitation is not permitted. Examples of this may include, but are not limited to, accessing the room or apartment while the assigned occupants are not present, utilizing a key to enter a room or apartment to which one is not assigned, keeping clothing and other personal belongings in the residence hall or apartment, sleeping overnight in the room/apartment on a regular basis, and using the bathroom and shower facilities as if they lived in that room/apartment. When a guest's continual presence hinders a roommate's ability to study, sleep, and/or occupy their room, this will be considered a violation of this policy.
- ba. Children 12 years of age or younger are not permitted in the residence halls or university apartments for more than a 24-hour period. Residents assume all liability and responsibility for guests under 18 years of age. For safety and liability reasons, baby-sitting is prohibited within the facilities and immediate area.

NOTE: Violation of this policy is subject to fines and loss of guest privileges.

12. IDENTIFICATION

- bc. Residents and their guests are required to carry and provide appropriate photo identification (e.g. driver's license, school I.D. with Resident Sticker, Guest Pass) upon request by a university staff member performing their duty. Failure to present ID; presenting fabricated, falsified, or misrepresentative ID; permitting others to use IDs for the purpose of improperly gaining access to residence hall, apartment, use of equipment, or any other service or facility is prohibited. Please refer to "Guests" policy for information on "Guest Pass".

13. IMPROPER ROOM TRANSFER

- be. Moving into any room or room assignment without written authorization from the Department of Housing and Residential Education, or moving out of any room without following proper checkout procedures, is prohibited. Residents who do not have roommates should be prepared to have a roommate move in at any time. "Spreading out" in a vacant space is considered an improper room transfer.

NOTE: Violation of this policy is subject to fines.

14. KEYS & LOCKS

- bg. Each licensee is responsible for their keys. Each Licensee is issued a key and/or keycard to their unit and mailbox. All keys and key cards remain the property of the Department of Housing and Residential Education. Should a key be lost/missing/stolen, licensee is required to report lost/missing/stolen key to the Department of Housing and Residential Education within 24 hours of it being lost/missing. A non-refundable charge will be assessed for any replacement key(s) issued to the Licensee during occupancy and/or any key(s) lost or not returned upon Licensee's checkout.
- bh. Under no circumstances should a licensee duplicate, sell, transfer or lend their key to another individual. Permitting others to use a room key for purposes of improperly gaining access to a residence hall, apartment, or any other building or facility is prohibited.
- bi. The installation of any door or area lock other than those provided by the university is prohibited.
- bj. Bypassing or tampering with the electronic locking mechanisms for any door is prohibited.

15. PETS

The harboring, feeding, or possession of any animal in the housing facilities is prohibited, including "visiting" pets. This includes gerbils, rats, hamsters, snakes, turtles, lizards, or any other contained animal. Exceptions are made for service animals (as defined by California Law) and freshwater fish with a 10-gallon tank limit.

NOTE: Violation of this policy is subject to clean-up/sanitation charges.

16. POOL USE

There are two pools located in the Villages. One is located behind the UV Community Center and the other behind the Village Square. The pools are for the use of residents and their guests only. Pool hours are from sunrise to sunset.

17. POSTING

All materials to be posted must be submitted and approved by the Department of Housing and Residential Education. Public display of "obscene matter" as defined in the California Penal Code, Section 311, is prohibited in the housing facility.

18. PROJECTILES

Throwing, dropping, or projecting objects from a window, roof or balcony, including but not limited to bottles, cans, garbage, or water, is prohibited.

19. QUIET HOURS & NOISE

- bp. All students must abide by Quiet Hours. Quiet Hours are from 10pm – 8am Sunday through Thursday and 12:00am (midnight) – 8:00am on Friday and Saturday. During quiet hours, sound from a room or apartment should not be audible outside the unit door nor in adjacent rooms.
- bq. 24-hour quiet hours are in effect during finals week. 24-hour quiet hours will begin the 8am on the Saturday preceding Finals Week and go through 8pm the Friday of Finals Week.
- br. All students must abide by Courtesy Hours. Courtesy Hours are in effect at all times. They refer to one's ability to occupy one's unit for the purpose of studying, sleeping, or engaging in activities in an atmosphere where peace and quiet takes precedence over other activities. Engaging in unreasonably loud activities, which are defined as:
 - 1. A level of noise which may be deemed an undue disturbance by another member of the community or
 - 2. Creating noise, including but not limited to voice, musical instruments (guitar, amps, drums, etc.), and stereos – which is audible outside of one's room during quiet hours, either inside or outside the residence halls are prohibited.

20. SAFETY & SECURITY

- bt. Providing access to buildings, rooms or apartments to those other than residents, staff, or attended guests by any means including, but not limited to, the following: failing to lock or secure doors, propping exit/entrance doors, or allowing a person entrance into a building and leaving them unattended in a public area is not permitted.
- bu. Failure to abide by any security procedures established by the Department of Housing and Residential Education, such as guest check-in, is prohibited.
- bv. Blocking egress of windows and/or doors by trash, boxes, bicycles, etc. is prohibited.
- bw. All polices under "Keys & Locks", "Trespassing & Restricted Access" apply.

21. SMOKING

- by. In compliance with the "Smoke and Tobacco Free" policy, the use of cigarettes, cigars, pipes, electronic smoking devices, tobacco products, chew tobacco, tobacco accessories, vaporizing liquids, or any other tobacco utilization device is prohibited on all CSUSB properties.

22. SOLICITING AND SALES

- ca. Engaging in door-to-door distribution, advertising, sales, promotion, commercial transactions and/or solicitation of any nature within residential housing apartments, rooms, balconies, buildings and/or on grounds immediately adjacent to the on-campus housing facilities (including Serrano Village, Arrowhead Village, and University Village) without the expressed authorization of the Department of Housing and Residential Education is prohibited.

23. SPORTS RELATED ACTIVITIES

- cc. Riding bicycles, skateboards, roller blades, scooters, skates, etc. within any housing facility, including hallways and lobbies is prohibited.
- cd. Playing any physical games in a common area (lounge, lobby, hallway) is prohibited. This includes, but is not limited to, the use of Frisbees, balls, water guns, darts, bicycles, skateboards, roller blades or inappropriate use of a laser pointer.

GOOD SAMARITAN CLAUSE

All members of the housing community are encouraged to immediately seek medical or security assistance for students whose health and well-being may be at risk due to the consumption of alcohol and/or drugs. Although, it does not “free” a person from responsibility for a policy(s) violation, helping a student in need will always be viewed positively in any post-incident follow-up. This includes all incidents where the “Good Samaritan” and/or the person needing emergency assistance may have violated housing policies.

HEALTH, SAFETY AND WELLNESS

The Department of Housing and Residential Education is committed ensuring your health, safety and wellness while living with us on campus. Professional staff will follow up with all residents for the following incidents:

- Academic Support
- Medical Transport of any kind
- General injury
- Alcohol or Drug intoxication
- Domestic disputes
- Roommate Conflicts
- Community Disruptions
- Safety Issues

**Please note that these follow-ups come from a place of genuine concern and care. They are not intended to serve in the place of a conduct/disciplinary meeting.*

CSUSB STUDENT CONDUCT POLICIES & PROCEDURES

The University is committed to maintaining a safe and healthy living and learning environment for all students, faculty and staff. Each member of the campus community should choose behaviors that contribute toward this end.

Student behavior that is not consistent with the Student Conduct Code is addressed by the Office of Student Conduct and Ethical Development through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

The Office of Student Conduct and Ethical Development is committed to maintaining a safe and healthy environment for students to engage in campus life, interact with diverse individuals and participate in activities that encourages growth, curiosity, and scholarly fulfillment. In practice, Student Conduct Administrators strive to maintain two basic tenets:

- Students are afforded reasonable rights as productive individuals of the campus community to function in an environment conducive to learning and personal growth.
- It is the responsibility of every student to ensure that their actions do not interfere with someone else's right to be a productive individual on campus.

The Student Discipline Process is governed by the California State University system-wide Executive Order 1098: Student Conduct Procedures, and by the California Code of Regulations (Education Code), Title 5, §41301, Standards for Student Conduct.

Students have the right to be accompanied to any meeting(s) with a Student Conduct Administrator by an advisor of their choosing. For additional information about student rights and responsibilities, please refer to Executive Order 1098 [\[link\]](#).

STUDENT CODE OF CONDUCT

The following are grounds for student discipline under Title 5, California Code of Regulations, §41301, Standards for Student Conduct:

1. Dishonesty, including:
 - b. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - c. Furnishing false information to a University official, faculty member or campus office.
 - d. Forgery, alteration, or misuse of a University document, key, or identification instrument.
 - e. Misrepresenting one to be an authorized agent of the University or one of its auxiliaries.
6. Unauthorized entry into, presence in, use of, or misuse of University property.
7. Willful, material and substantial disruption or obstruction of a University – related activity, or any on-campus activity.
8. Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.
9. Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.
10. Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.
11. Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.

12. Hazing, or conspiracy to haze, as defined in Education Code Sections 32050 and 32051: "Hazing" includes any method of initiation or initiation into a student organization, or any pastime or amusement engaged in with respect to such an organization which causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending any school, community college, college, university or other educational institution in this state; but the term "hazing" does not include customary athletic events or other similar contests or competitions.
A group of students acting together may be considered a 'student organization' for purposes of this section whether or not they are officially recognized. Neither the express or implied consent of a victim of hazing, nor lack of active participation while hazing is going on is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.
13. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.
14. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.
15. Theft of property or services from the University community, or misappropriation of University resources.
16. Unauthorized destruction or damage to University community, or misappropriate of University resources.
17. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals on campus or at a University related activity.
18. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
19. Misuse of computer facilities or resources, including:
 - t. Unauthorized entry into a file, for any purpose.
 - u. Unauthorized transfer of a file.
 - v. Use of another's identification or password.
 - w. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - x. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - y. Use of computing facilities and resources to interfere with normal University operations.
 - z. Use of computing facilities and resources in violation of copyright laws.
 - aa. Violation of campus computer use policy.
28. *Violation of any published University policy, rule, regulation or presidential order.*

29. Failure to comply with direction of, or interference with, any University official or any public safety officer while acting in the performance of their duties.
30. Any act chargeable as a violation of federal, state, or local law that poses a substantial threat to the safety or well-being of members of the University community, to property within the University community or poses a significant threat of disruption or interference with University operations.
31. Violation of Student Conduct Procedures, including:
 - af. Falsification, distortion, misrepresentation of information related to student discipline matter.
 - ag. Disruption or interference with the orderly progress of a student discipline proceeding.
 - ah. Initiation of student discipline proceeding in bad faith.
 - ai. Attempting to discourage another from participating in the student discipline matter.
 - aj. Attempting to influence the impartiality of any participant in a student discipline matter.
 - ak. Verbal or physical harassment or intimidation of any participant in a student discipline matter.
 - al. Failure to comply with sanction(s) imposed under a student discipline proceeding.
39. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.

**For full disclosure of CSUSB Student Conduct Policies and Procedures visit:*

www.csusb.edu/student-conduct

For more information about the Student Conduct Process, please refer to Executive Order 1098-R via <https://www.calstate.edu/eo/EO-1098-rev-6-23-15.pdf>

CAMPUS SEXUAL HARASSMENT POLICY

Is the policy of California State University, San Bernardino, to maintain a working and learning environment free from sexual harassment of its students, employees, and those who apply for student and employee status. Any behavior determined to constitute a violation of this policy will be viewed as neither complimentary nor humorous, and will be subject to disciplinary action. For more information on CSUSB's Sexual Harassment Policy, please visit

http://policies.csusb.edu/Title_IX_Notice_of_Non-Discrimination.pdf

CAMPUS SEXUAL ASSAULT POLICY

The University has a legal and ethical responsibility to do all it can to protect members of the University community from all forms of sex crimes, including but not limited to sexual assaults and rapes. These crimes are a violation of criminal and civil law, and constitute serious breaches of student or employee conduct as well, thus subject to disciplinary action.

For more information on CSUSB's Sexual Assault Policy, please visit http://policies.csusb.edu/Title_IX_Notice_of_Non-Discrimination.pdf

COMMUNITY INFORMATION & AMENITIES



SERRANO VILLAGE

Serrano Village is the ideal environment for first-year students. This residence hall environment has a strong community that make Serrano Village a perfect place to live, learn and make friends. Serrano Village is broken up into halls and suites. Each hall has its own central laundry facility, kitchen, study room, lounge area and 5 suites. Each suite is made up of 5 bedrooms and a community bathroom. Serrano Village includes Badger, Joshua, Mojave, Morongo, San Manuel, Shandin, Tokay, and Waterman Hall.

ARROWHEAD VILLAGE

Featuring private bedrooms, Arrowhead Village, Olive (building 2), Magnolia (building 3), Redwood (building 4), Mesquite (building 5), and Cottonwood (building 6) offers all the comforts of home, providing students with the freedom and flexibility of apartment- style living with the convenience of being located on campus. Most units in Arrowhead Village have 2-4 single bedrooms, 2 bathrooms, a living room, and a full kitchen. Kitchens include a refrigerator, electric oven range, and garbage disposal. Residents of Arrowhead Village also have the option to purchase a meal plan.

UNIVERSITY VILLAGE

Featuring all private bedrooms, University Village (buildings 7, 8, and 9) is ideally suited for upper class students looking for independent, upscale living with the convenience of being located just across the street from the main campus. University Village has 4 bedroom/4 bath, 4 bedroom/2 bath, or 2 bedroom/1 bath, in addition to a living room, balcony, and full kitchen. Kitchens are fully furnished with a refrigerator, oven range, garbage disposal, microwave, and dishwasher. Residents of University Village have the option to purchase a meal plan.

ROOM TEMPERATURE AND THERMOSTATS

UNIVERSITY VILLAGE AND ARROWHEAD VILLAGE

University Village and Arrowhead Village apartments utilize an automatic digital programmable thermostat. Please do not place posters, covers, lamps, computers, aquariums, televisions, or any type of heat generating device near the thermostat so that it can monitor the temperature properly and efficiently.

NOTE - University Village and Arrowhead Village buildings have the air filter in the living room adjacent to the balcony. Although maintenance will clean and replace filters, it is the resident's responsibility to keep the air vents clean and clear at all times.

There are only three buttons on the thermostat that should be used:

- **Fan:** This button is located on the lower left of your unit. Pushing it will circulate the air in your apartment ("Fan On" will be displayed) and will continue until it is pushed again.
- **Warmer/Cooler:** These are the two triangle shaped buttons on the right. You can set the heating and cooling points using these buttons. The highest heating point the thermostat can be set to is 73 degrees. The lowest cooling point the thermostat can be set to is 75 degrees.

Tampering with any of the other buttons and controls may damage the unit beyond repair! Please do not touch any of the other buttons! Damaging the unit and/or controls may result in charges to the resident. If you are having trouble with your air conditioning unit, please submit a maintenance request online at <http://housing.csusb.edu> , select Submit Online Maintenance request or by calling (909) 537-5246.

SERRANO VILLAGE

Serrano Village residents should complete a maintenance request to request temperature changes. However, please be conscientious of everybody in your suite, as the same heating and cooling unit connect all rooms in a suite. Because the heating and cooling systems operate by sensing the air temperature in your room, it is helpful to keep your windows closed on very warm and very cold days. Covering the vents will also affect the temperature in rooms, and should not be covered.

WINDOWS AND WINDOW SCREENS

Residents are responsible for window screens and window glass in their room/apartment. Window screens should be kept in place at all times. Removing or tearing holes on screens is discouraged and may result in charges. Residents should also discourage friends and residents from throwing small rocks or objects at windows. Windows and screens should be closed during high wind season as high winds can break windows. Residents assume full responsibility for damages and repairs to screens and/or glass damaged due to negligence of not closing windows during high winds.

KEYS AND LOCKOUTS

Always carry your key with you and lock your door. Propping doors open, giving your key to friends, or keeping doors unlocked invites strangers into your residence, and is a violation of Housing policy (see "Policies section in this handbook). If at any time your key is lost or stolen, students should report it immediately to the Department of Housing and Residential Education. The cost to re-key a room or apartment is minimum \$25.00 per lock (cost may increase depending on number of keys that need to be made).

Students will receive two "free" lockouts every quarter. Every lockout after that will result in a \$5.00 charge. This charge will be billed to the student's account. If a student is locked out, they can go to their village desk to obtain a lock out key. If they are locked out after the village desk closes, they can call their Respective RA Duty Line.

GENDER INCLUSIVE HOUSING

The Department of Housing and Residential Education (DHRE) at California State San Bernardino (CSUSB) values the diversity of its students, staff, and faculty and takes all efforts to promote dignity, respect, and inclusion among all residents. CSUSB provides both co-ed and gender-specific housing and does not discriminate based on gender identity.

Gender Inclusive Housing opportunities are available within CSUSB Housing and Residential Education. Gender identities are numerous and include man, woman, transgender, and gender non-conforming. While any student may request gender-inclusive housing, placement priority will be given to students who notify CSUSB Housing and Residential Education that they are requesting accommodations based on their gender identity or expression. Gender Inclusive Housing generally exists in Serrano Village and Arrowhead Village and is determined on a case-by-case basis. Gender is defined as inclusive of one's gender identity and gender-related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth. Within this framework, CSUSB Housing and Residential Education seeks to meet the needs of students of all gender identities/expressions in the best way possible.

Residents who wish to request accommodations due to gender identity or gender non-conformity should contact CSUSB Housing and Residential Education as soon as the Housing application is completed and submitted to the Housing and Residential Education Office. Students must indicate on their Housing Application that they are applying for Gender Inclusive Housing and that they are comfortable living with students of any gender or gender identity. This housing option is not intended for romantic couples, but is intended for students who feel more comfortable sharing a room or apartment with individuals of a different sex or gender or who do not subscribe to the gender binary.

We understand that going through the application can be stressful and confusing for students exploring their gender identity. CSUSB Housing will not ask for any more information than is required to meet students housing needs, and all information is strictly confidential. CSUSB Housing and Residential Education will make every effort to honor all reasonable accommodation(s) requests.

A photograph of a building facade, likely a university building, featuring a clock tower and a green overlay. The building has a reddish-brown wall and a white clock face. The number 1577 is visible on the wall. The green overlay is a semi-transparent band across the middle of the image, containing the text 'CONTRACT INFORMATION'.

CONTRACT INFORMATION

DEPARTMENT HOURS AND LOCATION

The Department of Housing and Residential Education (DHRE) is located at the University Village Community Center. Office hours are M-F, 8:00 am – 5:00 pm. For more information, please call (909)537-4155 or e-mail us at housing@csusb.edu.

ROOMMATES

The Department of Housing and Residential Education coordinates room assignments based on the information each student provides in their housing application. Every effort is made to accommodate the preferences of each individual student; however, we cannot guarantee that your preference will be accommodated. Therefore, living successfully with roommates requires flexibility and the willingness to communicate in an honest, yet tactful manner. It is understandable that it may be challenging to share living space at times; schedules, personalities, habits, stresses, and lifestyles vary from person to person.

ROOM CHANGE REQUESTS

Room and apartment changes are made only under exceptional circumstances. If a conflict arises within a living situation, all those involved are expected to make their best efforts to resolve the problem. Resident Assistants and Area Coordinators are available to assist residents with roommate issues. Housing reserves the right, as per the license agreement, to temporarily or permanently relocate a student if deemed necessary to resolve a conflict. If a student is experiencing exceptional circumstances and wishes to change their housing assignment, the following guidelines apply:

- Individuals interested in a change should first communicate existing issues to their respective RA, and with their assistance, work toward a resolution (see “Roommates” section in this handbook).
- The respective Area Coordinator of Residential Education must approve all room change requests. To set up an appointment with the Area Coordinator, contact your Village Area Coordinator; Serrano Village (909) 537-5364, Arrowhead Village at (909) 537-4158, and University Village at (909) 537-4167.
- Room changes will be done between the start of the 3rd and the end of the 8th week of each quarter.
- Unauthorized room changes are not permitted. Residents in violation of this policy will be required to move back to their original rooms and are subject to disciplinary action and/or financial assessments (see “Policies” section in this handbook.)
- Individuals interested in a room change should note that there is an administrative fee for room changes. In addition, housing fees could increase / decrease based on new location.
- First Year students in SV will not be allowed to do room changes into non-first

year student apartments in AV and UV until the 3rd week of their second quarter living in housing. Room changes will be done based on space availability and may be denied if student is not in good disciplinary standing or have a housing balance.

CONTRACT CANCELLATIONS

Your housing contract is a legally binding document and all contract conditions are strictly enforced. This information is intended as a summary. Please refer to Sections VI, VII, and VIII of the License Agreement Terms and Conditions for exact contractual stipulations. Please stop by the Housing Office to obtain the appropriate paperwork to request a cancellation.

MOVING OUT

When students have been approved to move out, they must adhere to the following checkout procedures:

- Have an approved cancellation.
- Checkout by approved date.
- Checkout can be done by doing an 'Express Check Out' at your Village Desk Location.
- All keys issued by the Department of Housing and Residential Education must be returned upon checkout (students will be charged for any and all keys not returned)
- At the time of check-out the room and/or spaces being vacated must be clean and empty of all personal belongings. The Department of Housing and Residential Education is not responsible for any items left behind.

Please contact the Department of Housing and Residential Education for additional check-out information. Failure to comply with move-out procedures (i.e., moving out late or not returning keys in a timely manner) may result in an improper checkout charge of \$100.00, charges for any necessary re-keys, and/or cleaning /damage charges being billed to the student's account.

After move out, mail will be forwarded for a period of three months after the date of the approved move out. The address supplied by the resident will be used to forward mail. After the 3 month period, the mail will be returned to originating sender and forwarding will cease. Please remember to update your new address on your MyCoyote Student Center to ensure campus related mail (FA checks, diplomas, etc) is mailed to your correct address.

ROOM RATES

Payments are due prior to the start of each quarter. Reminder statements will not be sent out. A \$10 late fee will be charged for payments received after each quarter census. A one-time \$25 non-refundable application fee will be charged towards the term in which you are applying. Below are the 2017-18 rates:

Serrano Village

(Meal Plan Included)

Payment	Double Occupancy 180 sq. ft.	Single Occupancy 126 sq. ft.
Fall	\$3,277.00	\$3,773.00
Winter	\$3,252.00	\$3,748.00
Spring	\$3,251.00	\$3,747.00
Total	\$9,780.00	\$11,268.00

Arrowhead Village

Payment	4 Bed / 2 Bath 103-128 sq. ft. per bedroom (Includes Freshmen meal plan)	4 Bed / 2 Bath 103-128 sq. ft. per bedroom	Studio 104 sq. ft. (living/bedroom area)	2 Bed / 2 Bath 174 sq. ft. per bedroom
Fall	\$4,080.00	\$2,855.00	\$3,439.00	\$3,505.00
Winter	\$4,055.00	\$2,830.00	\$3,414.00	\$3,480.00
Spring	\$4,054.00	\$2,829.00	\$3,413.00	\$3,479.00
Total	\$12,189.00	\$8,514.00	\$10,266.00	\$10,464.00

University Village

(Meal Plan Not Included)

Payment	4 Bed / 2 Bath 140 sq. ft. per bedroom	2 Bed / 1 Bath 140 sq. ft. per bedroom	4 Bed / 4 Bath 120 sq. ft. per bedroom
Fall	\$3,027.00	\$3,399.00	\$3,457.00
Winter	\$3,002.00	\$3,374.00	\$3,432.00
Spring	\$3,001.00	\$3,373.00	\$3,431.00
Total	\$9,030.00	\$10,146.00	\$10,320.00

PAYMENT INFORMATION

Housing and Residential Education will place quarterly fees at the beginning of each quarter on your student account. In addition, a one-time \$25 non-refundable application fee will be applied towards the term in which you are applying. All payments collected will be posted on your student account. Tuition balance supersedes housing charges and will be applied first. It is the licensee's responsibility to make all payments by the due dates (Refer to the Room Rates) and periodically check their student account.

INITIAL PAYMENT AND CONTRACTING

1. **PAYING THE FIRST QUARTER PAYMENT IN ADVANCE TO CONTRACT WITH OHRL**

To apply for housing, you submit the housing application along with the first quarter payment in advance. Applications will be considered pending and NOT eligible for assignment until all documents and payments are received making your contract binding and you eligible for a room assignment. The completed application date (when all materials and first quarter payment are received) is used to determine assignment priority. Early completed applications are highly encouraged.

2. **CONTRACTING USING FINANCIAL AID TO PAY FOR YOUR HOUSING FEES**

To apply for housing, you submit the housing application and ensure you have checked off the appropriate box in Section 2 of the Student Housing License Agreement. Applications will be considered pending and NOT eligible for assignment until all documents are received and Section 2 has been completed. The completed application date is used to determine assignment priority. Early completed applications are highly encouraged. Should a financial aid recipient not have enough financial aid to cover their quarterly payment at the beginning of the quarter, they should make payment to keep account current and to avoid any late fees. If you have any questions about your financial aid, please contact their office at (909) 537-5227 or visit <http://finaid.csusb.edu/>

Mail the completed Housing Applications with the first quarter payment or select that you will receive Financial Aid from CSUSB in Section 2 of Student Housing License Agreement to:

Housing and Residential Education
6000 University Parkway
San Bernardino, CA 92407

Please make your payment check or money order payable to: CSUSB-Housing. It is critical that you include your 9 digit Coyote ID on your check or money order. There is a dishonored/returned check fee that will be applied to your student account for insufficient funds.

PAYMENT METHODS

- Online Payment:** Submit an electronic payment using the payment link on the “Student Center” of your MyCoyote account. Master credit card, American Express, Discover, Visa, and electronic check are acceptable means of payment.
- Walk-In Payment:** Make a cash, check, money order, and/or ATM/debit payment in person at the Bursar Office located in University Hall (UH-035). Credit cards not accepted.
- Mail-In Payment:** Make check or money order payable to:
CSUSB Housing - Include your 9 digit Coyote ID on check or money order.
- Mail payment to:** CSUSB
Bursar Office UH-035
5500 University Parkway
San Bernardino, CA 92407

MAINTENANCE AND HOUSEKEEPING

It is the goal of the Department of Housing and Residential Education to maintain each community in good condition for current and future residents. As maintenance and repair issues are brought to our attention, we will remedy them as promptly as possible. Custodial staff clean all areas except individual rooms and apartments. This includes regular cleaning of public areas and Serrano Village restrooms. DHRE offers maintenance service 24 hours a day for emergencies only. Maintenance requests not classified as an emergency will be serviced in 2-3 days during normal business hours. For after hour and weekend emergency maintenance related items notify the RA on duty for your respective village. Items that are considered maintenance emergencies include any potential breach to building security, loss of central heating and cooling, loss of hot water and loss of electricity.

ROOM CONDITION INVENTORY (RCI) & DAMAGES

At check-in, students receive a RCI, which will be the record of the condition of the student’s room at the time of move in. Students must inspect their room/apartment and be certain that the form is completed accurately. Students must confirm that this form is accurate within 24 hours of picking up their new keys. A copy of the check in RCI with move in condition notes must be supplied to their village desk and be used during the checkout process.

When students move out of housing, a staff member, using the move-in condition form, will inspect the resident room/apartment and note any new damages. If a resident fails to move out properly, the RCI will be completed in absence of the resident. Any damages beyond normal wear and tear identified at checkout and not previously indicated on the form will be assumed to have occurred during the student’s residency. Form is submitted to the AD for Facilities for a final assessment and determination of charges. The resident will receive a letter indicating charges associated with their move out. If no individual claims responsibility for damages in shared areas, all roommates/suite mates will be billed. (See “Community Damages” section in this handbook). Charges will appear on the student’s account.

To avoid check out charges, University Village and Arrowhead Village residents may fill out cleaning agreements prior to checkout to indicate who will take responsibility for cleaning certain areas of the apartment. Contact your Area Coordinator for an agreement form.

MAINTENANCE REQUEST

If there is a maintenance issue in your room or apartment, please submit a maintenance request online at <http://housing.csusb.edu> . Please contact (909) 537-5246 during normal operating hours if you have any questions. For after hour and weekend emergency maintenance related items notify the RA on duty for your respective village. Items that are considered maintenance emergencies include: any Potential breach to building security, loss of central heating and cooling, loss of hot water and loss of electricity.

NOTE – this link is only available from an on-campus internet connection and it will not appear if you try to access from off-campus.

COMMUNITY DAMAGES

At the beginning of the academic year, an assessment is conducted of each public area. Any damages beyond normal wear and tear, which cannot be attributed to a specific person or persons, will be billed evenly among the residents of the suite, hall, or apartment depending on where the damage had occurred. (See “Policies” section in this handbook).

DECORATING YOUR ROOM

Your room has been cleaned and repaired so that it is in good shape for you to move in. We count on your help to keep these rooms in good condition. Save yourself additional charges by observing the following rules:

1. Using nails, tacks, staples, or any other fasteners to hang pictures or posters on the walls is discouraged. In Serrano Villages, only use the wooden tack strips provided for these purposes.
2. Using glue, double-sided tape, “duct” tape, or “Scotch” tape is discouraged. These adhesives will most certainly cause damage. The use of adhesives which will not discolor or pull away the paint are permitted.
3. Posting personal materials in the bathrooms, hallways, or public areas is discouraged.
4. Using nails, tacks, or staples on room doors is discouraged. Use appropriate tape on doors.
Door and window decorations should be posted in consideration of others, and in accordance with community decency standards. If decorations are deemed offensive and inappropriate for public areas, the resident may be asked to take it down or modify it. Exercise care when moving furniture and belongings in and around your room, so as not to damage walls or carpeting.

SERVICES



TRASH REMOVAL

Residents are responsible for removing trash from their room and placing it in the appropriate locations. Leaving trash in the hallways, suites, or suite bathrooms is not permissible and may result in charges being placed on student accounts. Serrano Village Residents can deposit individual trash in the “trash rooms” located inside their hall. Please contact your RA for specific locations. Please do not store trash in apartment, room and/or balcony. This may attract insects and animals, additionally; this causes bad odors and is a health hazard to you, roommates and surrounding community members.

Arrowhead Village and University Village residents must use outdoor receptacles located in the adjacent parking lots. Please contact your RA for specific locations.

LAUNDRY SERVICE

The cost to use laundry machines in the Villages is \$1.25 to wash and \$0.75 to dry. Card operated machines are located in each Village. There are two machines in each residence hall in Serrano Village. Residents living in Arrowhead Village use the central laundry room located near the Village Square pool. University Village residents will find machines located on each floor of University Village. A credit or debit card is required to use laundry facilities.

MAIL

If you would like to have a mailbox on campus, you will need to go our Housing Annex office to be issued a mail key with a mailbox.

Serrano, Arrowhead, and University Village mailboxes are located near the Arrowhead Village laundry room. Mail is distributed daily with the exception of weekends and holidays. For questions regarding mail, please call (909) 537-7153. Mail sent to the campus should be addressed in the following way:

Student Name
Hall/Room Number
6000 University Parkway
San Bernardino, CA 92407

To better assist us in mail delivery, students are asked to:

- Please make sure mail is sent to name as listed with the Department of Housing and Residential Education. Nicknames, family names or names written in other languages may result in delays.
- If you receive mail addressed to someone else, it should be returned to the mail room immediately. It is a Federal Offense to open mail addressed to someone else.
- Upon move out, mail received for the former resident will be forwarded for a period of 3 months after the date of the move out. The address supplied by the resident will be used for forwarded mail. After 3 months, the mail will be returned to the originating sender and forwarding will cease.

PACKAGES

Letters or packages too large to fit in mailboxes will be available for pick up at the Mailroom, located across from the Village Square, M-F 9:00 am- 4:00 pm and the mailroom will close for delivery of mail between 4:00 pm and 5:00 pm. A package notification slip will be left in the student's mailbox indicating there is an oversized letter or package. For questions regarding packages call 537-7153.

To better assist us in package deliveries, please remember:

- ALWAYS present package notification slip and CSUSB student ID to claim a package.
- Packages not picked up within two weeks will be returned to sender.
- It is difficult for the mail room to receive perishables, as we do not have the proper storage units and items may become spoiled. We are not responsible for perishable items.
- Students expecting an "urgent" item should check with the mail room periodically.

Consider using the Amazon Locker for deliveries. The Amazon locker is named "BOBA" and available for 24/7 access. This locker delivery system is located near the resident mailroom.

PARKING

Parking is enforced 24 hours a day, 7 days a week. All residents and guests must purchase a parking permit in order to park on campus. Quarterly permits may be purchased at the Bursar's Office. In addition to a permit, residents must obtain a special resident decal in order to park in the reserved resident parking spaces from Parking Services/Transportation Services (Basement of University Hall).

USING TECHNOLOGY WHEN LIVING ON CAMPUS

CABLE

Expanded basic cable is provided by Charter Communications. Please submit a maintenance request or call the residential facilities office at (909) 537 5246. Before calling make sure your TV has been programed to accept cable system, this may limit the number of channels received. The following is a breakdown, by Village, of the phone, cable and internet services provided to residents of The Villages at CSUSB.

INTERNET

Internet access is included as part of the telecommunication services provided to all students on campus. Residents should familiarize themselves with the Acceptable Use Policy for Electronic Communications at <http://policies.csusb.edu/elecomm.htm> prior to using these resources In order to connect to the CSUSB network, students are required to have specific network adapters depending in which Village the student is located. You cannot connect to the CSUSB network

with a modem. If you have any questions regarding the necessary equipment or need help with installation, please call the help desk at (909) 537-7677.

INTERNET AUTHENTICATION

Internet access is included as part of the telecommunication services provided to all residents and students on campus. In order to connect to the CSUSB network, students are required to have wireless or Ethernet cable capabilities on their electronic devices.

Residents **CANNOT CONNECT TO THE CSUSB NETWORK WITH A ROUTER**. Most new computers are equipped with built in network adapters.

All users in student housing are required to authenticate in order to gain access to the Internet. The authentication protocol will ask the user for a valid Coyote ID and password. In order to gain access to the Internet from either a wired or wireless connection from the housing area, users need to launch their preferred web browser, which will automatically be redirected to an authentication service. If you have any questions regarding the necessary equipment, installation or you are having difficulty with your Coyote ID, password, or email please call (909) 537-7677.

COMMUNITY CENTERS

Village Square is located next to the Housing Annex office and is equipped with a large screen cable television, change machine, drink machine, foosball table, pool table, ping-pong table, board games, and video games are available through the community front desk. Front desk are located in Badger (SV Community) and Morongo (AV Community). The Village Square and Front Desks are open Mon - Fri from 8:00am-12:00am, Sat - Sun from 12:00pm – 8:00pm.

University Village Community Center is equipped with a computer lab, fitness center, pool table, large screen TV, board games, and video games. The community center is open from Mon - Fri from 8:00am-12:00am, Sat - Sun from 12:00pm – 8:00pm.

IMPORTANT PHONE NUMBERS

Alumni Affairs	537- 5008
Arrowhead Village (bldgs. 2, 3, 4) Resident Assistant Duty Line	772- 2079
Arrowhead Village (bldgs. 5 & 6) Resident Assistant Duty Line	273-4513
Associated Students	537- 5932
Athletics	537- 5011
Bookstore	537- 5966
Box Office	537- 5933
Bursar (Sierra Hall)	537- 5157
Bursar (University Hall)	537- 7257
Campus Escort Service	537- 5165
CARE Team	537-2273 (7-CARE)
Chronicle, The	537- 5289
Coussoulis Arena	537- 7360
Coyote One Card	537- 5064
Cross Cultural Center	537- 7204
EMERGENCY - police, fire, medical	537 – 5165 / 537 –7777 / 91
EOP	537- 5042
Financial Aid (TRACS)	537- 5227
Help Desk	537- 7677
Housing and Residential Education	537- 4155
Learning Center	537- 5038
Library	537- 5090
Lost and Found	537- 5165
National Student Exchange	537- 5239
Office of Student Conduct & Ethical Development	537-7172
Osher Adult Re-Entry Center	537- 5253
Parking Services	537- 5912
Psychological Counseling Center	537- 5040
Recreational Sports	537- 5235
Serrano Village Resident Assistant Duty Line	772- 2435
Services to Students w/ Disabilities	537- 5238
Student Health Center	537- 5241
Student Leadership & Development	537- 5234
Theatre Arts	537- 5876
Title IX and Gender Equity	537-5669
University Police (non-emergency)	537- 5165
University Village Resident Assistant Duty Line	322- 0376
Women's Resource Center	537- 7203

