



Department of Housing
and Residential Education

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. The Resident Handbook is intended as a resource for your on campus living experience and provides helpful information to assist you and your transition to campus. This handbook also 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 housing policies and expectations. 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 Cajon Hall of Coyote Village, on the southwest corner of Cajon Hall. Office hours are available Monday through Friday, up to date hours are available via our Housing website (<https://www.csusb.edu/housing>). For more information, please check out our website, call (909) 537-4155, or e-mail 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">• Equal access to community common spaces and shared living areas | <ul style="list-style-type: none">• Abide by CSUSB policies, state and federal laws |

RESIDENTIAL EDUCATION STAFF

AREA COORDINATOR (ACORE)

Area Coordinators of Residential Education (ACOREs) are full-time professional staff with intensive training and education on student development and an understanding of issues facing college students. ACOREs live on campus amongst the residents to serve as a direct professional resource. ACOREs are available to help with concerns, to answer questions, and to assist with accessing campus resources. In addition, ACOREs directly oversee RAs, advise Village Council, and address issues that arise within their respective Village communities. ACOREs also follow up on housing related student conduct or behavioral concerns. Please see the DHRE website for your Village ACORE's contact information.

LEADERSHIP COORDINATOR

The Leadership Coordinator provides leadership for and has administrative oversight of student leadership and engagement initiatives in residential education, such as Student Leader Selection and Training. The Leadership Coordinator is a live-in professional and serves as part of the Residential Education team and plays a crucial role in: development and administration of community initiatives; crisis management; student leadership; academic success; student mentorship; and staff development.

STUDENT COORDINATOR

Student Coordinators (SCs) assist the Area Coordinators (ACORE) with management of their respective village and take leadership role with the student leader team. In addition to providing leadership and support to the student leader team, SCs provide another layer of support and community building for residents and assist the ACOREs with internal processes.

RESIDENT ASSISTANT (RA)

Resident Assistants (RAs) are CSUSB students who live on each floor or wing of the residential communities and are trained to support residents and build community. 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 assisting in emergency situations and addressing potential policy violations or community concerns.

ACADEMIC MENTOR (AM)

Academic Mentors (AMs) are CSUSB students who have been academically successful at CSUSB and are prepared to support residents' academic success. AMs are available to meet 1-on-1 with residents, hold weekly office hours, provide academic outreach, and regularly plan academic programming to support residents building success skills and accessing resources.

FACULTY IN RESIDENCE (FIR)

Faculty in Residence (FIR) are CSUSB faculty members who are invested in directly supporting students' residential experiences. FIRs live on-campus, forming strong connections with residents, while serving as important academic and professional resource available to meet 1-on-1 with residents and hosting weekly community hours. FIRs are here to bridge the classroom experience by organizing and implementing community events, serving as a model and mentor to residents, and facilitating the connection of campus faculty colleagues to residential students.

COMMUNITY STUDENT LEADERSHIP

RESIDENCE HALLS ASSOCIATION (RHA)

The Residence Halls Association (RHA) is the governing body for all CSUSB 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. CSUSB's RHA is an affiliate of NACURH, within the PACURH region. See the RHA website for additional information: <https://www.csusb.edu/housing/life-campus/residence-halls-association>

VILLAGE COUNCIL (VC)

Village Council is a voluntary opportunity for residents to lead within their communities. Residents may join their community's Village Council to plan social community events, assist residents in creating a positive living environment and advocate for community and resident needs. Village Council is governed by the Residence Hall Association and receives guidance from the RHA Executive Board and their ACORE advisors. See the Village Councils website for more information: <https://www.csusb.edu/housing/life-campus/residence-halls-association/village-council>

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 immediate need that does not require the police or the fire department (lock-out, noise complaint, etc.), contact a Student Leader (SL) duty number for assistance.

| Community | Student Leader Duty number |
|----------------------------------|-----------------------------------|
| Arrowhead Village | (909) 772-2079 |
| Coyote Village and AV Building 2 | (909) 273-4513 |
| University Village | (909) 322-0376 |

PERSONAL SAFETY AND HEALTH

Taking responsibility for personal safety and health is imperative in our communities. The following are examples of how residents can help keep their communities safe:

- Carry your room/apartment keys and Coyote ID card (or digital ID card) at all times.
- DO NOT prop exterior doors
- DO NOT let others walk into buildings behind you and report if someone attempts to follow you into a building.
- Lock your doors at all times! If you live in University Village, make sure your patio door is locked
- Report any non-locking doors and/or windows to DHRE staff or the SL On Duty immediately
- Report unsafe or suspicious items or persons to University Police directly and immediately
- Be aware of locations of blue emergency lights

It is residents' responsibility to keep their own personal living space in a sanitary condition and to adhere to health and safety standards in shared spaces. As per the Housing License Agreement, residents are required to maintain sanitary living spaces and DHRE staff retain the right to conduct health and safety inspections of all living spaces. On-campus residents must also comply with health and safety orders, ordinances, policies, regulations, and guidance adopted by the University or DHRE as it relates to COVID-19 and other communicable diseases. This guidance may evolve as circumstances warrant. Failure to comply with any

health and safety measures or specific terms and provisions could result in termination of the Student Housing License Agreement and/or University disciplinary action.

Emergency Alert System

CSUSB utilizes an emergency messaging system that can simultaneously send alerts to phones, email addresses, text/SMS, and TTY/TDD devices. It is 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 please log into MyCoyote to confirm your data. Please provide accurate contact information, including a cell phone, so the university will have more ways to reach you in the event of an emergency.

UNIVERSITY POLICE

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

The phone number for University Police is (909) 537-5165 or (909) 537-7777 (non-emergency). All residents are encouraged to 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 www.csusb.edu/police. You may also read the complete Annual Safety and Security Report online: <https://www.csusb.edu/clery-act/clery-safety-reports>

Community Service Officers

The Community Service Officer program provides personal safety escorts and monitors the campus and housing community. To request an escort from a trained student CSO, please call University Police at (909) 537-7777 shortly before your desired departure time.

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

Closed Circuit Television (CCTV) camera systems are 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.

HEALTH AND SAFETY CHECKS

DHRE staff periodically check public areas and student rooms for health, fire, and safety hazards as well as needed repairs. In addition, health and safety checks of all student rooms are conducted up to twice per year (once per semester). Residents will be given advance notice of these inspections as they require entry into student rooms. Following an inspection, communication will be left in students' rooms detailing the findings of the inspection and informing the student of any violations of DHRE Policies and/or the Student Housing License Agreement that need to be addressed. Violations found during inspections could result in

administrative action, and failure to comply with addressing violations found during a Health and Safety Inspection may result in additional administrative/disciplinary action.

Note: The State Fire Marshal may conduct independent random inspections of resident spaces 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. Residents must be aware of their surroundings and cognizant of safety needs while evacuating, at the evacuation site, and while re-entering the building. DHRE will hold one fire drill per semester to ensure residents are aware of and have practiced proper fire alarm response.

Tampering with fire safety equipment is a violation of policy and state law and will result in fines and disciplinary action (see “Policies and Regulations” section). Sprinklers and smoke detectors can be sensitive, students should be mindful to prevent unnecessary alarm activation.

- Do not hang items from sprinklers
- Smoke detectors are battery operated; 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 H. Brown College (JHBC) |
| 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 |
| Arrowhead Village Building 2 | 30-minute parking by Building 2 |
| Arrowhead Village Buildings 3, 4, & 5 | Lot F behind/adjacent to your specific building |
| Arrowhead Village Building 6 | 30-minute parking by lot D |
| University Village Building 7 | SW corner of UV parking lot |
| University Village Building 8 | SE corner of UV parking lot |
| University Village Building 9 | NE corner of UV parking lot |

Campus Assigned Evacuation Sites (Secondary sites if first is unsafe/unavailable):

| 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. Run, Hide, Fight
2. Remove yourself from the situation by evacuating your current location (if safe to do so); run as fast as you can away from the direction of gunshots. Do not stop running until you are far away from the area.
3. Leave your belongings behind.
4. Get away from the threat and identify a safe place
 - a. Lock all doors/windows
 - b. Turn off lights
 - c. Silence phones and turn off vibrate mode; do not draw attention to yourself (remain quiet in both movement and vocally)
 - d. Move away from doors and windows
 - e. Take cover behind large items
5. When safe, 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. In class or "on-campus":
 - a. Follow steps above as appropriate
2. In a housing area (Coyote Village/Arrowhead Village/University Village or surrounding):
 - a. Take shelter in the nearest building you have access to (only if safe to do so)
 - b. Follow steps above as appropriate

EARTHQUAKES

Residents are encouraged to keep these supplies in their room:

- Flashlight with extra batteries
- Heavy gloves, shoes, and a blanket
- At least 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 a wall
 - b. COVER the back of your neck with your hands
 - c. HOLD on to desk/wall if possible. 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, things hanging from the ceiling, 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.

POWER OUTAGE

Southern California Edison Power (SCE) implements Public Safety Power Shutoffs (PSPS) events when there are potentially dangerous weather conditions in wildfire-prone areas. During these events, SCE proactively turns off power in high fire risk areas to reduce the threat of wildfires. The CSUSB campus, including on-campus housing, had several PSPS events since fall 2019 and we encourage all residents to plan of the potential for loss of power on campus. SCE has completed mitigation efforts to minimize PSPS events to campus and the local community, to learn more please see the following SCE webpage:

<https://www.sce.com/wildfire/wildfire-mitigation-efforts>

Critical information for residents regarding preparation for Public Safety Power Shutoffs can be found at the following link: <https://www.csusb.edu/housing/power-outages-and-public-safety-power-shutoff-events>

Recommended PSPS preparation items:

- Prepare an emergency supply kit (stock supplies for a week)
- Non-perishable food that doesn't need heating
- Water
- Flashlight
- Solar lantern and/or battery-operated lights
- First aid supplies
- Cash
- Back up charging battery for phone
- Stock of batteries for items you rely on
- Food thermometer for checking refrigerated food
- Can opener
- Cooler and bag(s) of ice
- Surge protector
- Plastic bin with lid to store/transport perishable food items
- Face coverings and hand sanitizer

MISSING STUDENT NOTIFICATION

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.

Procedures When a student is reported missing

Individuals who have reason to believe that a student has been missing 24 hours should immediately report their concern to:

- University Police Department at (909) 537-5165 or 911
- Any California law enforcement agency
- Director for Housing and Residential Education, (909) 537-4155

- Associate Director for Residential Education, (909) 537-4155
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 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 (electronic), 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/persons to notify and will release this information to campus official(s) authorized to notify the missing person contact (or the emergency contact if no missing person contact information is 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

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
- Director of Housing and Residence Education
- A Director of Housing and Residence Education designee

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).

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), including admissions. 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 www.csusb.edu/title-ix and click on "File a Report" in the top right corner of the webpage, or you may email, call, or visit the Title IX Office (contact information below). You also have the option to file a complaint with the 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.

DHR Administrator and Title IX Coordinator:

Steven Vasquez, Executive Director, Institutional Equity & Compliance

Email: IEC@csusb.edu or Steven.Vasquez@csusb.edu

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 Advocate | (909) 537-7354, (909) 273-7872 |
| 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 |
| Partners Against Violence (24 Hour Hotline – Bilingual) | (909) 885-8884 |

CARE TEAM

The CARE (Campus Assessment, Response and Education) Team is a multidisciplinary group of professional staff members that come together to provide support and resources to students. The CARE Team reviews, assesses and responds to student issues that may present barriers to their personal and academic success, such as food and housing insecurity, emotional distress, health concerns, or other personal challenges. The CARE Team also responds to referrals involving individuals that may be exhibiting concerning behaviors that may be disruptive, erratic, or threatening. The role of the CARE Team is to serve as a supportive resource for students, address student concerns, and maintain a safe campus environment.

The CARE Team should be contacted regarding individuals who may be exhibiting behaviors of concern in relation to their personal, physical or emotional wellbeing, or whose behavior may be negatively impacting others. Once a referral is made, the CARE Team will review and assess all available information and determine an appropriate course of action and resources to help the individual and the community. The CARE Team may also follow up with the reporting party to gather additional information that will assist us in responding to the situation. The CARE Team may provide referrals to other community resources and supportive services.

If a referral to the CARE Team contains information about an alleged crime or policy violation, the concern may also be referred to the University Police Department, Office of Student Conduct & Ethical Development, or Office of Institutional Equity and Compliance, as appropriate, for further investigation and/or possible disciplinary action.

The CARE Team staff are available during business hours for phone referrals and meetings with students. Referrals may also be sent via email to care@csusb.edu, or via the online reporting form at <https://www.csusb.edu/care-team>.

The CARE Team is not considered a first-responder for emergencies. If you experience an emergency, or if you are in need of immediate assistance, please contact the CSUSB University Police Department at (909) 537-5165 or 911.

To contact the CARE team, please email care@csusb.edu or call (909) 537-2273 (CARE).

BASIC NEEDS & STUDENT SUPPORT

Basic Need & Student Support aims to be a first-stop wellness hub to support the whole students' academic journey by providing services that address their immediate basic needs concerns from an equity minded and strength-based approach. The department's services include one-on-one support and/or group sessions, CalFresh application support and drop-ins, swipe out hunger support, basic needs emergency grant support, basic needs incentives (gift cards), wellness workshops, trauma-informed practices, financial literacy, and much more. We serve as a holistic wellness hub where students can meet with wellness ambassadors to receive personalized support for their basic needs. Visit your Basic Needs & Student Support Center located in Santos Manuel Student Union (SMSU) South 118, Monday through Friday from 8:00 a.m. to 5:00 p.m. Walk-ins are welcome.

PROGRAMS & SERVICES

Our programs & services offer short-term food and personal care items, connect students to critical on-campus support services, and provide educational for students to take personal; responsibility for their wellness and the well-being of their communities' opportunities. We define basic needs as an ecosystem that at the core includes food security, financial security, housing security, student support & care, and literary education.

FOOD SECURITY

Obershaw DEN *Premier Service* is designed to meet the short-term food security needs of CSU San Bernardino community, which includes all CSU San Bernardino students and community members who need food. We rotate between various items such as non-perishable foods, canned goods, and fresh produce. *Students are welcome to grab groceries once per week and pick up a snack three times per week, by visiting the Obershaw DEN located in Santos Manuel Student Union (SMSU) South 224, Monday and Tuesday from 9:00 a.m. – 5:00 p.m. | Wednesday and Thursday from 9:00 am – 6:00 p.m. | Friday from 9:00 a.m. to 2:00 p.m. Walk-ins are welcome.*

What is CalFresh at the PACK? CalFresh, formally known as food stamps and federally known as the Supplemental Nutrition Assistance Program (SNAP), can add to the food budget to provide healthy and nutritious food on the table. The program issues monthly electronic benefits that can be used to buy most foods at many markets.

Swipe Out Hunger aims to alleviate food insecurity amongst CSUSB students. We ensure coyotes have access to healthy and nutritious hot food options at Yotie Eats. Students may request swipes by completing the Swipe Out Meal Request Form.

FINANCIAL SECURITY

A one-time emergency or unmet basic needs grant, awarded through the Basic Needs Grant program, seeks to provide immediate financial assistance for students who experience an unforeseen financial hardship. We offer grants such as: the Basic Needs Emergency grant and Bridging the Gap – Palm Desert Campus grant. *Students may request support by completing the Basic Needs Grant Request Form*

CODY'S CLOSET provides CSUSB students with daily personal wear and professional clothing to address clothing insecurities. *Students are welcome to grab personal care items once per week, by visiting the Obershaw DEN located in Santos Manuel Student Union (SMSU) South 224, Monday and Tuesday from 9:00 a.m. – 5:00 p.m. | Wednesday and Thursday from 9:00 am – 6:00 p.m. | Friday from 9:00 a.m. to 2:00 p.m. Walk-ins are welcome.*

WELLNESS EDUCATION

CalFresh Healthy Living inspires families to make healthy, eating, and physical activity changes that can lead to happier, healthier life. The CalFresh Healthy Living Team offers free recipes, tips, tools, and other resources to achieve healthy victories.

POLICIES AND REGULATIONS

1. ALCOHOL

a. All Residents and Guests:

- i. Coyote Village is an alcohol-free building with no residents allowed to transport, distribute, possess, or consume alcoholic beverages in the community
- ii. Bulk alcohol items such as kegs, pony kegs, and multiple cases of alcohol are not allowed.
- 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 bongs, funnels, etc.)
- iv. Manufacture of any type of alcoholic beverage by any method is prohibited.
- v. The sale of alcoholic beverages in the residence halls is prohibited.
- vi. Possession/use of alcohol in any public area in or around the residence halls is prohibited.
- vii. 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.
- viii. Alcohol (opened or unopened) found in connection with DHRE Policy violations will be disposed of.
- ix. Collection or display of alcohol containers is not permitted in student rooms, suites, or apartments.

b. 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).

c. Residents and Guests aged 21 and over:

- i. Students aged 21 and over can consume alcohol in their room 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
- iv. Any damage occurring as a result of alcohol use (including that due to vomit) will be the responsibility of the resident.
- v. 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.
- vi. 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, or tampering is prohibited, including but not limited to: painting of the unit, tampering with the electrical, mechanical, HVAC, or fire system fixtures in the unit or public areas, installing in-line water purification systems, installing appliances, mounting personal belongings (TVs, exercise equipment, poles, etc.) installing a door or area camera, or a door or area lock
- 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, window screens, or window limiters from any part of the building is prohibited.
 - i. Window limiters in Coyote Village only allow windows to be opened up to 4 inches for safety purposes. Limiters may not be adjusted or tampered with to allow more clearance than
 - ii. Within Coyote Village it is prohibited for a bed to be placed directly next to any window.
- d. Residents shall not install or place any construction equipment or conduct construction of any type on the grounds or in the buildings.
- e. Resident use of external outlets on residential buildings is prohibited.

3. APPLIANCES AND KITCHEN ITEMS

- a. Residents shall not bring or maintain any electrical appliances used for heating or preparation of food other than those containing enclosed heating elements (air fryers are acceptable as they contain enclosed heating elements). Toasters and other cooking devices with open heating elements are permissible only in the residential apartments and should only be used in kitchen areas.
- b. Grills and/or the materials for such grills are prohibited (e.g., propane, natural gas, wood/charcoal).
- c. All appliances and extension cords must be UL (Underwriters Laboratory) list-approved for the intended use.
- d. 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.

- e. Kitchen knives and culinary tools are permitted only to the extent that they are stored and used for their intended purpose.
- f. Home appliances such as portable air conditioning units, space heaters, washers, dryers, or other home appliances not provided by the University are prohibited.

4. BALCONIES

- a. Using a balcony to store miscellaneous items, garbage, recyclables, or University owned/leased furniture is not permitted. Furniture, plants, and other items intended for patio use are allowed, but may not violate the Fire Safety and Hazards policy (see section 9).
- b. Residents shall not sit on the railing/edge of any balcony.
- c. Using a balcony as a means of entry/exit and/or jumping over balcony railings/edges is prohibited. Residents who do so will assume damage charges to balcony area and will be subject to student conduct proceedings. See section 19 (Projectiles) for additional information.
- d. Balconies must be closed and locked when balconies are not in active use. Barbecuing, grilling, or any type of fire use on a balcony is prohibited.

5. BATHROOMS

- a. Bathrooms within Coyote Village are designated male or female on each wing, with an all-gender bathroom located in the middle of each floor near the elevators. Use of the gender specific bathrooms within Coyote Village should be consistent with residents' gender identity.
- b. Bathroom use/misuse that requires additional clean up is subject to individual and/or community charges (see section 7, Care of Common Areas and Property).

6. CARE OF APARTMENTS & ROOMS

- a. Upon check-in, residents shall check their room for any damages and note damages on the electronic "Room Condition Inventory" (RCI). This form must be completed within 5 days of check-in. Residents may be subject to charges for any damages not submitted via the RCI within 5 days of check-in.
 - i. Link to RCI form:
https://csusb.az1.qualtrics.com/jfe/form/SV_1X0mp2m8xudRqKO
- b. It is the responsibility of all apartment mates/roommates to keep the apartment/room clean and sanitary throughout the occupancy period. This includes proper care of windows, screens, vents, etc.
- c. Residents must promptly submit and report any damages or issues to their room or apartment as soon as possible via work order (non-emergency issue) or contacting DHRE staff (if a facilities emergency). Failure to report damages or issues in a timely manner may result in additional charges due to increased damages/increased repair required.
- d. It is the responsibility of all apartment mates/roommates to keep the apartment/room free of all policy violations.
- e. Residents are expected to dispose of trash and recyclables to the proper receptacles (disposing of personal trash in common areas or outside trash cans is prohibited). Residents are responsible for disposal of items that cannot be

disposed of via regular trash or recycling (batteries, electronics, etc.). AV and UV dumpsters are located in parking lots, CV utilizes trash rooms.

- f. Placing posters, covers, lamps, computers, aquariums, televisions, or any type of heat generating device near the thermostat is prohibited; residents will be charged for any tampering damages to HVAC system and/or equipment.
- g. Upon move-out, residents are required to clean and restore their room/apartment to the original move-in condition (furniture should be in original rooms). 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.
- h. The Department of Housing and Residential Education will conduct periodic Health and Safety Inspections throughout the year; see "Health and Safety Checks" section.

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 rooms, lobbies, stairs, recreation areas, kitchens, balconies, pool, laundry rooms, doors, walkways, fire extinguishers, elevators, exits signs, affixed signage or placards, and lights.
- b. The Coyote Village kitchen, as the only communal kitchen space in housing, is subject to the following requirements:
 - i. Items stored in the community refrigerators and/or freezers must be labeled with the owner's name and date the item was placed in the refrigerator. Items are stored at residents' own risk; housing is not responsible for lost/stolen/used items.
 - ii. Any items not labeled, past expiration date, or any item visibly creating a safety hazard (growing mold, showing signs of spoilage, improperly stored raw meat, etc.) will be removed.
 - iii. Residents are required to clean up appropriately and promptly after their own cooking and/or kitchen use; this includes cleaning dishes and proper disposal of trash.
 - iv. Items or dirty dishes that are left for excessive periods of time and/or are creating a health hazard will be disposed of by housing staff.
 - v. Inappropriate use of the space and/or damages or excessive mess may result in community charges.
- c. 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.
- d. All furniture and equipment in common areas must remain in its designated common area (including technology/cords). Persons found removing or tampering with furniture or equipment will be subject to disciplinary action and/or applicable costs for repair and replacement.
- e. Equipment intended for checkout purposes (blue carts, dollies, 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.

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. Any copyright infringement that is a violation of the University computer and internet use policy will result in loss of internet access and student conduct proceedings.

9. FIRE SAFETY & HAZARDS

NOTE: Violations of the Fire Safety & Hazards policy are subject to criminal charges (if violations of law), fines and/or contract cancellation on first time offense. Identified items under this policy are subject to confiscation, disposal, and/or destruction.

- a. Evacuation – State law requires 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 and 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). All hallways, exits, stairwells, doorways, or areas 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” and unattended is a violation of this policy.
- g. Lamps and Lights – Halogen lamps and neon lights are prohibited. Open top lamps, regardless of bulb type, need a metal screen fully covering light source. LED lights with an adhesive backing should not be affixed to walls or ceilings as they damage surfaces.

- 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; connecting multiple power strips to each other is not permitted.
- i. Cooking Equipment - Cooking and/or Cooking Equipment such as toasters, stove-top 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 bedrooms, or balconies is prohibited. Residents interested in barbecuing should use the built-in gas barbeque in Coyote Village quad or electric grills. 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 should be limited to nametags and memo boards. Fresh cut trees (i.e., Christmas trees) are prohibited. Decorations on doors should not damage or leave stains on the surface (see Care of Apartment & Rooms). Postings, signs, and decorations cannot be posted on or be visible through university housing windows or exteriors, including balconies.

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. Bed lofting is not allowed.

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 (i.e. up to 16 people allowed in an apartment that can have a maximum of 4 residents assigned). (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.
- d. Gatherings or number of individuals allowed at gatherings may be changed based upon changes to university policies and/or county or state guidelines.

12. GUESTS

The following definitions apply to DHRE policies regarding 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, 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 12am (midnight) and 8:00am. (All guidelines for guests apply to overnight guests)

- a. Guests at any time are permitted only with the consent of the roommate(s)/apartment-mate(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/apartment-mate 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/University 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 semester.
 - 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/SP2kdDpGZGJuN1326>
- 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. Guests 17 years of age or younger are not permitted to stay overnight in the residence halls or university apartments. For safety and liability reasons, baby-sitting is prohibited within the facilities and immediate area at any time.
- g. The Department of Housing and Residential Education reserves the right to direct guests to leave at any time.

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, room assignment, or apartment bedroom for which you are not assigned without written authorization from the Department of Housing and Residential Education or moving out of any room without following proper checkout procedures, is prohibited. A \$100 service fee will be assessed for any unauthorized room changes or student-initiated, non-emergency room changes.
- b. Residents who do not have roommates should be prepared to have a roommate move in at any time. "Spreading out" in a vacant space (i.e. taking up both sides of a double room, using a vacant bedroom in an apartment) is considered an improper room transfer. NOTE: Violation of this policy is subject to service fees and housing conduct.

15. KEYS, LOCKS, AND BUILDING ACCESS

Keys, locks, and building access are critical to community safety. Violations of this policy are violations of the housing license agreement and may result in immediate cancellation of current and/or future housing license agreements (and may also face additional disciplinary action from the office of student conduct).

- a. Each resident is responsible for their keys. Each resident is issued a key and/or keycard/FOB to their unit (and mailbox key, optional). All keys and key cards remain the property of the Department of Housing and Residential Education. Should a key be lost/missing/stolen, resident 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 resident during occupancy and/or any key(s) lost or not returned upon resident's checkout.
- b. Under no circumstances should a resident 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. If alerted to a key and/or key card/FOB misuse, DHRE will take immediate action to deactivate the impacted card and/or change the lock and the resident issued the key/key card/FOB will be charged for card/lock replacement.
- 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.
- e. Residents are prohibited from having a key/key card/FOB for more than 48 hours after the deadline to turn in the key/key card (i.e., resident has a lockout key, a checkout date has passed, or a room transfer is completed, and resident still has key to old room). If a key/key card is not turned in within 48 hours, the key/key card/FOB will be deactivated and/or replaced, and the resident will be charged.

16. PETS

Compliance with the pet policy is critical to resident safety and the maintenance of our facilities, and the presence of unapproved animals poses multiple potential risks to the community. Violations of the pet policy will result in a \$50 charge per instance, including

each time DHRE staff confirm an unapproved animal has not been removed. Pet policy violations are also explicitly violations of the housing license agreement, and continued violations may result in immediate cancellation of current and/or future housing license agreements (and may also face additional disciplinary action from the office of student conduct).

- a. No pets are allowed in residential facilities except freshwater fish (a 10-gallon tank limit).
- b. As per federal law, service animals are permitted, as well as Emotional Support Animals (Assistance Animals) that have been pre-approved through Services to Students with Disabilities. Possession of any unapproved animal in housing facilities is prohibited, including “visiting” pets and animals pending approval from Services to Students with Disabilities. For ESA information, please see the Accommodations section of this handbook. Violations of this policy may result in termination of your housing contract.

17. POOL USE

- a. There are two pools located in our Villages, one in University Village behind the UV Community Center and one in Arrowhead Village behind the Village Square. The pools are for the use of residents and their guests only and use is at residents’ own risk (no lifeguards are on duty). The pools may be closed if required for safety or maintenance purposes, and residents are expected to follow directives of posted signage. Pools are open for use from sunrise to sunset and are closed overnight.
- b. CSUSB and DHRE are not liable for personal items used in the pool area. Items left behind in public pool areas may be discarded or submitted to UPD lost items.

18. POSTING

- a. Postings that are not approved by DHRE are not allowed in residential communities or on residential facilities.
- b. Only University departments may submit materials for approval to be posted, they must be submitted in advance 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 ANY objects from a window, roof or balcony is prohibited, including but not limited to keys, bottles, cans, garbage, water, etc.
- b. Throwing any item at a building, window, roof, or balcony is also prohibited.

20. QUIET HOURS & NOISE

- a. All students must abide by Quiet Hours, which are in alignment with local noise ordinances. During quiet hours, sound from a room or apartment should not be audible outside the unit door nor in adjacent rooms (including above or below the unit). Quiet Hours are the following:
 - i. Sunday – Thursday: 10pm – 8am
 - ii. Friday – Saturday: 12am (midnight) – 8am

- b. Courtesy Hours are in effect at all times.
 - i. Courtesy hours 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, defined as a level of noise which may be deemed an undue disturbance by another member of the community.
- c. Speakers, sound systems, subwoofers, and other auditory devices may not be aimed/projected out of resident windows, doors, or balconies into community areas.
- d. Finals week is 24-hour quiet hours. 24-hour quiet hours are from 8am the Saturday before Finals Week through 8pm the Friday of Finals Week.

21. SAFETY & SECURITY

- a. Residents must abide by any security or safety procedures established by the Department of Housing and Residential Education, including directives related to communicable diseases.
- b. Providing access to buildings, rooms, or apartments to those other than residents, staff, or attended guests by any means is prohibited including but not limited to, the following:
 - i. Failing to lock or secure doors (including balconies)
 - ii. Tampering with a door so it does not lock/secure properly
 - iii. Propping exit/entrance doors
 - iv. Allowing a person entrance into a building
 - v. Tailgating into a building
 - vi. Leaving guests unattended (see guest policy)
- c. Failure to abide by any security procedures established by the Department of Housing and Residential Education is prohibited.
- d. Blocking egress of windows and/or doors by trash, bicycles, etc. is prohibited.
- e. 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. See Student Code of Conduct for CSU policies on illegal drugs and paraphernalia.

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 is prohibited.

24. SPORTS RELATED ACTIVITIES

- a. Riding bicycles/e-bike/micromobility devices, skateboards, hoverboards, roller blades, scooters, skates, etc. within any housing facility, including hallways and lobbies, is prohibited.

- i. Residents may be charged for damages to carpets/flooring caused by unauthorized device use in buildings.
- b. Playing any physical sports/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 emergency 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 to ensuring residents’ health, safety and wellness while living on campus. Professional staff from DHRE and/or the campus CARE team 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/medical concerns
- Alcohol or Drug intoxication
- Roommate Conflicts
- Community Disruptions
- Safety Issues

CSUSB STUDENT CONDUCT POLICIES AND PROCEDURES

The Office of Student Conduct and 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 Ethical 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 members 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 and successful member of the community.

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.

Referrals may be made by contacting the Office of Student Conduct and Ethical Development via (909)537-7172 or student-conduct@csusb.edu, or in UH-346 to report possible 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

The Office of Student Conduct & Ethical Development administers student discipline proceedings as described by the CSU Student Conduct Process (<https://calstate.policystat.com/policy/17620338/latest/>).

After receiving a disciplinary referral, the Office of Student Conduct & Ethical Development will determine whether there is sufficient information to proceed with an investigation. Students involved in an alleged violation of the Standards for Student Conduct 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 not to 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. More information about the role of attorneys serving as Advisors is described in the CSU Student Conduct Process.

Once the investigation into the incident is complete, the Student Conduct Administrator will determine whether a student is found responsible for a policy violation, based on a preponderance of the evidence. 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 (the Vice President for Student Affairs), 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

STANDARDS FOR STUDENT CONDUCT

The following are grounds for student discipline under Title 5, California Code of Regulations, Standards for Student Conduct, § 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: www.csusb.edu/student-conduct

For more information about the Student Conduct Process, please refer to the CSU Student Conduct Process via <https://calstate.policystat.com/policy/17620338/latest/>

CSU NONDISCRIMINATION POLICY

The basic reasons for which a university exists are the discovery and transmission of knowledge, and activities that are founded upon the free and open exchange of ideas. Such activities flourish only in a climate unfettered by exploitation, coercion, harassment, intimidation, and/or reprisal.

Members of the CSUSB community have the right to live, work, and learn in an environment free of unlawful discrimination, harassment or retaliation (DHR). It is the policy of CSUSB that no student, employee, volunteer, member of the public, or recipient of services and/or benefits provided by CSUSB shall be subjected to any form of prohibited discrimination in any CSUSB programs or activities.

For more information about the CSU Nondiscrimination Policy, please refer to the information provided by the CSUSB Office of Institutional Equity & Compliance via their website at <https://www.csusb.edu/institutional-equity-compliance>. The CSU Nondiscrimination Policy is available via <https://www.csusb.edu/institutional-equity-compliance/complaint-process/discrimination-harassment-retaliation>

COMMUNITY INFORMATION

VILLAGE GENERAL INFORMATION

ARROWHEAD VILLAGE

Arrowhead Village (AV) is convenient apartment-style living for students, located off of Northpark Blvd. All AV apartments have private bedrooms with a maximum of 2 students sharing a bathroom and a maximum of 4 students sharing a kitchen and living room. The buildings in Arrowhead Village include Building 3, Building 4, Building 5, and Building 6. AV kitchens appliances include a refrigerator, electric stove and oven, and garbage disposal (AV kitchens do not include microwaves, with the exception of studios).

UNIVERSITY VILLAGE

University Village (UV) is an apartment-style community. Located on the corner of Northpark Blvd and Serrano Dr, UV is comprised of three buildings, Buildings 7, 8, and 9, featuring three apartment styles: 4 bedroom/4 bath, 4 bedroom/2 bath, or 2 bedroom/1 bath. All apartments have private bedrooms with full size beds with a maximum of 2 students sharing a bathroom and a maximum of 4 students sharing a kitchen, living room, and balcony. Kitchens include a refrigerator, oven range, garbage disposal, microwave, and dishwasher.

COYOTE VILLAGE AND BUILDING 2

Coyote Village (CV), a traditional-style residence hall, is comprised of two buildings: Cajon Hall and Running Springs. The Coyote Village community also includes building 2, an apartment style community near Village Square. CV is comprised of double and single rooms with community restrooms (including single-use, gender neutral restrooms on each floor). As individual rooms do not have kitchens, residents are required to purchase a meal plan through Yotie Eats. CV has a community kitchen and game room located in Running Springs.

VILLAGE COMMUNITY CENTERS

University Village Center and Village Square will be open for general use during Front Desk hours and during scheduled programs and events. Coyote Village common spaces are available to residents 24/7, including lounges, study rooms, game room, and community kitchen.

VILLAGE FRONT DESKS

The village front desks provide services to residents such as lockout assistance, equipment checkouts, and assistance with housing-related questions and requests. Additionally, desk staff are helpful resources to answer questions and connect you with housing staff, such as your village's Area Coordinator and Student Coordinator. When desks are closed, residents should call the SL on Duty number to be connected with staff who can assist with issues such as lockouts, key issues, etc.

| |
|---|
| Arrowhead Village Telephone: (909) 537-4169 Location: Village Square |
| University Village Telephone: (909) 537-4170 Location: University Village Community Center |
| Coyote Village Telephone: (909) 537-4200 Location: Cajon Hall |

DHRE RESIDENT MAILROOM

The DHRE Resident Mailroom receives mail and parcels for all student residents. The mailroom will receive and hold your mail and parcels, and you are able to visit during operating hours to pick up all of your items. For hours and further information/inquiries about mailroom services, please call or email.

Telephone: (909) 537-7153

Email: HousingMailroom@csusb.edu

Location: Cajon Hall Breezeway, across from the Coyote Village Desk entrance

HOUSING PROCESSES

ROOMMATE ASSIGNMENTS

The Department of Housing and Residential Education coordinates room assignments for 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 always guarantee that your preference will be accommodated. Returning residents will have the opportunity to select their apartment-mates within the room selection process. If roommates/apartment-mates 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 will be made only under exceptional circumstances and if space is available. 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 student housing 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 experiencing roommate/apartment mate issues are encouraged to first talk to their roommate/apartment mate to resolve issues (and revisit Roommate/Apartment mate agreement).
- If roommates/apartment mates are unable to resolve concerns together, residents can communicate existing issues to their respective RA, and with their assistance, work toward a resolution (see "Roommate/Apartment Mate Relations" section).
- If at some point a room change is deemed necessary, the respective Area Coordinator for the village must approve all room change requests. To set up an appointment with your Area Coordinator, please contact them via email, found on the DHRE website: <https://www.csusb.edu/housing/meet-dhre-team>
- 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).
- Housing fees could increase, decrease, or remain the same based on location of new room assignment. A \$100 service fee will be assessed for all approved and unapproved room changes (for unapproved changes, see policy for fees).

- Any room changes will be done based on space availability and housing reserves the right to deny any room change request, as per the housing Terms and Conditions signed by each resident.
- No room change request will be granted the first and last two (2) weeks of each semester.

ROOMMATE/APARTMENT MATE RELATIONS

Roommate/Apartment mates are expected to discuss expectations of living together and complete a Roommate/Apartment Mate Agreement. By establishing ground rules early, roommates increase chances of having a positive experience and reduce roommate conflicts. By filling out the agreement, roommates agree to abide by the standards set in the agreement. Residents are encouraged to revisit their agreement when established standards can 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 ACOEs are available to help. The Roommate/Apartment Mate Agreement will be handed out at the beginning of the semester and when a new roommate moves-in. Agreements must be returned to your RA once completed by all roommates within 2 weeks of receiving the agreement. Copies of the roommate/apartment agreement will be available by contacting your RA or Area Coordinator.

Tips for Success:

Coming to an agreement may involve compromise, so please be open and flexible, yet assertive about your own needs.

- 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/apartment mates should talk about include:

- Communication
- Maintaining health and safety
- Cleaning
- Sharing items/space
- Lifestyle, sleeping and studying hours

GENDER INCLUSIVE HOUSING

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.

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. DHRE acts in concert with federal and state law, as well as California State University (CSU) and CSUSB policies and practices. 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, DHRE 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.

For more information: <https://www.csusb.edu/housing/getting-started/gender-inclusive-housing>

ACCOMMODATIONS

Contact the Office of Services to Students with Disabilities (SSD) if you anticipate that you will need an accommodation(s) for a disability. Some examples of housing accommodations include wheelchair accessibility, in-bedroom strobe for fire alarm, grab bars in the bathroom, and service or assistance animals.

You will need to submit an SSD Application for Services, which you can find on their website at www.csusb.edu/ssd or you can pick up a copy at their office. Depending on the nature of your disability, SSD may require you to submit documentation from a licensed healthcare provider.

You can reach SSD by calling (909) 537-5238, emailing ssd@csusb.edu or visiting the office in University Hall, Suite 183.

CANCELLATION REQUESTS

Your Student Housing License Agreement is a legally binding document, and all contract terms and conditions are strictly enforced. This information is intended as a summary. Please refer to the Student Housing License Agreement Terms and Conditions for exact contractual stipulations. <https://www.csusb.edu/housing/current-residents/resident-services/cancellation>

CHECKOUT

When students have been approved to move out, they must adhere to the checkout procedures found at <https://www.csusb.edu/housing/current-residents/resident-services/moving-out>

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

Improper Checkout

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 & Change of Address

If you updated your mailing address to the university housing address, it is critical that you change your address with all your providers, contacts, family, and friends, as well as CSUSB, upon moving out. Housing and Residential Education is unable to process outbound mail and parcels (including forwarding and sending). Mailing Address forwarding and changes must be requested by CSUSB student residents in person at a USPS Office. ***Completing the USPS mail forwarding or mail address change request online will give an "invalid, business address" error and will not be competed or honored.*** Do not forget to update your address on MyCoyote. DHRE is not responsible for any mail left inside your mailbox after moving out.

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) by submitting the electronic Room Condition Inventory (RCI) form. The electronic RCI form must be submitted 5 days after your move-in. The RCI form can be found at the following link:

https://csusb.az1.qualtrics.com/jfe/form/SV_1X0mp2m8xudRqKO

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.

After students move out of housing, a staff member will inspect the resident room/apartment and note any new damages, including excessive trash or items left behind. Any damages beyond normal wear and tear identified at checkout and not previously indicated on the RCI 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). Charges will appear on the student's account.

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 painter's tape for wall decorations.
2. Using nails, tacks, staples, or any other fasteners to hang pictures or posters on the walls is discouraged; using nails, tacks, or staples on room doors is not allowed.
3. Using 3M strips, glue, double-sided tape, "duct" tape, or "Scotch" tape is highly discouraged as these adhesives cause damage. Additionally, LED lights with an adhesive backing should not be affixed to walls or ceilings as they cause damage to the surface(s). The use of adhesives which will not discolor or pull away the paint are permitted (permanent decals, stickers, etc.).
4. As per housing policy, posting personal materials in community bathrooms, hallways, public areas, or public-facing areas (windows, balconies) is prohibited.

Door decorations on internal facing doors should be posted in consideration of others. 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 items that could cause a hazard near or over the thermostat, such as posters, lamps, computers, aquariums, televisions, or any type of heat generating device.

NOTE - University Village and Arrowhead Village apartment air filters are 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 clear at all times.

COYOTE VILLAGE

Coyote Village residents should complete a maintenance request to request temperature changes. However, please be conscientious that the same heating and cooling unit connect all rooms in a wing. 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 vents should never be covered. Maintenance will clean and replace air filters; it is residents' 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.

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. Please see "Alteration of Premises" policy for additional details.

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 keys with you and lock your door. Propping doors open, giving your key to friends/others, or keeping doors unlocked invites strangers into your residence, and is a violation of Housing policy (see "Policies and Regulations" section). If at any time your key is lost or stolen, residents should report it immediately to the Department of Housing and Residential Education. The cost for a new key card/access FOB for a room or apartment is minimum of \$35 per key card; the cost for a new bedroom key is a minimum of \$45 per key. Costs may increase depending on circumstances of key/key card lost, i.e., the number of keys that need to be made, if a lock change needs to occur, etc.).

Students will receive two "free" lockouts each year. Starting with the third lockout, a resident will be charged \$10 for each additional lockout. Any lockout charges will be billed to the student's account at the end of each semester. If a student is locked out, they can go to the village front desk during desk hours or call the SL On Duty number for assistance. If a student has lost their key, they can go to the main DHRE office during business hours for replacement or call the SL On Duty number for assistance after hours.

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 and community spaces, as well as Coyote 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 SL On Duty for your respective Village. Maintenance emergencies may include any potential breach to building security, flooding, loss of central heating/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 <https://www.csusb.edu/housing/current-residents/maintenance-requests>. Please contact your village Area Coordinator or the main DHRE office at (909) 537-4155 during normal operating hours if you have any questions. For after-hour and weekend emergency maintenance related items, notify the SL On Duty for your respective Village.

COMMUNITY DAMAGES

At the beginning of the academic year, an assessment is conducted of each public area. Any damage 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. Coyote Village residents can deposit individual trash in the “trash rooms” located inside their hall. Please contact your RA for specific locations.

Arrowhead Village and University Village residents must use outdoor receptacles located in the adjacent parking lots. Trash should not be stored in apartments, rooms, and/or balcony spaces. This may attract insects and animals, cause bad odors, and is a health hazard to you, roommates, and surrounding community members.

LAUNDRY FACILITIES

There are laundry rooms located in each village, with washers and dryers for resident use only:

- Coyote Village: In Running Springs next to the game room
- Arrowhead Village: A stand-alone facility between Building 2 and Village Square
- University Village: A room on each residential floor

DHRE will be working with a new laundry vendor mid-July 2024; details of machine use, cost, reporting issues will be added to the handbook once new vendor has confirmed information.

Cost per load of laundry*:

*Cost per load is subject to change by vendor and will be updated before 24-25 move-in

Housing and Residential Education assumes no responsibility for items left in laundry rooms. Residents are responsible for being attentive to their belongings and removing any laundry in a timely manner. Laundry that remains in a laundry room will be removed by the custodial staff and stored for 30 days; items of value will be given to UPD. If you are missing an item, you can contact the main housing office at housing@csusb.edu, please include a detailed description of the item(s) you are missing and a timeline of when the item(s) was left in the laundry room.

MAIL AND PACKAGES

DHRE provides mail and parcel handling services to all students living on-campus. ***Mail and parcels are received at the DHRE Resident Mailroom ONLY, for student residents ONLY;*** parcels and mail are not permitted to be dropped off, or received by anyone at/in any other campus locations, including village buildings, outdoor mailboxes, village front desks, parking lots, public parcel lockers, et al. The DHRE Resident Mailroom is located in Coyote Village (under the Cajon Hall Breezeway) just across from the Coyote Village Front Desk.

Once received, packages and flat mail are processed and can be picked up at the service window during posted mailroom operating hours. All received items are held for thirty (30) days, after which unclaimed items are returned to sender. Residents receive email notification for received parcels. Please wait until you receive an email confirmation from DHRE that your package has arrived and been processed before you attempt to pick it up. Notifications are not provided for flat mail. It is Residents' responsibility to check regularly for USPS flat mail.

Student Residents may request to have their mail and/or parcels picked up by a designated recipient. To make such a request, the student resident must email their request with their full name and Coyote ID number, the full name of the designee, the designee's Coyote ID number (when applicable) and their parcel tracking number/s (when applicable) to the DHRE Resident Mailroom: HousingMailroom@csusb.edu.

If desired, a student resident can request a mailbox from the mailroom to which their flat mail can be distributed. Mailboxes are accessible 24/7 and are located at the DHRE Resident Mailroom under the Cajon Hall Breezeway. All flat mail is processed and delivered via the mailroom to mailboxes on the day they are received. If a student resident does not have a mailbox, the mail is sorted and held for pick up at the mailroom service window during posted operating hours. Mailbox keys can be distributed at any time during the Academic Year, from move-in to move-out. Keys must be returned prior to move-out or resident will be responsible for a key replacement fee of \$45 (

CSUSB and DHRE are not responsible for lost or stolen items, condition of mail upon receipt, or delays in delivery or pick up.

DHRE is not equipped nor responsible for outbound mail and shipping. To send or ship mail and parcels, student residents should visit a USPS Office or other shipping/mailing location, or use the USPS letter collection bins on campus.

DHRE Resident Mailroom Contact Information

Location: Coyote Village (Cajon Hall Breezeway)

Telephone: (909) 537-7153

Email: HousingMailroom@csusb.edu

CSUSB Housing Address

Proper addressing is imperative to ensure mail and packages are properly processed and quickly distributed to student residents. Please use the CSUSB Housing address format as provided below for all mail & parcels. This address applies to ALL Housing Villages, including University Village. Any packages delivered to locations other than the DHRE Mail Room are not the responsibility of DHRE and are not accepted by DHRE staff or affiliates.

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

Mail Security

All items received by the mail room are locked in a secured area designed for parcels and trackable flat mail. For optimal service, we highly recommend that high-dollar/expensive parcels 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 electronics, be insured for the value of the item. Neither California State University, San Bernardino nor the Department of Housing and Residential Education will be responsible for the condition of a package upon receipt. When picking up any mail or parcels each student is required to show their Coyote ID or valid photo ID that matches the name on the package.

Amazon Locker

The campus Amazon Locker (BOBA) is available for use 24/7 or as determined by Amazon. Please keep in mind that the BOBA locker is open to the public and may be used for non-resident deliveries. BOBA Locker packages are not accepted by the Resident Mailroom and are tracked by Amazon only. Neither California State University, San Bernardino nor the Department of Housing and Residential Education will be responsible for parcels addressed to the BOBA Locker.

PARKING

Parking is enforced 24 hours a day, 7 days a week across campus by CSUSB Parking and Transportation Services. All residents must purchase a parking permit in order to park on campus. Residents have the option to purchase a resident pass, in lieu of a general pass, to park in resident reserved parking (along with general parking). Parking, including resident parking, is managed by CSUSB Parking and Transportation Services; please visit their site for more information: www.csusb.edu/parking

INTERNET

Wireless internet access is included as part of the telecommunication services provided to all students on campus. Devices will connect to either the 'Eduroam' or 'CSUSB-DEVICES' network depending on the device's capabilities.

Wired internet access within Housing bedroom spaces is available upon request. 1 port can be activated per student. Ethernet cables are not provided. Requests for port activation can be submitted in the Connect Device to Campus Network form (<https://www.csusb.edu/housing/life-campus/maintenance-and-technology-requests/connect-device-campus-network>) or to the CSUSB Technology Support Center directly with the information provided below.

All users in student housing are required to authenticate to gain access to the Internet. To gain access to the Internet for a wired connection, users will need to launch their preferred web browser to then be automatically redirected to an authentication service. Valid credentials for a wired connection are CoyoteID and MyCoyote password.

To gain access to the internet for a wireless internet connection, users will authenticate to the 'Eduroam' wireless network using CoyoteID@csusb.edu and MyCoyote password. For instructions please review this Eduroam Guide (<https://www.csusb.edu/sites/default/files/upload/file/EduroamGuide.pdf>) or visit the ITS link below for knowledgebase articles on wireless connections for campus.

Any requests, concerns or issues with the internet must be reported to Technology Support Center at (909) 537-7677 or support@csusb.edu. For more information on CSUSB Information Technology Services: <https://www.csusb.edu/its>

Residents cannot connect to the CSUSB campus networks with a personal router / hub, wireless extender, or wireless printer.

Residents should familiarize themselves with the Acceptable Use Policy for Electronic Communications at www.csusb.edu/policies prior to using these resources. Devices that disrupt the campus network are prohibited from being connected.

For a list of approved Housing devices please view our CSUSB Housing Device List (<https://www.csusb.edu/sites/default/files/HousingDevicesList.pdf>).

Connecting Smart TVs, Gaming Consoles and Media Streaming Devices

These device types cannot sign directly in to the CSUSB networks and need an additional configuration step to connect correctly.

For a wireless connection, these devices use the 'CSUSB-DEVICES' wireless network. For a wired connection, these devices plug directly into an activated network port within a bedroom space. An activation request for a wired port can be submitted as part of the Device request below.

To start the connection process, you must first fill out the Connect Device to Campus Network form (<https://www.csusb.edu/housing/life-campus/maintenance-and-technology-requests/connect-device-campus-network>). Please read the instructions and fill the form out completely. Click submit and wait to be contacted by the Technology Support Center.

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.