

Resident Handbook

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WELCOME

Welcome to Housing and Residential Education at Cal State San Bernardino! We are thrilled you have chosen to Live with the Pack and believe by living on campus you will truly enhance your college experience. This guide is intended as a resource for your on campus living experience and provides helpful information to assist you and your transition to campus. We also know that developing a positive roommate relationship can be one of the most rewarding, fun, and memorable aspects of your CSUSB experience, so we've included some resources and tips on how to successfully live with roommates! Additionally, this guide includes important University policies and procedures that you will need to familiarize yourself with as a residential student. All CSUSB residential students are responsible for knowing and following these important community standards. There are lots of Housing and Residential Education staff members to assist you and your transition, please don't hesitate to reach out to your Resident Assistant, Academic Mentor, Student Coordinator, or Area Coordinator. Our goal is to help create a safe, welcoming, and engaging community where you will live, learn, and grow. Welcome to the on-campus Pack!

DEPARTMENT HOURS AND LOCATION

The Department of Housing and Residential Education (DHRE) is located in the Housing Administration Office in Coyote Village in Cajon Hall, on the corner of Cajon Hall directly across from Serrano Village. 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

RIGHTS AND RESPONSIBILITIES

You have the right to...	You have the responsibility to...
<ul style="list-style-type: none">• A safe and secure living environment	<ul style="list-style-type: none">• Abide by the Terms and Conditions of the Housing License Agreement
<ul style="list-style-type: none">• A clean, maintained living environment that supports academic success	<ul style="list-style-type: none">• Understand and abide by the policies and procedures in this Resident Handbook (in effect at all times)
<ul style="list-style-type: none">• Consider all public living areas as shared living areas	<ul style="list-style-type: none">• Abide by CSUSB policies, state and federal laws

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. ACOREs live on campus amongst the residents to serve as a direct professional resource to residents. ACOREs additionally have office hours where they are concerns and to assist with accessing various campus resources (academic, social, emotional, etc.). In addition, the ACOREs directly oversee the residents, RAs, HCs, advise Village Council, and address issues that arise within their respective Village while

supporting the academic, social, and personal success of students and staff alike. ACOREs will address misconduct issues 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 mediating and assisting with community conflicts, and coordinating programmatic initiatives within their community

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 Villages.

FRONT DESK ASSISTANT (FDA)

Front Desk Assistants (FDAs) 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, 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.

COMMUNITY STUDENT LEADERSHIP

RESIDENCE HALLS ASSOCIATION (RHA)

The Residence Halls Association (RHA) is the student-run executive board that represents the four Villages at CSUSB with over 1,800 residents. RHA provides leadership opportunities for residential students and a venue for students to voice their needs and concerns on a departmental, campus, and national level. RHA is a great opportunity for students interested in promoting community development, hall pride, and being a voice for residents. Residents can get involved by attending bi-weekly General Board meetings where the RHA Executive Board promotes professional development and leadership growth, addresses issues impacting residents, and creates events to connect students to the housing and campus communities. RHA provides opportunities for Village Council representatives to attend leadership conferences and represent CSUSB at regional and national conferences.

VILLAGE COUNCIL (VC)

Village Council is an elected and student volunteer leadership board within each village. Arrowhead Village, Coyote Village, Serrano Village and University Village residents may join their Village's council to plan social community events, assist residents in creating a positive living environment and advocate for community and resident needs. Village Council is mentored and supported by the RHA Executive Board. Each member of Village Council sits on the RHA General Board to help connect leaders of the four villages, and voice the opinions, suggestions or questions that residents have about upcoming events or resources provided for students while staying on campus. Village Council has a direct impact on positive social connections in the Villages, and is asked by the Department of Housing and Residential Education to provide feedback on changes to policy and the residential experience.

EMERGENCIES AND RESOURCES

GENERAL INFORMATION

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).

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

PERSONAL SAFETY

Taking responsibility for personal safety is imperative in a community living environment.

Residents play a key role in keeping the community safe by taking the following measures:

- Carry room/apartment keys at all times. Never lend keys to anyone.
- Don't prop exterior doors open or let others walk into buildings behind you.
- Keep doors locked at all times. Even if just going next door or using the restroom.
- Report any non-locking doors and windows to the Department of Housing and Residential Education, or the RA on Duty.
- Report unsafe or suspicious items or persons to the RA on Duty or the Department of Housing and Residential Education and/or University Police.
- Know the locations of the blue light phones throughout campus.

Download LiveSafe today!

The LiveSafe app provides students, faculty and staff with a direct connection to CSUSB University Police so that everyone can easily communicate all their safety needs. Its easy-to-use features help you stay safe every day and enable us to better protect you. Download the app in your App or Play Store or follow this link:

[https://pcpi.app.link/?\\$deeplink_path=chooseorg&orgid=2456&sourceid=5&edc=150239516700&hash=4507185510396&p=c11335dc9a027af3e60389](https://pcpi.app.link/?$deeplink_path=chooseorg&orgid=2456&sourceid=5&edc=150239516700&hash=4507185510396&p=c11335dc9a027af3e60389)

Emergency Alert System

CSUSB utilizes an emergency messaging system that can simultaneously send safety alerts to phones, email addresses, text/SMS and TTY/TDD devices. It will be used only for emergency communication purposes and for occasional announcements that could be of interest to all or specific parts of the campus community.

All faculty, staff and students are automatically enrolled to receive emergency messages, but we ask that you log into MyCoyote to confirm your data. Please provide all of your contact information, including a cell phone, so the university will have more ways to reach you in the event of an emergency. Emergency notification alerts will primarily be used for emergency communication purposes.

UNIVERSITY POLICE

Residents' safety and security in housing and around campus is important. The Department of Housing & Residential Education, in coordination with the University Police, works to provide a safe and healthy living environment for all students.

The phone number for University Police is (909) 537-7777. It is recommended that all residents program the number into their cell phones 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.

To request an escort from a trained student CSO, please call shortly before your desired departure time. Call University Police at (909) 537-7777 for an ESCORT.

Police Satellite Office

The University Police Satellite office, located in Joshua Hall, provides a police presence in residential communities and enables students to take care of basic police services, such as filing a police report or obtaining crime prevention information. The office is staffed daily during periodic hours.

BLUE LIGHT PHONES

Emergency blue light phones 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.

SECURITY CAMERAS

There are closed circuit television camera (CCTV) systems in select areas of the residential communities, such as entrances/exits of buildings. The CCTV system is not a surveillance program, there is no one continuously viewing camera transmission. Instead, the CCTV system provides an electronic record used to investigate incidents and acts as a deterrence for inappropriate behavior.

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 of all student rooms are conducted twice per year. 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 Marshal will conduct independent random inspections per state mandate.

ALARMS AND EVACUATION PROCEDURES

Any time that a building fire alarm is activated, all individuals in the building must evacuate. This includes real fires, fire drills, and false alarm activations. The Department of Housing and Residential Education will hold 2 fire drills per year to ensure residents are aware of and have practiced proper fire alarm response.

Tampering with fire safety equipment is a policy violation and will result in fines and disciplinary action (see "Policies" section). Students 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 community safety, detector batteries may not be removed.
- 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.

Primary Evacuation Sites for Housing:

Housing Facilities	Evacuation Location
Cajon Hall	In front of Jack Brown
Running Springs Hall	30 minute parking by Building 2
Shandin, Badger, Waterman, & Morongo	Parking lot D
Tokay, San Manuel, Joshua, & Mojave	Coyote Village lawn between Running Springs and Parking lot F
Building 2	30 minute parking by Building 2
Buildings 3, 4, & 5	Lot F behind/adjacent to your specific building
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):

Housing Facilities	Secondary Evacuation Location
Arrowhead Village (Buildings 2, 3, 4, 5, and 6)	Parking Lot F
Coyote Village (Cajon Hall & Running Springs)	Parking Lot F
Serrano Village (Shandin, Badger, Waterman, Morongo, Tokay, San Manuel, Joshua, & Mojave)	Parking Lot D
University Village (Buildings 7, 8, and 9)	Dirt lot by UV (towards University Parkway)

ACTIVE SHOOTER

If you are close to an active shooting area or witness an Active Shooter:

1. Remove yourself from the situation by evacuating your current location (if safe to do so)
2. Seek a safe shelter, lock all doors/windows, turn off lights, silence phones, and do not draw attention to yourself. Remain quiet in both movement and vocally. Do not answer the door under any circumstance.
 - a. Safe Shelters Include: multiple walls, minimal windows, lockable location, etc.
3. Call UPD to share critical information:
 - a. Your name, incident location, number of shooters, description of shooter(s), your location, injuries (if known)

If you are NOT located in the active shooting area or are not immediately impacted:

1. If you are in class or "on-campus":
 - a. Follow steps 2-3 (listed above)
2. If you are in a housing area (Coyote/Serrano/Arrowhead/University Village or surrounding areas)

- a. Take shelter in the nearest building you have access to (only if safe to do so)
- b. Follow steps 2-3 (listed above)

EARTHQUAKES

Residents are encouraged to keep these supplies in their room:

- Flashlight with extra batteries
- Heavy gloves, shoes, and a blanket
- 3 gallons of drinking water
- First aid kit
- Supply of necessary medication(s)

In the event of an earthquake:

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

MISSING RESIDENTIAL STUDENT NOTIFICATION POLICY AND PROTOCOL

The purpose of this policy is to establish procedures for The Department of Housing and Residential Education (DHRE) at California State University, San Bernardino's response to reports of missing students residing in CSUSB on campus housing, as required by the Higher Education Opportunity Act of 2008. This document provides guidelines for the notification of contacts of CSUSB residential students who have been reported to be missing and outlines procedures for CSUSB's response to reports of missing students. Each student residing in CSUSB owned on-campus housing has the option to designate an individual or individuals to be contacted by the University no later than 24 hours after the time that the University Police Department determines that student to be missing.

Higher Education Opportunity Act (HEOA) of 2008 Requirements

1. If a student who lives in On-Campus Student Housing is determined to have been missing for 24 hours, a university has only 24 hours after the determination in which to initiate specific notification procedures. This requirement does not preclude a university from making a determination that a student is missing before the student has been missing for a full 24 hours, or from initiating notification procedures as soon as it determines that the student is missing.
2. An institution that provides any On-Campus Student Housing Facility must include a statement of policy regarding missing student notification procedures for students who reside in On-Campus Student Housing Facilities in its annual security report. This statement must indicate a list of titles of the persons or organizations to which students, employees, or other individuals should report that a student has been missing for 24 hours, require that any missing student report must be referred immediately to the institution's police or campus security department, or, in the absence of an institutional

police or campus security department, to the local law enforcement agency that has jurisdiction in the area, and contain an option for each student to identify a contact person or persons whom the institution shall notify within 24 hours of determination that the student is missing, if the student has been determined missing by the institutional police or campus security department, or local law enforcement agency.

3. Advise students that their contact information will be registered confidentially, that this information will be accessible only to authorized campus officials, and that it may not be disclosed except to law enforcement in furtherance of missing person investigation.
4. Advise students that if they are under 18 years of age and not emancipated, the institution must notify a custodial parent or guardian within 24 hours of the determination that the student is missing, in addition to notifying any additional contact person designated by the student.
5. Advise students that the institution will notify the local law enforcement agency within 24 hours of the determination that the student is missing, unless the local law enforcement agency was the entity that made the determination that the student is missing.

Missing Residential Student Notification Policy

This policy establishes official notification procedures for a missing student who resides in a CSUSB On-Campus Housing Facility. The University is required to make certain notifications within 24 hours of taking a missing student report for students who reside in on-campus student housing. The Missing Residential Student Notification Policy is included in the Housing Handbook which is available online at <http://csusb.edu/housing>.

On an annual basis, the Department of Housing and Residential Education (DHRE) will notify students living on campus of their option to identify or change a missing person contact(s), who the institution shall notify within 24 hours of the determination that the student has been missing for 24 hours. This contact is confidential and strictly used for missing person purposes only. This is a separate contact from their emergency contact, but may be the same person. DHRE will maintain each student's missing person contact(s) until the student changes the contact(s); it is the student's responsibility to update their missing person contact information. If the student does not register a missing student contact, then the student's designated emergency contact person or people shall be contacted.

The sole purpose of collection and retention of this information is for campus officials to make notification in the event that a resident is determined to be missing. Housing may collect this information on a form or electronically and it is intended to be kept confidential and only accessed in a reported missing person situation. Only authorized campus individuals and law enforcement officers in furtherance of a missing person investigation may have access to the information. DHRE shall be the custodian of this information and this information may only be released upon authorization by the Vice President for Student Affairs, the Associate Vice President/Dean of Students, the Executive Director of Housing & Residence Life, the Associate Director for Residence Life, or the acting Executive Director of Housing & Residence Life in the absence of the above-named persons.

Procedures When a Student is reported missing

1. When a report of a missing student is received by any DHRE staff member, DHRE will immediately report this information to the University Police (UPD) as required by the university. UPD will initiate an investigation consistent with CSUSB policies, procedures, and applicable regulations.
2. The DHRE team member will utilize appropriate reporting lines to report this information to the Executive Director of Housing and Residence Education (DHRE) who will report this information to the Associate Vice President of Student Affairs/Dean of Students who will contact the Vice President of Student Affairs.
3. DHRE will assist in gathering essential information about the situation and provide information to UPD as requested to further the missing person investigation. Information provided might include a description, clothes last worn, where student might be, who student might be with, vehicle description, information about physical and mental well-being of student, information from the DHRE Emergency Contact Information Form, an up-to-date photograph, class schedule, meal plan activity, and resident's key lock information.
4. DHRE shall determine if the missing student has registered a person or persons to notify and will release this information to the campus official(s) authorized to notify the missing person contact (or the emergency contact if no missing person contact information has been provided).
5. UPD will update the appropriate Student Affairs designee if the student is determined to have been missing for 24 hours.

When a Student is Determined to Have Been Missing for 24 hours

6. A Student Affairs designee will contact the missing student contact or emergency contact (if not missing student contact is provided) to inform them of the student's missing status. The following campus officials are authorized to notify the missing person contact(s) or the emergency contact(s):
 - University Police Department
 - Vice President for Student Affairs
 - Associate Vice President/Dean of Students
 - Executive Director of Housing & Residence Education
 - Acting Executive Director of Housing & Residence Education
7. If the missing resident student is under 18 years of age and not emancipated, their parent or guardian will also be notified by an authorized official of CSUSB that they are missing (in addition to the missing person contact).

Continuous Renewal

This policy shall be reviewed from its effective date to determine its effectiveness and appropriateness. This policy may be reviewed before that time as necessary.

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

This is unwelcome verbal, nonverbal or physical conduct of a sexual nature that includes but is not limited to sexual advances, requests for sexual favors, and any other conduct of a sexual nature, where the conduct is explicitly or implicitly used as the basis for certain decisions or could create an intimidating, hostile or offensive environment. While relationships may begin as consensual, they may evolve into situations that lead to sexual harassment or sexual misconduct, including dating or domestic violence, or stalking.

SEXUAL MISCONDUCT

All sexual activity must be based on affirmative consent. Engaging in any sexual activity without first obtaining affirmative consent to the specific activity is sexual misconduct, 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 and stalking also constitute sexual misconduct. Sexual misconduct may include using physical force, violence, threat, or intimidation, ignoring the objections of the other person, causing the other person's intoxication or incapacitation through the use of drugs or alcohol, or taking advantage of the other person's incapacitation (including voluntary intoxication) to engage in sexual activity.

DATING VIOLENCE

This 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. This may include someone the victim just met; i.e., at a party, introduced through a friend, or on a social networking website. 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 him/herself, or another. Abuse does not include non-physical, emotional distress or injury.

DOMESTIC VIOLENCE

This is abuse committed against someone who is a current or former spouse; current or former cohabitant; someone with whom the abuser has a child; someone with whom the abuser has or had a dating or engagement relationship; or a person similarly situated under California domestic or family violence law. Cohabitant means two unrelated persons living together for a substantial period of time, resulting in some permanency of relationship. It does not include roommates who do not have a romantic, intimate, or sexual relationship. 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

This means engaging in a repeated course of conduct directed at a specific person that would cause a reasonable person to fear for his/her or others’ safety or to suffer substantial emotional distress. It is a pattern of behavior that makes one feel afraid, nervous, harassed or in danger. It may be when someone repeatedly contacts a specific person, follows them, sends things, talks to them when they don’t want them to, or threatens them.

Affirmative Consent Is Key!

If someone has been sexual with you without your consent, or if you have ever felt coerced or forced into having sex, you are not alone. Sex without consent is sexual assault.

When Should You Ask for Consent?

Ask before you act! It is the responsibility of the person initiating a sex act to obtain affirmative consent. Whenever you are unsure if consent has been given, you need to ask. Check-with your partner. Also, a person has the right to change his/ her mind anywhere in the process.

How Do You Ask for Consent?

Consent is about getting a clear answer. It can also be understanding what your partner is feeling. Pay attention to verbal, non-verbal and physical responses.

Consent Is Not Silence or Passivity

Don’t make assumptions about consent. If an individual feels pressured, uncertain, or is having difficulty communicating and is afraid of how his/her partner may react to a “NO” response, then it is not freely given, so it’s not affirmative consent. Remember: If someone is incapacitated by alcohol or drugs, s/he is unable to give valid consent to sexual activity. A minor under 18 is legally incapable of giving consent.

Reporting Sexual Misconduct and Filing Complaints: What to Report?

All allegations of sex discrimination, sexual harassment, sexual misconduct, dating or domestic violence, or stalking, on the basis of gender, which includes sex and gender identity or expression, or sexual orientation, which are made against students, faculty, staff, applicants or third parties associated with the campus, should be referred to the Title IX Coordinator.

If you would like to submit a complaint, or a concern, go to our website at <http://titleix.csusb.edu> and click on the “File a report here” button at the top of the page, or you may email, call or visit the Title IX office (contact information below). You also have the option to file a complaint with: U.S. Department of Education, Office of Civil Rights, 800-421-3481 or ocr@ed.gov. Please know that it is illegal to be retaliated against for reporting an incident or participating in an investigation.

Cristina Alvarez - 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.

TITLE IX RESOURCES

Resource Name	Contact Information
CSUSB Title IX Coordinator	(909) 537-5669
Campus Survivor’s Advocate	(909) 537-5040 or marina.rodriquez2@csusb.edu
Counseling and Psychological Services	(909) 537-5040
University Police Department	(909) 537-7777
Women’s Resource Center	(909) 537-7203
Queer and Transgender Resource Center	(909) 537-5963
San Bernardino Sexual Assault Services (24 Hour Hotline – Bilingual counselors on call)	(909) 885-8884

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 email care@csusb.edu or call (909) 537-2273 (CARE).

ALCOHOL.EDU

To foster a healthier, safer campus environment, the Department of Housing and Residential Education requires all residents to complete AlcoholEdu™. AlcoholEdu™ is a web-based alcohol education program that is recognized nationally for its effectiveness in educating students about the impact of alcohol. The course is tailored to provide relevant information based on each student's specific drinking patterns. Content learned through AlcoholEdu™ can help students make informed decisions about alcohol and better handle drinking behavior that may occur around them.

Residents will receive communication via email about program completion requirements and how to access the course.

AlcoholEdu is available through the myCoyote Portal.

POLICIES AND REGULATIONS

1. ALCOHOL

- a. Residents and Guests under age 21:
 - i. Residents and their guests who are under age 21 are prohibited from transporting, distributing, possessing, or consuming alcoholic beverages in their room or apartment. Students under the age of 21 in the presence of alcohol will be found in violation of the University Alcohol and Other Drugs Policy and Standards for Student Conduct (Title 5, Section 41301, California Code of Regulations).
- b. Residents and Guests age 21 and over:
 - i. Students age 21 and over can consume alcohol in their room or apartment with the door closed so long as they are not in the presence of anyone under 21 years of age, Consumption and possession of alcohol in the presence of others under the age of 21 is prohibited.
 - ii. A student over 21 is prohibited from hosting and serving alcohol to a person(s) under 21 years of age. It is a violation of state law to furnish alcoholic beverages to anyone under the age of 21.
 - iii. Transport of alcoholic beverages by persons over 21 to and from their room is permitted only under the following restrictions: alcoholic beverages must be in the original containers, remain sealed by the manufacturer, and in an opaque container such as a paper bag
- c. All Residents and Guests:
 - i. Alcohol cannot be consumed as part of a large group or party where the main purpose appears to be drinking alcohol.
 - ii. Kegs, pony kegs, multiple cases of alcohol, and other bulk quantities of alcohol beverages that are excessive under the circumstances for personal use are prohibited.
 - iii. Drinking games or simulated drinking games are prohibited. This includes beer pong, water pong (or another beverage), flip cups, quarters, king's cup, etc. Items used for drinking games or other activities that encourage the excessive or rapid consumption of alcohol are not allowed (beer pong tables, beer bong, funnels, etc.)

- iv. The manufacture of any type of alcoholic beverages by any method is prohibited.
- v. The sale of alcoholic beverages in the residence halls is prohibited.
- vi. No one, regardless of age, may have an open container of alcohol (e.g., can, bottle, cup) in a public area at any time (any area in the community other than a bedroom, room, or apartment).
- vii. Public intoxication is prohibited.
- viii. The inability to exercise care for oneself and one's safety or the safety of others due in whole or in part to alcohol consumption is a violation of the university Alcohol Policy.
- ix. Possession/use of alcohol in any public area in or around the residence halls is prohibited.
- x. Alcohol (opened or unopened) found in connection with DHRE Policy violations will be disposed of.
- xi. Collection or display of alcohol containers is not permitted in student rooms, suites or apartments.
- xii. Any damage occurring as a result of alcohol use (including that due to vomit) will be the responsibility of the resident.
- xiii. If there is an incident, individuals responsible are expected to clean up any mess. If they are incapacitated or otherwise unable to do so, residents will be billed for the cost of custodial cleanup.
- xiv. No person may assist, aid, or otherwise facilitate another in committing a violation of this Policy.

2. ALTERATION OF PREMISES

- a. 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.
- b. 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.

3. APPLIANCES

- a. 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).
- b. All Appliances and extension cords must be UL (Underwriters Laboratory) List-approved for the intended use.
- c. 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.

- d. Phones and other electrical equipment should be of a frequency other than the 2.4 MGHZ (Serrano Village only).
- e. Residents are encouraged to bring energy efficient appliances while living on campus (e.g . appliances with the EnergyStar label).
- f. Microwaves are prohibited in Serrano Village and Coyote Village

4. BALCONIES

- a. 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.
- b. 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.
- c. Barbecuing or grilling on a balcony is prohibited.

5. BATHROOMS

- a. 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 on the first floor by the trash room. Coyote Village has All-Gender bathrooms located on each floor by the elevator.

6. CARE OF APARTMENTS & ROOMS

- a. 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.
- b. 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.
- c. It is the responsibility of all apartment/roommates to keep the apartment/room free of all policy violations.
- d. Residents are expected to dispose of trash, recyclables & electronic waste to the proper receptacles (disposing of personal trash in common areas is prohibited) regularly - AV & UV dumpsters are located in parking lots, SV & CV utilize trash rooms; 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."
- e. Placing posters, covers, lamps, computers, aquariums, televisions, or any type of heat generating device near the thermostat is prohibited.
- f. 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.

- g. 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 DHRE Policies and/or License Agreement found during such inspections could result in administrative action. NOTE: Violation of this policy is subject to charges.

7. CARE OF COMMON AREAS & PROPERTY

- a. 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 room living rooms, lobbies, stairs, recreation areas, kitchens, balconies, pool, laundry rooms, doors, walkways, fire extinguishers, elevators, exits signs, and lights.
- b. 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.
- c. 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.
- d. 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.
- e. 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. Policies "Care of Apartments & Rooms" apply. NOTE: Violation of the above policies are subject to charges.

8. COPYRIGHT MATERIALS

- a. 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.

9. FIRE SAFETY & HAZARDS

- a. 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.
- b. 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.
- c. 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.

- d. 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.
- e. 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 may be confiscated.
- f. 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.
- g. 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.
- h. 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.
- i. 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, Coyote Village quad, and adjacent to University Village Community Center. Barbecuing on balconies is prohibited.
- j. 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 areas or 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. Postings and decorations cannot be posted on university housing windows or exteriors.

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.

10. FURNITURE

- a. 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. Department of Housing and Residential Education does not allow bed lofting.

11. GATHERINGS

- a. Amount of people within a residence hall room or an apartment must not exceed 4 times the maximum assigned residents for the space. (California Code 2016 section 1004.1.2).
- b. Organized social gatherings in a community common area must be approved by the Department of Housing and Residential Education prior to the event.
- c. Activities that disrupt the community or infringe upon community members' rights are not permitted.

12. GUESTS

The following definitions apply to DHRE policies in regards to guests:

- 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 Coyote Village, Serrano Village, Arrowhead Village, or University Village.
 - Host: A resident who is entertaining guests.
 - Guest: Any person (relatives, students, significant others, etc.) who is not currently assigned to the room, apartment, and/or building in which they are present.
 - Overnight Guest: A guest who is in a room/apartment, other than their own between the hours of midnight and 8:00am with the intent to sleep in the room/apartment. (all guidelines for guests apply to overnight guests)
- a. Guests at any time are permitted only with the consent of the roommate(s). The right of a resident to occupy their room/apartment without the presence of a guest will take precedence over the right of a roommate to host guests.
 - b. Host responsibilities:
 - i. Hosts must accompany their guests at all times. Guests may not be left unattended in the host's unit or within the community.
 - ii. Hosts are responsible for informing guests of Department of Housing and Residential Education policies.
 - iii. Lending of any assigned keys or Coyote ID card to guests is prohibited. Misuse or loss of university keys or card by guests is the responsibility of the host.
 - iv. 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 Residential Education sponsored events.
 - c. Guests must abide by all Housing and Residential Education Policies; any guest(s) failing to do so may be asked to leave Department of Housing and Residential Education buildings immediately.
 - d. Overnight guests are to be temporary and infrequent.
 - i. 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.
 - ii. All overnight guest(s) must be registered by their host PRIOR to the guest's arrival. To register an Overnight Guest, the host resident must

complete the electronic Housing Overnight Guest Registration form (<https://forms.gle/a9b5bbCDYHXUgAXw9>).

- e. Cohabitation exists when a person who is not assigned to a particular residence hall or apartment uses that room or apartment as if they were living there. Cohabitation is not permitted. Examples of this include, but are not limited to:
 - i. Accessing the room or apartment while the assigned occupants are not present or utilizing a key to enter a room or apartment to which one is not assigned.
 - ii. Keeping clothing and other personal belongings in the room or apartment.
 - iii. Sleeping overnight in the room/apartment on a regular basis.
- f. 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.
- g. The Department of Housing and Residential Education reserves the right to direct guests to leave at any time.

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

13. IDENTIFICATION

- a. Residents and their guests are required to carry and provide appropriate photo identification (e.g. driver's license, Coyote ID) upon request by a university staff member performing their duty. Examples of other prohibited actions include: 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.

14. IMPROPER ROOM TRANSFER

- a. 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.

15. KEYS & LOCKS

- a. 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.
- b. 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.

- c. The installation of any door or area lock other than those provided by the university is prohibited.
- d. Bypassing or tampering with the electronic locking mechanisms for any door is prohibited.

16. PETS

- a. 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 (10-gallon tank limit).NOTE: Violation of this policy is subject to clean-up/sanitation charges.

17. POOL USE

- a. 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.

18. POSTING

- a. All materials to be posted must be submitted to 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.

19. PROJECTILES

- a. Throwing, dropping, or projecting objects from a window, roof or balcony is prohibited, including but not limited to: keys, bottles, cans, garbage, water, etc. This includes throwing anything at a window, roof, or balcony.

20. QUIET HOURS & NOISE

- a. 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.
- b. 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.
- c. All students must abide by Courtesy Hours. Courtesy Hours are in effect at all times.
- d. 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 either inside or outside the residence halls are prohibited, which are defined as:
 - i. A level of noise which may be deemed an undue disturbance by another member of the community or
 - ii. 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.

21. SAFETY & SECURITY

- a. 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.
- b. Failure to abide by any security procedures established by the Department of Housing and Residential Education, such as guest check-in, is prohibited.
- c. Blocking egress of windows and/or doors by trash, boxes, bicycles, etc. is prohibited.
- d. All policies under “Keys & Locks”, “Trespassing & Restricted Access” apply.

22. SMOKING

- a. 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.

23. SOLICITING AND SALES

- a. 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 Coyote Village, Serrano Village, Arrowhead Village, and University Village) without the expressed authorization of the Department of Housing and Residential Education is prohibited.

24. SPORTS RELATED ACTIVITIES

- a. Riding bicycles, skateboards, roller blades, scooters, skates, etc. within any housing facility, including hallways and lobbies is prohibited.
- b. 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, 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 FOLLOW UP

The Department of Housing and Residential Education is committed ensuring residents’ health, safety and wellness while living on campus. Professional staff may follow up with residents when instances occur which may impact their well-being and safety, such as:

- Medical Transport of any kind
- General injury
- Alcohol or Drug intoxication
- Roommate Conflicts

- Community Disruptions
- Safety Issues

CSUSB STUDENT CONDUCT POLICIES AND PROCEDURES

The Office of Student Conduct & Ethical Development is located in University Hall 346, and can be contacted via (909) 537-7172. The primary focus of the Student Conduct and Ethical Development Office is to administer the Student Conduct Code by educating students about their social and ethical responsibilities as members of the university community. The Office of Student Conduct and Development supports the core values of the CSUSB Division of Student Affairs: Student Success, Integrity, and Social Justice.

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. The office of Student Conduct and Ethical Development does this by maintaining 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.

REPORTING AN INCIDENT

Any member of the campus community can submit an incident report if they are made aware of a violation of University policy or are concerned about a student's behavior. A Student Conduct Administrator will determine if the matter should be referred to the disciplinary process for investigation.

Please contact the Student Conduct and Ethical Development Office at 909.537.7172 or stop by UH-346 to report any violations of the Student Conduct Code. Reports may also be submitted electronically via the following: <https://cm.maxient.com/reportingform.php?CSUSanBernardino>

THE DISCIPLINE PROCESS

Students reported for an alleged violation of the Student Conduct Code will be sent a Notice of Investigation letter or a Notice of Conference Meeting letter, depending on the circumstances of the referral or incident report. In either case, students are instructed to schedule a meeting with a Student Conduct Administrator.

During the meeting, the student will have the opportunity to respond to any allegations and to share information relating to their involvement in the incident. If a student chooses to not participate, discipline proceedings can move forward to a resolution without their input.

Students may be accompanied by an advisor of their choosing to any meeting with a Student Conduct Administrator. However, an individual may not serve as an advisor if they are otherwise involved with the same discipline matter, and the advisor may not speak on behalf of the student.

Once the investigation into the incident is complete, the Student Conduct Administrator will determine whether a student is found responsible for a policy violation. If found responsible, the Student Conduct Administrator will offer the student the opportunity to resolve the matter via a Resolution Agreement. If the student does not accept the terms of the Resolution Agreement, the student may request a disciplinary hearing.

The disciplinary hearing is led by a Hearing Officer, who reviews evidence presented by the student and Student Conduct Administrator. The student and Student Conduct Administrator are also allowed to bring witnesses to testify. After the meeting has concluded, the Hearing Officer will submit a written report of findings and conclusions to the President's designee, along with any recommended sanctions. The President's designee will review the Hearing Officer's report and issue a final decision.

Possible Outcomes

If found responsible for a violation, possible outcomes of an administrative conference meeting or disciplinary hearing may include any or all of the following disciplinary sanctions:

- Restitution
- Loss of Financial Aid
- Educational and Remedial Sanctions
- Denial of Access to Campus or Persons
- Disciplinary Warning
- Disciplinary Probation
- Suspension
- Expulsion
- Restrictions on Admissions or Readmission
- Notation of Discipline on a student's transcript

STUDENT CODE OF CONDUCT

The following are grounds for student discipline under Title 5, California Code of Regulations, § 41301.

Standards for Student Conduct

a) Campus Community Values The University is committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community must choose behaviors that contribute toward this end. Student behavior that is not consistent with the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and, when necessary, impose appropriate consequences.

b) Grounds for Student Discipline

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

The following are grounds upon which student discipline can be based:

(1) Dishonesty including:

- (A) Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
- (B) Furnishing false information to a University official, faculty member or campus office.
- (C) Forgery, alteration, or misuse of a University document, key, or identification instrument.
- (D) Misrepresenting one to be an authorized agent of the University or one of its auxiliaries.

(2) Unauthorized entry into, presence in, use of, or misuse of University property.

(3) Willful, material, and substantial disruption or obstruction of a University-related activity, or any on-campus activity.

- (4) 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.
- (5) 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.
- (6) Disorderly, lewd, indecent, or obscene behavior at a University-related activity, or directed toward a member of the University community.
- (7) 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.
- (8) Hazing, or conspiracy to haze. Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school, community college, college, university or other educational institution in this state (Penal Code 245.6), and in addition, any act likely to cause physical harm, personal degradation or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any school, community college, college, university or other educational institution. The term "hazing" does not include customary athletic events or school sanctioned events. Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.
- (9) 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.
- (10) 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.
- (11) Theft of property or services from the University community, or misappropriation of University resources.
- (12) Unauthorized destruction, or damage to University property or other property in the University community.
- (13) Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a University-related activity.
- (14) Unauthorized recording, dissemination, or publication or academic presentations (including handwritten notes) for commercial purpose.
- (15) Misuse of computer facilities or resources, including:
 (A) Unauthorized entry into a file, for any purpose.
 (B) Unauthorized transfer of a file.
 (C) Use of another's identification or password.

- (D) Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
- (E) Use of computing facilities and resources to send obscene or intimidation and abusive messages.
- (F) Use of computing facilities and resources to interfere with normal University operations.
- (G) Use of computing facilities and resources in violation of copyright laws.
- (H) Violation of a campus computer use policy. (16) Violation of any published University policy, rule, regulation, or presidential order.

(17) Failure to comply with direction of, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.

(18) 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.

(19) Violation of the Student Conduct Procedures, including:

- (A) Falsification, distortion, or misrepresentation of information related to a student discipline matter.
- (B) Disruption or interference with the orderly progress of a student discipline proceeding.
- (C) Initiation of a student discipline proceeding in bad faith.
- (D) Attempting to discourage another from participating in the student discipline matter.
- (E) Attempting to influence to impartiality of any participant in a student discipline matter.
- (F) Verbal or physical harassment or intimidation of any participant in a student discipline matter.
- (G) Failure to comply with the sanction(s) imposed under a student discipline proceeding.

(20) 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:

<https://www.csusb.edu/student-affairs/student-conduct>

For more information about the Student Conduct Process, please refer to Executive Order 1098-R via <http://www.calstate.edu/eo/EO-1098-rev-3-29-19.pdf>

CAMPUS SEXUAL HARASSMENT POLICY

It 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](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](http://policies.csusb.edu/Title_IX_Notice_of_Non-Discrimination.pdf)

COMMUNITY INFORMATION

VILLAGE GENERAL INFORMATION

COYOTE VILLAGE

Coyote Village (CV) houses approximately 408 first-year students. Located in close proximity to the Coyote Commons, Jack Brown Hall, and the Student Recreation & Wellness Center, Coyote Village serves as an ideal environment for first-year students. Comprised of Cajon Hall and Running Springs Hall (double and single occupancy), each community offers separate lounge and study rooms, community restrooms, and single-use gender neutral restrooms. While residents are required to purchase a meal plan, CV has a large community kitchen equipped with stove-tops, microwaves, and community refrigerators/freezers. Combined with a large multipurpose room, CV also includes a game room and its own private laundry facility.

SERRANO VILLAGE

Serrano Village (SV) is home to 440 first-year and upper-class students. SV is in walking distance to the San Manuel Student Union, University Hall, Jack Brown Hall, CSUSB Garden, and more. Serrano Village has 5 wings, double and single occupancy rooms in each building with approximately 10 students living on each wing and sharing a gender-specific bathroom located in their hallway. Serrano Village serves as an ideal environment for first-year, transfer and continuing students. Serrano Village includes Badger Hall, Joshua Hall, Mojave Hall, Morongo Hall, San Manuel Hall, Shandin Hall, Tokay Hall, and Waterman Hall. Each community is two stories with amenities on each floor available for all residents in the building. The first floor has a lounge and television, laundry room, trash and recycling room, and a gender neutral guest restroom. On the second floor, residents share a lounge and television, white board for studying, kitchenette and a community refrigerator, and a study room.

ARROWHEAD VILLAGE

Arrowhead Village (AV) is convenient apartment-style living for 635 upper-class students. AV is located off of Northpark Blvd. with a short walk to Coyote Commons, the Student Recreation & Wellness Center and Jack Brown Hall. All AV apartments have private bedrooms with a maximum of 2 students sharing a bathroom and 4 students sharing a kitchen and living room. The buildings in Arrowhead Village include Building 2, Building 3, Building 4, Building 5 and Building 6. They offer all the comforts of home, providing students with the freedom and flexibility of apartment-style living with the convenience of being located on campus. AV kitchen appliances include a refrigerator, electric stove and oven, and garbage disposal.

Building 2 residents will contact the SV RA on Duty or the SV Desk in Badger for assistance.

UNIVERSITY VILLAGE

University Village (UV) is an apartment-style community home to 354 upper-class students. Located just off-campus, on the corner of Northpark Blvd and Serrano Dr., UV offers its residents a unique off-campus feeling with all the amenities and resources of living on-campus.

UV is comprised of 3 buildings, Buildings 7, 8, and 9, featuring 3 unique apartment styles, 4 bedroom/4 bath, 4 bedroom/2 bath, or 2 bedroom/1 bath. All apartments have their own private bedroom with full size beds. In addition to a living room, balcony, and full kitchen. Kitchens are fully furnished with a refrigerator, oven range, garbage disposal, microwave, and dishwasher.

VILLAGE COMMUNITY CENTERS

Coyote Village Multi-Purpose Room serves as a community space for programs, events, and studying. Adjacent is the Coyote Village Game Room, equipped with a foosball table, shuffleboard, ping-pong table, TV/lounge area, and vending machines. The Community Kitchen comes fully equipped with stove-tops, microwaves, and community refrigerators/freezers. The Coyote Village Multi-Purpose Room, Game Room, and Community Kitchen are accessible at all times by residents.

Village Square is open to all residents to socialize, study, and attend events. The Village Square is located next to the Housing Annex office and the Village Square pool area. Equipment for the foosball table, pool table and Xbox can be checked out at your front desk. Stop by the Village Square to watch TV or a DVD, play a video game, grab ice from the ice machine, fill up your water bottle at the hydration station, grab a snack from the food and drink vending machines, play the piano, and use the white board to study. The Village Square is open Mon - Fri from 8:00am- 12:00am, Sat – Sun from 12:00pm – 12:00am.

University Village Community Center is open to all residents. Students have access to a computer lab with printing, a fitness center, pool table, and lots of unique study areas. The UV community center is open from Mon - Fri from 8:00am-10:00pm.

VILLAGE FRONT DESKS

The village front desks provide services to residents such as lockout assistance, equipment checkout, and assistance with housing forms and requests. Additionally, desk staff are helpful resources to answer questions and connect you with housing staff, such as your village’s Area Coordinator.

<p>Coyote Village Telephone: (909) 537-4200 Location: Cajon Hall Front Desk Hours: Monday-Friday 8:00 a.m. - 6:00 p.m.</p>	<p>Arrowhead Village Telephone: (909) 537-4169 Location: Morongo Hall Front Desk Hours: Monday-Friday 8:00 a.m. - 6:00 p.m.</p>
<p>Serrano Village Telephone: (909) 537-3401 Location: Badger Hall Front Desk Hours: Monday-Friday 8:00 a.m. - 6:00 p.m.</p>	<p>University Village Telephone: (909) 537-4170 Location: University Village Community Center Front Desk Hours: Monday-Friday 8:00 a.m. - 10:00 p.m.</p>

HOUSING PROCESSES

ROOMMATE ASSIGNMENTS

The Department of Housing and Residential Education coordinates room assignments for new residents 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. Returning residents will have the opportunity to select their roommates within the room selection process. If roommates are not selected for all spaces in a room/apartment, housing will place residents into the available spaces based on information provided in the housing application.

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: Coyote Village (909) 537-3763, Serrano Village (909) 537-4158, Arrowhead Village at (909) 537-5964, 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.
- Housing fees could increase or decrease based on location of new room assignment.
- First Year students in SV and CV will not be permitted to do room changes into non-first year student apartments in AV and UV.
- 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.

GENDER INCLUSIVE HOUSING

The Department of Housing and Residential Education (DHRE) at California State University 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 Housing and Residential Education acts in concert with federal and state law, as well as California State University (CSU) and CSUSB policy and practice. Under CSU policy, no student on the basis of gender may be excluded from participation in or denied the benefits of any CSU program or activity, and all students have the right to participate free from discrimination, harassment and

retaliation. Additionally, gender is defined as inclusive of one's gender identity and gender-related appearance and behavior regardless of 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. This includes addressing students' needs regarding accommodations and harassment complaints.

Gender Inclusive Housing (GIH) is intended to support transgender, gender variant, non-binary, and questioning students by providing non-binary housing options. In GIH, a student can live with any other student regardless of sex, gender, or gender identity/expression. As the intended purpose of GIH is to provide living options for students who do not feel comfortable in gender binary housing, preference for GIH spaces will be given to students who identify as transgender, gender variant, non-binary, and/or questioning.

Residents seeking Gender Inclusive Housing should indicate their interest on the housing application and respond to the supplemental question provided. CSUSB Housing and Residential Education will not ask for any more information than is required to meet students' housing needs and all information is confidential and protected by FERPA. Any students wishing to move into Gender Inclusive Housing after the application process is complete or during the academic year should contact Housing.

CSUSB Housing and Residential Education will make every effort to honor all reasonable accommodation(s) requests; however, accommodation requests will not circumvent the housing waitlist.

ACCOMMODATIONS

Do you anticipate that you will need an accommodation(s) for a disability? Some examples are wheelchair accessibility, in-bedroom strobe for fire alarm, grab bars in the bathroom, specific room type or assignment, and service animals.

If so, please contact the Office of Services to Students with Disabilities (SSD) to request the accommodation(s). You will need to submit an SSD Application for Services, which you can find on their website at <https://www.csusb.edu/ssd> or you can pick up a copy at their office located in University Hall, Suite 183. Depending on the nature of your disability, SSD may require you to submit documentation from a licensed healthcare provider.

SSD will work with Housing and Residential Education to determine the placement that best meets your needs. You can reach SSD by calling 909-537-5238, emailing ssd@csusb.edu or visiting the office in University Hall, Suite 183.

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 the License Agreement Terms and Conditions for exact contractual stipulations. Please log in to the housing portal (where you completed your housing application) to complete the appropriate paperwork to request a cancellation.

CHECKOUT

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.

Spring move-out information will be shared with all residents during Spring Quarter so they can prepare in advance for checking out of their academic year assignments.

Improper Checkout

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.

Mail Forwarding

It is critical that upon check out you update your address on MyCoyote. Please also remember to change your address with all your providers, contacts, and friends (you can also submit a change of address form with the US Postal Service). DHRE is not responsible for any mail left inside your mailbox. Only first class letters will be forwarded up to 3 months, all other mail will be returned to sender.

GUIDE TO LIVING ON CAMPUS

ROOM CONDITION INVENTORY (RCI) & DAMAGES

Prior to move-in, your assigned room and/or apartment was verified for move-in condition. As part of the check-in procedure it is your responsibility to document any pre-existing damage(s) or cleaning and notify the Department of Housing and Residential Education (DHRE) by submitting the electronic Room Condition Inventory (RCI) form. The electronic RCI form must be submitted within 48 hours of your move in. The RCI form can be found on the DHRE website or the following link: <https://forms.gle/8AeihBqL93Hjo44QA>

Housing property must not be removed from the room and/or apartment. You are financially responsible for any damages, losses and custodial issues resulting from your occupancy. Please do not submit normal wear and tear (small scratches/chips on desk, water stains on counters, etc.)

When students move out of housing, a staff member, will inspect the resident room/apartment and note any new damages. If a resident fails to check out properly or completes an express checkout, an inspection 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. The resident will receive a letter via email indicating charges associated with their check 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 should fill out a cleaning agreements prior to checkout to indicate who will take responsibility for cleaning certain areas of the apartment. Agreements will be provided by Resident Assistants.

SUCCESSFUL ROOMMATE RELATIONS

Roommates are expected to discuss expectations of living together and complete a Roommate Agreement. By establishing ground rules early, roommates increase chances of having a positive experience and reduce roommate conflicts. By filling out the electronic agreement, all roommates agree to abide by the standards in the Roommate Agreement. Roommates are encouraged to revisit the Roommate Agreement when established standards could be changed to create a better living environment for everyone (the agreement can be edited when needed). If assistance is needed to handle a conflict, RAs and ACOREs are available to help.

The Roommate Agreement can be found on the Housing website and the following link:
<https://forms.gle/p3GAbEfzA7gLUn7U6>

Tips for Roommate Success:

- Be open about your feelings and expectations of one another as roommates
- Take time to understand and get to know your roommate
- If conflicts arise, reflect on the standards that were set in the roommate agreement
- Discuss issues or concerns early, honestly, and respectfully to keep problems from growing
- Be willing to compromise when needed

Things you and your roommates should talk about include:

- Communication
- Cleaning
- Sharing items/space
- Lifestyle, sleeping and studying hours
- Guests

DECORATING YOUR ROOM

Your room has been cleaned and repaired so that it is in good shape for you to move in. Save yourself additional charges by observing the following rules:

1. All residents are encouraged to use blue painters tape for wall decorations or built in tack strips and/or cork boards (where provided)
2. Using nails, tacks, staples, or any other fasteners to hang pictures or posters on the walls is discouraged.
3. Using 3M strips, glue, double-sided tape, "duct" tape, or "Scotch" tape is highly discouraged as these adhesives cause damage. The use of adhesives which will not discolor or pull away the paint are permitted.
4. Posting personal materials in the bathrooms, hallways, or public areas is prohibited.

5. Using nails, tacks, or staples on room doors is not allowed.

Door decorations should be posted in consideration of others. Window decorations are prohibited. If decorations are deemed offensive and inappropriate for public areas, the resident may be asked to take them down or modify them. Exercise care when moving furniture and belongings in and around your room, so as not to damage walls or carpeting.

ROOM TEMPERATURE AND THERMOSTATS

UNIVERSITY VILLAGE AND ARROWHEAD VILLAGE

University Village and Arrowhead Village apartments utilize an automatic digital programmable thermostat. The thermostats must be able to monitor the temperature properly and efficiently. It is a policy violation to place posters, covers, lamps, computers, aquariums, televisions, or any type of heat generating device near the thermostat.

NOTE - University Village and Arrowhead Village buildings have the air filter in the main common area (living room/kitchen). Although maintenance will clean and replace filters, it is the resident's responsibility to keep the air vents clean and clear at all times. **CSU Policy requires that buildings shall not be heated above 73° or cooled below 75°.** Tampering with this thermostat (i.e. placing lamps, candles, irons, or other heating sources on or by it) can result in immediate removal from housing and/or charges associated with replacement and repair. 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 csusb.edu/housing or via the housing portal.

SERRANO VILLAGE AND COYOTE VILLAGE

Serrano Village and Coyote 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. It is residents' responsibility to keep the air vents clean and clear at all times.

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 in screens is not allowed and will result in charges. Throwing anything out of windows or at windows is a policy violation.

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 rekey a room or apartment is minimum \$25.00 per lock (cost may increase depending on the number of keys that need to be made).

Students will receive two “free” lockouts every quarter. Starting with the 3rd lockout, a resident will be charged \$5.00 for each additional lockout. 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.

MAINTENANCE AND CUSTODIAL

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 common areas, including shared living spaces, Coyote Village and Serrano Village restrooms (not individual rooms and apartments).. DHRE offers maintenance service 24 hours a day for emergencies only. Maintenance requests not classified as an emergency will be serviced within 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.

MAINTENANCE REQUESTS

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. Maintenance emergency examples include: any potential breach to building security, flooding, loss of hot water and loss of electricity.

COMMUNITY DAMAGES

At the beginning of the academic year, an assessment is conducted of each public area. Any damages done to the community 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 damage location. (See “Policies” section in this handbook).

TRASH AND RECYCLING

Residents are responsible for removing trash and recycling from their rooms and placing it in the appropriate disposal 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 and Coyote 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, cause 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

There are laundry rooms located throughout the villages. Washers and dryers are available for use by campus residents only. Laundry machines operate by smartphone using the PayRange app. (available through the App Store or Google Play Center) . If a machine malfunction occurs, please notify WASH directly 1 (800) 342-5932, have the machine number ready.

Department of Housing and Residential Education assumes no responsibility for items left in laundry rooms. Residents are responsible for removing their laundry in a timely manner. Laundry that remains in the laundry room will be removed by the custodial staff and taken to their Village Front Desk's Lost & Found. Property not claimed in one week will go to the University's Lost & Found.

Cost per load

Wash: \$1.00 Dry: \$0.75

Laundry Room Locations

- Coyote Village: Coyote Village Multi-Purpose Room (located in Running Springs)
- Serrano Village: First floor of each residence hall
- Arrowhead Village: Building between the mailboxes and Building 2
- University Village: Each floor of each building

MAIL AND PACKAGES

The Department of Housing and Residential Education provides mail and package handling services to all students living on-campus. The mail room is, located in Coyote Village (Cajon Hall) just across from the Coyote Village Front Desk. Once received, packages and other trackable mail are processed and can be picked up by residents between 10:00 a.m. and 5:00 p.m. weekdays.

If a student wishes to receive non-trackable mail and flats (for example, magazines and newspapers), students can request a mail box from the **Housing Annex** (located in Serrano Village next to the Village Square). Mail will be distributed to their assigned mail boxes. All non-trackable mail and flats are processed and delivered through the mail room on the day they are received.

Hours of Operation

Monday - Friday

10:00am - 5:00pm

Location: Coyote Village (Cajon Hall)

Telephone: (909) 537-7153

CSUSB Housing Addressing

Proper addressing is imperative to ensure mail and packages are properly processed and quickly distributed to student residents. Please use the CSUSB Housing specific address format provided below for all items being sent to residents.

FORMAT	EXAMPLE
{Your Name} 6000 University Pkwy. {Building & Room #} San Bernardino, CA 92407-2393	Cody Coyote 6000 University Pkwy. Cajon 253 San Bernardino, CA 92407-2393

Security

All items received by the Mail Room are locked in a secured area designed just for student packages and trackable mail. For optimal service, we highly recommended that packages and sensitive mail be sent via a shipper using a tracking number and requiring a signature (i.e., UPS, FedEx, or USPS Express Mail). It is recommended that any valuable items, such as computers and cameras, be

insured for the value of the item. Neither California State University, San Bernardino nor the Department of Housing & Residential Education will be responsible for the condition of a package upon receipt. When picking up any mail each student is required to show their Coyote ID or some type of photo ID that matches the name on the package.

Amazon Locker

Location: Morongo Hall

Locker Name: BOBA

For information on using an Amazon Locker, please visit the following link:

https://www.amazon.com/gp/help/customer/display.html/ref=hp_200689010_pickuplocker?nodeId=201117870

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, and residents have the option to purchase a resident pass, in lieu of a general pass, to also park in resident reserved parking. Please visit the CSUSB Parking and Transportation Services site for more details:

<https://www.csusb.edu/parking>

USING TECHNOLOGY WHEN LIVING ON CAMPUS

STREAMING TV

DHRE provides a TV streaming service to residents that can be viewed on a phone, tablet, laptop/computer by installing an app. A ROKU streaming stick is required to view streaming TV on a smart TV. Instructions to use the service will be available during check in. Each residents will have DVR space as part of their residential account. 40 channels are provided and the channel line-up will appear when the resident logs in.

All residents with an active MyCoyote account can use this service with their Television, computers and mobile devices anywhere on campus.

To set up Philo on your computer:

1. Go to CSUSB.philo.com
2. Enter your MyCoyote User ID and Password
3. Start watching your favorite shows, or record them to watch later!

To set up Philo on your mobile device or tablet:

1. Visit your App Store or Google Play Center and download the Philo Edu app.
2. Login with your MyCoyote User ID and Password
3. Start watching your favorite shows, or record them to watch later!

To watch Philo on your television:

1. Connect your Roku Player to your television and stream through the Philo App located in the Roku Library
2. Connect your laptop to your television with a supported HDMI cable (your television must be already be equipped with a HDMI port)

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/eleccomm.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.

Residents CANNOT CONNECT TO THE CSUSB NETWORK WITH A ROUTER.

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.