



SAN FRANCISCO
STATE UNIVERSITY



2023 - 2024

COMMUNITY LIVING

STANDARDS GUIDE

AN INFORMATION & EXPECTATIONS GUIDE
for living in SF State's Residential Community

WELCOME TO SF STATE HOUSING

We are so excited to have you as a member of the residential community!

Our goal is to create a safe, helpful, friendly, and engaging living environment with everything you need to help you thrive both personally and academically.

Our staff is ready to assist you in any way we can so that your experience living on campus is more enjoyable.

Your journey starts here!

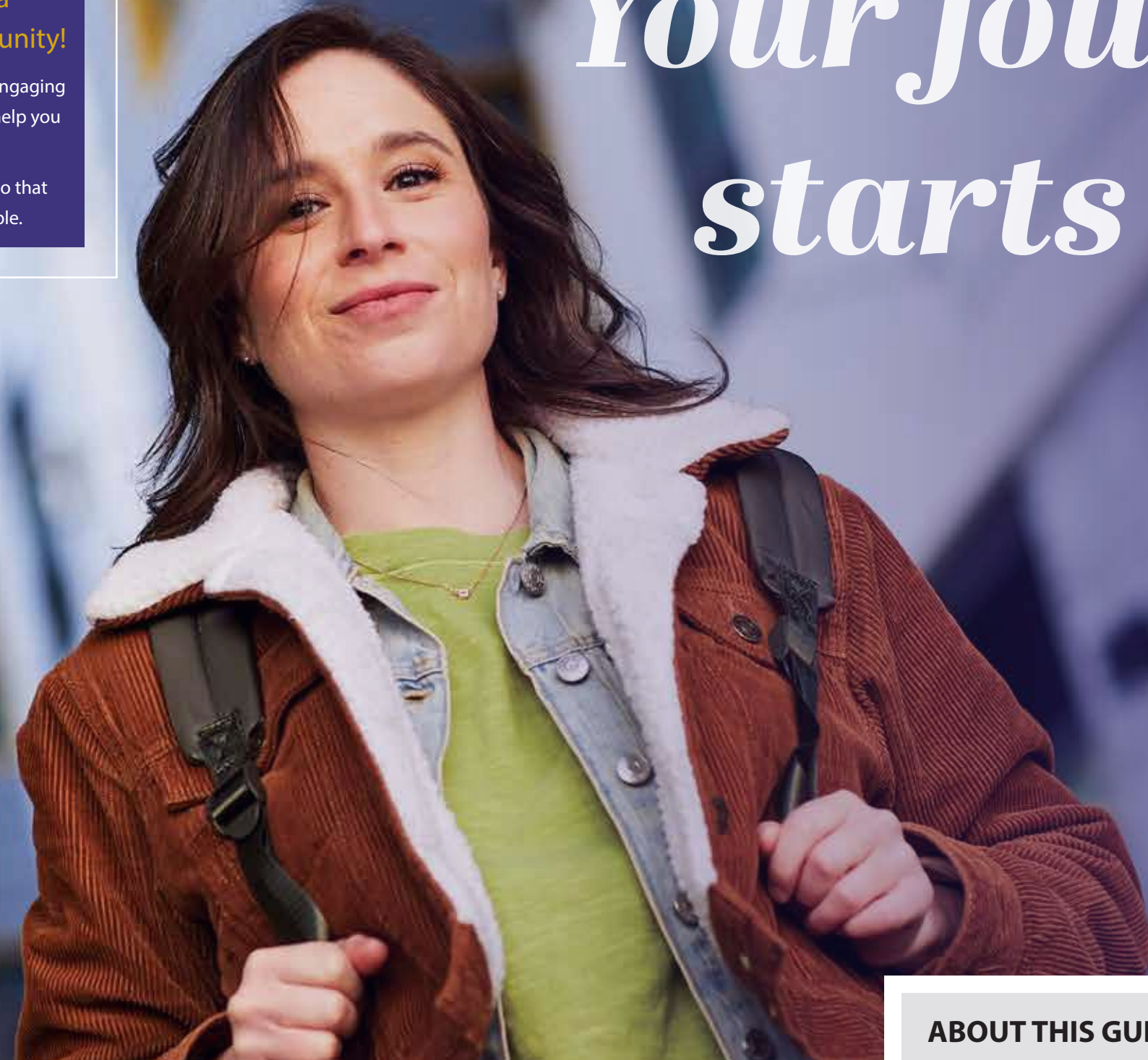


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ABOUT THIS GUIDE

The Community Living Standards Guide is intended to help you transition into your new home at SF State and to help you navigate the exciting experience of living on campus.

Although this guide seems like a lot of information, it is important that you familiarize yourself with all of its content as you will be held accountable for knowing and following the policies and regulations contained herein.



OUR COMMUNITY PHILOSOPHY

Our community is composed of people from diverse racial, ethnic, and class backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations.

Out of this diversity, we take pride in being a community that not only encourages positive interactions and mutual respect, but that also appreciates our common bonds as well as our individual differences.

The success of being a connected and inclusive residential community requires that we not only adhere to these principles, but that we take responsibility for our awareness and actions towards all of our community members.

Community life is...

Inclusive

All are welcome! No matter where you're from, what you've learned, or who you think you'll be - we're ready to be the next chapter in your story. Since 1899, SF State has championed equity and community inclusion, and we envision a world in which every student is empowered to pursue their educational dreams bravely, confidently and passionately.

Engaging

College is not just about academic achievements; it's also a time to build relationships, create lasting memories, and discover your place in the world. By actively involving yourself in the college community, you can embrace the sense of belonging that will enrich your college experience and stay with you long after graduation.

Inspiring

Through our inclusive campus life, our thought-provoking faculty and academics, our supportive student services and location in the City of San Francisco, Biotech Bay and Silicon Valley, we ignite the power of education for all, so our students can go on to make a positive impact in their communities and the world.

Transformative

Fostering a sense of belonging is crucial for your personal and academic growth during your college journey. As you embark on this transformative phase of life, we encourage you to actively get involved in various aspects of campus life to cultivate this essential feeling of connectedness. Embrace this opportunity and make the most of your college years!

THINGS TO KNOW ABOUT YOUR COMMUNITY

Our residential communities have a network of support staff focused on assisting residents so that they are successful both in and out of the classroom.

Each community has a support desk and in-house student leaders committed to connecting you to resources and opportunities that will help you make the most of your on-campus experience.

CENTRAL NEIGHBORHOOD COMMUNITY DESKS

MPH | 802 Font Blvd. | (415) 406-5702

MWH | 800 Font Blvd. | (415) 406-5703

TCS/TJS | 796 Font Blvd. | (415) 405-9360

VCS | 750 Font Blvd. | (415) 405-8000

NORTH NEIGHBORHOOD COMMUNITY DESK

295 Buckingham

(415) 566-1556

SOUTH NEIGHBORHOOD COMMUNITY DESK

MSQ | 2 Varela Ave. | (415) 338-0510

3 Neighborhoods
8 Communities

STUDENT LEADERS ON DUTY

CENTRAL NEIGHBORHOOD

MWH/MPH | (415) 840-5283

TCS/TJS | (415) 840-5672

VCS | (415) 840-5387

NORTH NEIGHBORHOOD

UPN | (415) 840-5959

SOUTH NEIGHBORHOOD

MSQ/UPS | (415) 840-5856


CENTRAL NEIGHBORHOOD

Mary Park Hall (MPH), Mary Ward Hall (MWH), Towers at Centennial Square (TCS), Towers Junior Suites (TJS), and Village at Centennial Square (VCS)

WHAT'S NEARBY

 City Eats Dining Center

 Mashouf Wellness Center

 Lake Merced

STUDENT LEADERSHIP

RESIDENTIAL ASSISTANTS **RA**

Resident Assistants (RA) are students who have experience living in residential communities and are familiar with what it takes to make the most of your experience here. Each RA has been carefully selected based on their ability to show concern for students and to help make your living environment positive and educationally enriching. RAs are trained to serve as community builders, activity advisors, group facilitators, referral agents and to answer questions.

LEAD DESK ASSISTANTS **LDA**

The Lead Desk Assistant (LDA) position assists with the daily operations of their respective community desk and provides quality customer service to the residential community. While co-supervising Desk Assistants (DA), the LDA is expected to understand and perform all DA tasks and procedures in addition to administrative and supervisory responsibilities.

PROGRAM ASSISTANTS **PA**

Program Assistants (PA) are students who are specifically selected to facilitate learning, programming, and outreach in various learning topics. They collaborate with RAs to meet residents' needs around their assigned focus area. PAs are trained to provide resources, support residents, and collaborate with campus partners to bring different education opportunities to their respective residential communities.

PROFESSIONAL STAFF LEADERSHIP

Professional staff leaders are skilled in conflict resolution, advising, crisis intervention, resource referral, and administrative management.

AREA COORDINATORS **AC**

A full-time professional Area Coordinator (AC) oversees each Residential Community and can be contacted through your community front desk. ACs supervise Residential Coordinators and serve in a case manager role to support student learning, development, and success.

RESIDENTIAL COORDINATORS **RC**

Residential Education RC

Full-time professional team members who supervise Resident Assistants in a specific community.

Community Desk RC (CDRC)

Full-time professional team members who aid in overseeing each residential community desk and supervise a team of Desk Assistants. They can be contacted through your front desk.

We're here for you!

NORTH NEIGHBORHOOD

University Park North (UPN) High-rises and Garden Units

WHAT'S NEARBY

 Target, Whole Foods & Trader Joe's

 Stonestown Galleria Mall

 Fast Food Dining Options


SOUTH NEIGHBORHOOD

Manzanita Square (MSQ) and University Park South (UPS)

WHAT'S NEARBY

 Burgers, Tacos & Chinese Restaurants

 Park Plaza Foods

 MUNI - M Line to Embarcadero

GET INVOLVED IN YOUR COMMUNITY

As a resident, you'll have access to a variety of activities, events and programs that will help you connect you with others. For information on how to get involved, check your floor newsletter or contact your RA.

RESIDENTIAL HOUSING ASSOCIATION (RHA)

RHA sponsors numerous activities to enhance your living/learning experience on campus. In addition to providing great activities and events for you to participate in, RHA represents the student voice.

RHA's mission is to represent the views of undergraduate/graduate residents to Residential Life, Housing, Dining & Conference Services, Associated Students, and the University. If you are interested in joining any of these groups, contact rha-board@sfsu.edu or check with your RA.

Looking to enhance your college experience beyond the classroom and make a positive impact on campus and the world?

Get involved with Residential Housing Association, student clubs and the Division of Equity & Community Inclusion!

270+ With over 270 registered student organizations, there's bound to be a club that aligns with your interests and passions. Whether you want to connect with others professionally, culturally, politically, spiritually, academically, or in any other way, student clubs provide a vibrant platform to do so.

Student Organizations



By joining a student organization, you'll have the opportunity to gain valuable leadership skills, build meaningful relationships, and create lasting memories through a wide range of events, workshops, fundraisers, and more.



The Division of Equity & Community Inclusion offers a unique space where you can actively contribute to promoting diversity, equity, and inclusion on campus. By engaging with units like the Asian American & Pacific Islander Student Services, the Black Unity Center, the Dream Resource Center, the Office of Diversity & Student Equity and Interfaith Programs, and the Latinx Student Center, you'll be part of initiatives that aim to foster intercultural dialogue, advance social justice, and improve the campus climate for all students.

THINGS TO KNOW ABOUT YOUR BUILDING



BUILDING ACCESS

Your SF State Student ID provides access to the main doors of your building. If you lose this card, go to One-Stop Student Services Center located across from Village Building C to replace it.

In order to maintain the security of our residential communities, residents are required to show their Student ID to the Desk Assistant (DA) every time they enter their building. The DA must be able to clearly see the photo identification on your Student ID. If you refuse to show your Student ID, you may be documented and undergo the Residential Life conduct process.



TRASH & RECYCLING LOCATIONS

MPH Near the restrooms	MSQ Near the elevators or at the end of the hall	MWH Near the restrooms
TCS Near the elevators	TJS At the end of the hall	UPN Gardens: Near the carports High-rises: Near the elevators
UPS Near the carports	VCS Near the elevators	



MAIL & PACKAGE PICK-UP LOCATIONS

LETTER MAIL

MSQ, MPH, MWH, TCS, TJS & VCS | Your mailbox in the lobby

UPN

High-rises | Your assigned mailbox in the lobby
Garden units | Your assigned mailbox in the outdoor courtyard of your building

UPS | Your apartment

PACKAGES

MSQ | Package lockers on the main floor. The code from your notification email is needed for pick-up.

MPH, MWH, TCS, TJS, UPN & VCS

TCS front desk @ 796 Font Blvd. Your SF State ID is needed for pick-up.

UPS | Delivered to your apartment

See the 'Available Services' section for more information about mail and packages.

Community Conservation



To help the university meet conservation responsibilities, we are reducing water usage and energy by using aerators in showers and sinks, lowering water temperatures, and reducing toilet flush volumes.

Do Your Part to Conserve!



- ▶ Regulate the use of window blinds & let the sun warm your room.
- ▶ Take shorter showers & turn the water off when shaving & brushing your teeth.
- ▶ Close your faucets tightly and report any leaks to Facilities.

LAUNDRY FEES*

\$1.75/wash and \$1.25/dry *Fees are subject to change.

PAYMENT TYPE

MSQ | Via the WASH App or purchase a laundry card. Laundry cards will need to be preloaded before use.

ALL OTHER COMMUNITIES | Via the CSCgo App. Visit csclaundry.com/go for more information.

Support information and instructions are available in each laundry room.

TIP | Save water and energy by washing full loads of laundry and use the cold water cycle.



LAUNDRY ROOM LOCATIONS & ACCESS

MPH 1st floor (odd side) & 4th floor (both sides)	MSQ Main level near the front desk. Access: iButton	MWH 4th floor	TCS 1st floor
TJS 1st floor of TCS	UPN Gardens: Near the carports High-rises: Near the elevators	UPS Throughout the neighborhood Access: External door key	VCS Bldg. A/B: 3rd floor Bldg. C: 2nd Floor



RESIDENT PARKING

SF State Housing uses a virtual parking permit system for residential parking, which uses your license plate for permit verification and to confirm that you are parked in your assigned parking space. For more information about resident parking, visit housing.sfsu.edu/student-resident-parking.

BIKE RACK LOCATIONS

TCS, VCS, MPH, MWH & UPN
Near the front entrance of each building

MSQ | Ground level near the parking garage

Due to limited parking on campus, we strongly encourage students to use a bike or public transportation



THINGS TO KNOW ABOUT YOUR LIVING SPACE

You and your roommates will likely be sharing a living space for the entire year, so it's important that you talk about how you want to arrange and decorate your living space so that you can live in it comfortably. Together, you should also decide on general cleanliness standards as well as how the larger cleaning tasks will be divided.

RENTERS INSURANCE

As a benefit of living on campus, residents will have \$100,000 in liability insurance provided for them through SF State and GradGuard. This coverage is included in your housing fees and protects you financially from unintentional damage due to fire, water and other causes of loss to University property caused by your negligence. SF State is not responsible for damage, theft or loss of student's personal belongings. For information about renters insurance to cover your personal belongings, visit housing.sfsu.edu/renters-insurance.



Cleaning Tips

CLEAN ON A REGULAR BASIS

Sweep, mop or vacuum floors and clean all surfaces and frequently touched objects on a regular basis.

USE THE RIGHT CLEANING SUPPLIES

When cleaning surfaces, use a mild detergent instead of chlorine bleach or abrasive powdered cleansers.

EMPTY TRASH REGULARLY

Don't let trash build up to the last day. Sort and dispose of your recyclables on an ongoing basis.

USE A SOFT SPONGE OR CLOTH

Do not use any sharp objects when cleaning surfaces, especially the stove, refrigerator or freezer.

CLEANING REMINDERS

At the end of your License term, you and your roommate(s) are responsible for a thorough cleaning of your living space. At move-out, your living space will be inspected and you will be billed for any missing items or damages beyond "normal wear-and-tear."

Following the cleaning tips and decorating reminders on these pages will help you avoid any unnecessary cleaning or damage charges at the end of your License term.

DECORATING REMINDERS

You have the freedom to arrange your room and apartment furniture to your liking (with the exception of furniture that is bolted down or adhered to the wall). When decorating, keep in mind the following reminders:

DO NO DAMAGE

Just about any method you use to attach something to the wall will cause some damage. To avoid damaging the walls, we recommend that you use blue painter's tape or 3M Command Strips for hanging your things. None of these methods are guaranteed to not damage the walls. Do not use nails or screws. Any damage charges are the responsibility of the resident(s).

KEEP THINGS OFF YOUR DOORS

Mounting posters, signs, or other items on your door is prohibited as it is a fire hazard and can invite vandalism.

IF IT'S NOT YOURS...DON'T MOVE IT

Your room and apartment furniture must remain in your room and should not be placed in common areas. In turn, furnishings from lounges or other common areas may not be put in your room. Violators will be expected to return furniture to its proper location and will be subject to a fee and/or administrative action such as the cancellation of your Student Housing License Agreement.

SHARING YOUR LIVING SPACE

One of the most important relationships you'll have this year is the one you cultivate with your roommate(s).



KEYS TO

Successful Roommate Relationships

EXPECTATIONS

Each person may have a different view of what sharing space means.

COMMUNICATION

Open lines of communication; talk to each other about needs and concerns.

FLEXIBILITY

Remain open to doing things differently than what you are used to.

RESPECT

Respect each other's differences, needs and priorities.

Communication is key when forming and maintaining new relationships.

ROOMMATE COMPLAINTS

In SF State Housing, reports of unjust behavior can be made to any staff member. The staff member will assist or direct you to the appropriate resources to support you with your concern. If you are not comfortable on your floor or in your room or apartment, speak with your Resident Assistant. Staff is available to assist if you wish to have a mediation or conversation with your roommate(s) about expectations in your living space.

People come from their own personal experiences, some of which you may not understand. It is therefore important to stay respectful and flexible with each other. Your room and apartment will serve as a second home to you and your roommate(s), so it is vital you all feel welcome and respected in your own home environment.

ROOM CHANGES

Every effort should be made to resolve any conflicts with your roommate and avoid changing rooms. If you feel that the differences are too extreme or that your safety is a concern, speak with your Area Coordinator about options that may be available. If a room change is necessary, you will be instructed to fill out a 'Room Change Request' form on the Housing Portal, which will be available two weeks after move-in.

VACANCIES IN YOUR APARTMENT

If you have a vacancy in your apartment, you will likely receive a new roommate. Therefore, you should be prepared for a roommate at all times by using only your

assigned bedspace and keeping your apartment clean.

If you will be receiving a new roommate, the Student Housing Office staff will notify you via email of their arrival. Residents who fail to have their room prepared for a new roommate at the time of their arrival may be assessed a cleaning fee of \$500 and may be required to participate in an administrative review.

The Student Housing Office reserves the right to consolidate you with another person if a room vacancy occurs and you do not have another roommate. This means that you may be required to change rooms. Please consult the "Terms and Conditions Student Housing License Agreement Section IV B" for further information.

RESOLVING ISSUES

If you encounter problems with your roommate, we strongly encourage you to go through the mediation process with the Resident Assistant to begin creating an environment that fosters open dialogue in an effort to resolve room/apartment concerns.

We believe sharing space and learning to respectfully co-exist despite our differences, are the hallmarks of a person's development into adulthood. During mediation, all residents involved in the situation will be asked to discuss their concerns and attempt to find a mutually agreeable resolution with assistance from the staff member present.



AVAILABLE SERVICES

It is a violation of your License Agreement to duplicate and/or distribute your keys to others.

For your safety, keep your door locked at all times.



LOST KEYS & LOCKOUTS

Your keys are valuable and you should make every effort to keep them secure and in your possession at all times. If you lose your key(s), visit your community front desk to request a lock change. This is a mandatory action that will ensure the security of our community.



REPAIRS AND MAINTENANCE

For any facilities-related issues in your living space, you will need to put in a service request. Unless it is an emergency, service requests will be processed the next business day.

For facilities-related emergencies, contact the on-duty Resident Assistant by going to your community desk. For all other emergencies, contact the University Police Department (UPD) at (415) 338-2222.

FACILITIES CONTACT INFORMATION

MSQ | (415) 338-0510 | ManzanitaSquare@AmericanCampus.com | Submit a service request at qrco.de/bbjv1g

ALL OTHER COMMUNITIES | (415) 405-0579 facilities@sfsu.edu | Submit a service request at sfsu.metabim.com

The University is respectful of your privacy and will limit entering your apartment or room to the following occasions:

- ▶ Your request or agreement.
- ▶ Emergencies.
- ▶ Health and safety inspections.
- ▶ Management of applicable rules and regulations.
- ▶ Inspection and cleaning when you or your roommate moves out.
- ▶ Any lawful purpose.



LOCKOUT PROCEDURE

If you are locked out of your unit, you may check out a temporary key from your community front desk for up to 30 minutes. Proof of identity will be required before you will be provided access to your space.

PLEASE NOTE:

- ▶ If the temporary key is not returned to the desk within the 30-minute time frame, an automatic lock change may be initiated for security purposes and you will be charged a lock change fee.
- ▶ When locked out, you will be assisted within a time frame that is reasonably possible, but you may need to wait for available staff.
- ▶ Residents are provided ONE [1] courtesy lockout per academic year. Residents who request an excessive number of temporary keys may be required to verify possession of keys and meet with ResLife staff due to the increased security risk.

*Fees are determined on a case-by-case basis and key cost varies by type.

Lock change fee* **\$50**
Additional key* **\$5-\$50**



PEST CONTROL

Submit a service request if you have pest control issues or notice abnormal cracks or crevices that pests may be able to exploit in your room or apartment.

Residents should take the following precautions to help ensure that your living space is free of pests:

STORE IT

Store food properly and do not leave food out overnight.

CLEAN IT

Keep your room and apartment clean. Don't leave damp clothing or towels out.

RINSE IT

Rinse food from cans before placing them in your recycle bin.

Keeping your living space clean and storing food properly will keep pests away.

AVAILABLE

SERVICES



CONNECTING TO THE INTERNET

Internet is provided by either Apogee, Resnet or MyCampusNet, depending on the building you live in. Detailed directions on how to connect will be emailed to your SF State email account at check-in or you can visit, housing.sfsu.edu/tech-services. **PLEASE NOTE:** Not all smart devices are compatible in our environment. If you have trouble setting up a device, contact your provider for assistance.

Connection Support

MPH, MWH, TCS, TJS, VCS & UPN

(furnished units at 1-197 and 225-235 Buckingham)
NETWORK | Apogee
SUPPORT | (888) 478-8864

MSQ

NETWORK | MyCampusNet
SUPPORT | support@MyCampusNet.com or (833) 548-4746

UPS & UPN

(furnished units at 200-399 Buckingham & 400-460 Winston)
Network | Resnet
SUPPORT | (415) 338-1420 or submit a service request at its.sfsu.edu/help.

Keep your computer free of viruses and other forms of computer compromise by running current antivirus/anti-malware software.



MAIL SERVICES

INCOMING MAIL

To ensure proper delivery, please be sure that your mail and packages are addressed as follows:

MSQ

[Full Name] [Last 5 digits of SF State ID]
2 Varela Ave., Apartment [#]
San Francisco, CA 94132

ALL OTHER COMMUNITIES

[Full Name] [Last 5 digits of SF State ID]
[Mailing address* and apartment/unit number and space letter/number (if applicable)]
San Francisco, CA 94132

*Some buildings have different mailing addresses for letters and packages.

MAILING ADDRESSES FOR LETTER MAIL

MSQ 2 Varela Ave.	TJS 798 Font Blvd.
MPH 802 Font Blvd.	UPN Your physical address
MWH 800 Font Blvd.	UPS Your physical address
TCS 796 Font Blvd.	VCS 750 Font Blvd.

OUTGOING MAIL

Residential community desks do not offer outgoing mail services and are unable to hold packages. Outgoing mail and packages will need to be sent by the Post Office or other package delivery service.

Post Office: 1543 Sloat Blvd. | **FedEx Office:** 1597 Sloat Blvd. | **UPS:** 1559 Sloat Blvd., Ste. B

Mail & package pick-up location information can be found on the 'Things to Know About Your Building' pages.

PACKAGES

Packages are generally processed within 72 hours of receipt. You will be notified by email when your package is ready for pick-up and will need to retrieve it within 48 hours. Please allow for longer processing time during high volume package times, such as the beginning of each semester and holidays.

MAILING ADDRESSES FOR PACKAGES

MSQ 2 Varela Ave.
MPH 802 Font Blvd.
MWH 800 Font Blvd.
TCS 796 Font Blvd.
TJS 798 Font Blvd.
UPN 796 Font Blvd.
UPS Your physical address
VCS 750 Font Blvd.

THINGS TO KNOW ABOUT YOUR MEAL PLAN

With your meal plan, you are provided a set number of meals per week to be used whenever it is convenient for you. You'll also have flex dollars so that you can purchase Starbucks coffee, meals or snacks to-go from our dining locations.

FLEX DOLLARS

Flex dollars* are funds included with your meal plan to use at City Eats or for retail items at The Bricks. Flex dollars are disbursed two weeks after move-in, in two increments (half the total amount in fall and half in spring) after the deadline to change your meal plan each semester.

Don't have a meal plan? Voluntary meal plans can be purchased at sfstate.sodexomyway.com.

HOW TO USE YOUR MEAL PLAN

Your meal plan is loaded onto your SF State Student ID when you check-in on Move-in Day. Each time you dine in or grab a to-go meal at City Eats or The Bricks, your SF State Student ID will be swiped at the register and one meal will be deducted from your plan. You may use as many meal swipes as you'd like in a day as long as you have them available on your account.

MEAL PLAN CHANGES

You can request a change of meal plan once a semester. The last day to submit a change of meal plan request is:

Fall - August 28, 2023

Spring - February 12, 2024

To learn how to change a meal plan go to housing.sfsu.edu/meal-plan-information.

OTHER WAYS TO PURCHASE

MEALS

USE GATOR DOLLARS! Gator Dollars are the University currency that work like a prepaid debit card with funds kept on your student ID card. Gator Dollars may be used at any participating on-campus dining location including City Eats & Bricks. Gator Dollars can be purchased through the OneCard Office.

Important Things to Know

- ▶ Meals cannot roll over from week-to-week and are not transferable.
- ▶ For mandatory meal plans, unused meals (swipes) expire at the end of Saturdays and load on Sunday for the new week.
- ▶ Because your Student ID is also a key to many of the main doors of our facilities, do not give it to another resident or guest to purchase a meal. This will result in a violation of your license agreement.

WITH A MEAL PLAN YOU HAVE ACCESS TO:

-  Our Registered Dietitian
-  Monthly Promotional Events
-  Cooking Classes

RESIDENTIAL DINING



SF State Dining Services is focused on serving healthy food options using fresh and sustainable ingredients. We provide well-balanced menu choices along with nutritional information and tips to help you make choices that fit your needs or special dietary requirements.

All food and dining services are provided by Sodexo. Sodexo purchases locally whenever possible for the freshest ingredients and sources 100% sustainable seafood, eggs from cage-free chickens, and ethically and responsibly-sourced coffee.



WHERE TO DINE



City Eats is the main dining commons for the residential community located next to the Towers Jr. Suites. Here you can enjoy all-you-care-to-eat dine-in options made with fresh and sustainable ingredients or get a meal to go.

HOURS OF OPERATION

WEEKDAYS

Breakfast | 7:30 AM-10 AM

Lunch | 11 AM-2 PM

Dinner | 5 PM-9 PM

WEEKENDS

Brunch | 10 AM-2 PM

Snacks & Drinks | 2 PM-5 PM (Saturday only)

Dinner | 5 PM-9 PM



GET INVOLVED

Join us for weekly and monthly special events and promotions, like cooking classes, restaurant style dining nights, and classic holiday feasts.



The Bricks is a great place to grab a snack between classes. Located at Mary Ward Hall, the Bricks offers items such as Starbucks beverages, snacks or meals to-go.

HOURS OF OPERATION

WEEKDAYS

Breakfast & Lunch | 9 AM-2 PM

Snacks & Drinks | 2 PM-5 PM

Dinner | 5 PM-8 PM

Midnight Meals | 9 PM-Midnight

WEEKENDS

CLOSED Saturday

Snacks & Drinks | 11AM-2 PM

Dinner | 2 PM-9 PM

Get it to go!



Grab-n-go meals can be ordered using the Transact Mobile Ordering App. Visit housing.sfsu.edu/dining for more information on how use the App*.

PLEASE NOTE: If you choose to dine-in at City Eats, you cannot use the to-go green box to take additional food with you when you leave. If you would like to take food with you, you will need to swipe for another meal.

*Available for download at the App Store or Google Play.

FOOD OPTIONS

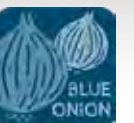
Residents with meal plans can enjoy a variety of selections from multiple cuisine platforms at City Eats.



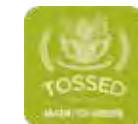
MADE-TO-ORDER MEALS



CLASSIC COMFORT DISHES



PASTA DISHES



SALAD, GRAIN BOWLS & PASTA



SELF-SERVE SALAD BAR



GRILLED BURGERS & SANDWICHES



ROTISSERIE



POP-UP MENU



ASSORTED DESSERTS

Learn what's on the menu each day, find nutrition information about your meal, and more with the Everyday App.*

*Available for download at the App Store or Google Play.

THINGS TO KNOW ABOUT YOUR LICENSE AGREEMENT

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



\$ PAYMENTS

Payments are due on the payment date outlined in Part 2 of the License Agreement. Failure to meet the appropriate payment date will result in a late charge of \$50 and possible legal action to collect delinquent housing fees. For details on how to pay, visit housing.sfsu.edu/payments.

RETURNED CHECKS

If a check is returned on your account (whether it is your check or someone else's check) it remains your responsibility to clear the obligation. If you are aware the check with which you made your Housing payment is going to be returned by the bank, contact University Housing so we may advise you as to the proper procedure to clear the check.

PLEASE NOTE:

- ▶ Your Housing fees are payments to the State of California.

Therefore, if your check bounces you will be liable for an additional sum as defined by the University as a reimbursement of the expenses incurred by the University.

- ▶ A returned check places you in violation of your Student Housing License Agreement and must be cleared immediately to prevent termination of your License Agreement and subsequently eviction.
- ▶ Until the financial obligation is cleared, a hold will be placed on your University record, which restricts you from University services including registration, grades, and transcripts.
- ▶ Payment for returned checks can only be in the form of a cashier's check, money order or cash.

View your License Agreement for more information about payments and returned checks.

CANCELLATION PROCESS

If you meet the cancellation criteria and are eligible to cancel your License Agreement, you will need to provide 30 days' notice by submitting an Intent to Vacate form (ITV), which can be found on the housing portal. Supporting documentation will need to be received within 3 business days. Failure to provide documentation will result in your ITV request to be denied. The Student Housing Office will respond to ITV requests within 5-7 business days of receipt. The approval process may take longer for MSQ residents.

COMMON MISCONCEPTIONS ABOUT CANCELLING

Assuming that your License Agreement will be automatically cancelled because you have submitted an ITV form. You will only be allowed to move out if you have received an official written approval from the Student Housing Office. If you choose to move out even though your ITV notice has been denied, you may be required to pay full fees for the entire academic year as required by the License Agreement. MSQ residents will be expected to pay fees for their entire contract period in full.

Providing 30-days' notice is not the only requirement for cancellation. Approval is only given if the students meet the stated criteria AND provide 30-days' notice. Students who meet the criteria must provide verifiable documentation along with their ITV form. Documentation must be objective or verifiable and support the criteria for requesting a cancellation. For example, if a student says they will need to cancel their Student Housing License Agreement because they are withdrawing from school, they need to provide a copy of their withdrawal form.



END OF YEAR MOVE-OUT

When you move out at the end of the academic year, your room and any shared spaces should be left in the same condition as when you arrived. Be sure to review the Move-out Guide on the Housing website prior to move-out to learn about the check-out process.

PLEASE NOTE: If you have an outstanding conduct record or violation of any License Agreement or Community Living Standards terms, you may be required to vacate prior to the scheduled check-out date. In some cases, this may be immediate or within 24 hours of your last final. Violations occurring during finals week, which are not adjudicated before the resident leaves, will be placed on hold until the resident returns to campus. This could affect your standing in Housing for the next academic year.

IMPROPER CHECKOUT

In order to avoid improper checkout charges, please be sure to fulfill all of your responsibilities when you move out. Charges can be applied for the following (this is not an exhaustive list):

- ▶ Improper cleaning.
- ▶ Not returning your room or apartment to the same condition.
- ▶ Not returning key(s) at time of check out (Do not mail your keys).
- ▶ Missing/damaged furniture and fixtures.
- ▶ Leaving belongings/objects in room.
- ▶ Damaged walls (holes, paint, stains, etc.).
- ▶ Damaged carpet/floors/tiles.

X CANCELLING DURING THE FEE PERIOD

A request to cancel your Student Housing License Agreement during the License Term requires thirty (30) days' notice prior to the date that you intend to vacate the facilities. If your request is approved, you will owe an amount equal to a prorated charge for each day from the beginning of the fee period, through the end of the required notice period unless otherwise indicated in the Agreement. The University may grant or deny the Intent to Vacate.

APPROVED REASONS FOR EARLY CANCELLATION

The determination will be based on the following with appropriate verification:

- ▶ **END OF STUDENT STATUS** | Certification from Registrar's Office required.
- ▶ **MARRIAGE OR DOMESTIC PARTNERSHIP** | Certificate required.
- ▶ **HARDSHIP OR EXTRAORDINARY CIRCUMSTANCES** | When occurring subsequent to the signing of the Student Housing License Agreement determined by the University to be beyond the control of Licensee. Appropriate documentation required. Refer to your Terms and Conditions Part 1, Section XVIII for more information. **PLEASE NOTE:** Bank statements alone do not demonstrate a financial hardship. Documentation must demonstrate how you are unable to pay your housing fees and that you have exhausted all available financial aid loan programs (if applicable).



FORWARDING MAIL

University Housing is unable to forward mail, so be sure to change your address directly with the Post Office (usps.com/umove) and any agency you receive mail from.

EMERGENCY PROCEDURES

For your safety and that of others, please practice general safety precautions at all times. If you observe any suspicious activity on campus, immediately contact University Police Department.

To familiarize yourself with University Police Department's Crime Prevention and Emergency Preparedness information, visit upd.sfsu.edu.

UPD CONTACT INFORMATION

EMERGENCIES

Calling from a:

- ▶ Campus phone line | dial 911
- ▶ Cell phone | (415) 338-2222

NON-EMERGENCIES

- ▶ (415) 338-7200



FIRE SAFETY, RULES & REGULATIONS

IN THE EVENT OF A FIRE

1 | NOTIFY

Call UPD to report the incident.

What to do if you are Trapped During a Fire

PREVENT SMOKE FROM ENTERING THE ROOM

Place a towel at the base of the door to prevent smoke from entering the room.

KEEP LOW TO THE FLOOR

Keep low to the floor if there is smoke in the room. The majority of oxygen is present near the floor.

NOTIFY

Call UPD immediately and report your situation. Be sure to give the name of your building and your room number.

IDENTIFY YOUR LOCATION

Attract the Fire Department or UPD's attention by hanging an object (bed sheet, jacket, etc.) out the window.

2 | TAKE ACTION

- ▶ Do not try to fight a fire yourself. Go to a fire alarm pull station and pull the lever to activate the building alarm.
- ▶ After pulling the lever, immediately evacuate the building.

TO USE A PULL STATION

Fire alarm pull stations are located in every public area of the Residential Community.

- ▶ Pull up the cover. This will set off a local alarm in the pull station, but does not activate the building alarm.
- ▶ To activate the building alarm, pull down the lever inside the protective cover.

FIRE EVACUATION PROCEDURE

Location of Evacuation Procedures are posted on the bulletin boards in each building or on the back of some resident room or apartment doors.

IMPORTANT REMINDERS

- ▶ Do not assume a fire alarm is false.
- ▶ Do not stop to take valuables.
- ▶ Before passing through any door, feel the door with your hand. If the door is hot, DO NOT touch the doorknob and DO NOT open the door.
- ▶ If it appears safe to open the door, brace yourself against the door and open it slightly.
- ▶ If heat or heavy smoke is present, close the door and stay in the room.
- ▶ Leave the building immediately through the main fire exit as shown on the map on the back of your door or building bulletin board. Do not use the elevators.
- ▶ Because stairwells may also draw smoke, only use the

designated fire exit stairwells. Residents of TCS, TJS, AND VCS should use the end stairwells.

- ▶ Remain away from the building until the Police, Fire Department, or staff member gives the all clear.
- ▶ Follow instructions of the University Police Department and University officials at all times.

PLEASE NOTE: Residents who do not immediately evacuate the building during a fire alarm are subject to disciplinary action.

RULES & REGULATIONS

- ▶ Fire codes (1988 UBC, Section 3305h1) require doors to be self-closing. The California State Fire Marshal requires that no doors be propped open with any object or dismantling of any door-closing device.
- ▶ It is against University, State, and Federal regulations to tamper with any part of a building fire alarm system, including smoke detectors, fire hoses, or extinguishers. Any person sending a false fire alarm or violating any provision of the State fire laws is subject to University disciplinary action (revocation of their Housing License and/or other formal disciplinary measures) and criminal prosecution.

FIRE DRILLS

In accordance with the University policy, staff members will conduct a fire drill in your building each academic term in order to familiarize residents with the correct procedures should an actual evacuation be necessary.



EARTHQUAKE PROCEDURES

IN THE EVENT OF AN EARTHQUAKE

1 | BE PREPARED

- ▶ Develop a plan for yourself and your roommate(s) and conduct practice drills.
- ▶ Know the evacuation routes and meeting locations.
- ▶ Keep an earthquake bag with:
 - Water
 - Extra change of clothes and shoes
 - Flashlight with fresh batteries
 - Transistor radio with batteries
 - Medication and aspirin
 - Small first aid kit with water purifying tablets, scissors,

small knife

- ▶ Toilet paper and pre-packaged baby wipes
- ▶ Granola bars, candy bars, protein bars
- ▶ Cash
- ▶ Remember to change the water, medication, food and batteries every month to keep them fresh.
- ▶ Keep a list of emergency numbers. Choose an out-of-area friend or relative whom separated family members and friends can call after an earthquake to report their whereabouts and condition.
- ▶ Know the safe spots in each room: under sturdy tables, desks, or against inside walls, etc. Keep them clear of obstruction.
 - Physically place yourself in those spots to make sure you fit.
 - Keep those areas clear so you can access them when an earthquake occurs.
- ▶ Know danger spots such as windows, mirrors, hanging objects, tall bookshelves and unsecured furniture.
- ▶ Learn first aid and CPR.
- ▶ Keep breakables and heavy objects on bottom shelves.
- ▶ Secure heavy tall furniture that can topple: bookcases or wall units.

2 | TAKE ACTION

- ▶ **STAY CALM.** Do not run or panic. If you take proper precautions, chances are you will not get hurt.
- ▶ **STAY WHERE YOU ARE**
 - If you're in a crowded place, do not rush for the doors. Most injuries occur as people are entering or leaving buildings.
 - If you're outside, move away from the building and utility wires. Once you are out in the open, stay there.
- ▶ **TAKE COVER**
 - If the earthquake strikes when you are indoors, take cover under a desk, table, and bench or against inside walls or doorways.
 - If in a high-rise, stay away from windows and outside walls. Get under a table. Do not use elevators.
 - The greatest danger is from falling debris just outside doorways and close to outer walls.

3 | ACT ACCORDINGLY

- ▶ After an earthquake, do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
- ▶ Check utility lines and appliances for damage. If you smell gas:
 - ▶ Open windows and shut off main gas valve.
 - ▶ Leave the building and report gas leakage to authorities.
 - ▶ Do NOT use candles, matches, or other open flames.
 - ▶ Do NOT re- enter the building until a utility official says it is safe.



POWER OUTAGES

We sometimes experience energy shortages. If the campus experiences a rolling blackout during the day time, the University will remain open during business hours and regular classes will remain in session. If the blackout occurs in the evening, evening and night classes most likely will be cancelled. Please confirm this with your instructors.

IN THE EVENT OF A POWER OUTAGE

1 | BE PREPARED

- ▶ Have a flashlight with fresh batteries or light “glow” sticks on hand.
- ▶ Have a battery-operated radio with fresh batteries.

2 | TAKE PRECAUTIONS

- ▶ Only use the elevator if you must. The elevator will shut down and stay where it is until the power is restored. The doors to the elevator will NOT automatically open if there is a blackout.
- ▶ Make every effort to conserve energy at all times. Take advantage of natural light during the day and reduce use of electric lighting.
- ▶ Turn off your computer during Stage Three Alerts.
- ▶ Frequently save work on your computer.

3 | BE AWARE

- ▶ During a power outage, emergency lighting will come on in the hallways and stairwells. Please be careful when using the stairs.
- ▶ When the power goes off, there will be NO street lighting. Go places in groups and take a flashlight.
- ▶ Locate Residential Life Staff if you need some extra support during the black out.

IMPORTANT REMINDERS

During power outages, do not drink alcohol, use drugs, or have unprotected sex as a way to ward off boredom. These activities will increase your risk of compromised health and safety.



OTHER EMERGENCIES

IN THE EVENT OF AN ACTIVE THREAT

1 | TAKE ACTION

Quickly leave the area or take shelter in another building if possible. If you cannot leave the area:

- ▶ Close and lock the door.
- ▶ Barricade the door with furniture if possible.
- ▶ Turn off the lights.
- ▶ Block any windows that provide a view of the room to the

outside.

- ▶ Stay away from windows/doors.
- ▶ Seek cover of some kind under or behind furniture.
- ▶ Switch your cell phone to vibrate so it doesn't alert someone of your presence.
- ▶ Do NOT answer the door under any circumstances.
- ▶ Do NOT leave the room until directed to do so by emergency personnel.
- ▶ Remain calm and develop a plan to escape should it become necessary.

2 | NOTIFY

- ▶ Contact UPD to advise them of what is happening.
- ▶ Notify anyone you encounter as you are leaving that they must exit immediately as well.
- ▶ Do NOT signal the building occupants by activating a fire alarm.

Circumstances that may warrant a shelter-in-place action could include:

- ▶ Severe weather
- ▶ Civil unrest
- ▶ Active threat
- ▶ Biological incident
- ▶ Radiological incidents
- ▶ Accidental chemical exposure

The notice to Shelter-In-Place will be issued by emergency personnel via the campus Public Address System or via text messaging, email, or phone call.

GUIDELINES

- ▶ Select a small interior room with no or few windows.
- ▶ Close and lock all windows and exterior doors.
- ▶ Turn off all fans, heating and air conditioning systems, and

SEVERE WEATHER OR CIVIL UNREST THAT POSES A PHYSICAL THREAT

- ▶ Stay inside and move away from windows.
- ▶ Be sure to close all doors connecting exterior offices to the corridor.
- ▶ For extreme weather, relocate to lower levels in the building.

EXTERNAL CHEMICAL, BIOLOGICAL OR RADIOLOGICAL INCIDENT

- ▶ Stay inside and move to an inner corridor or office.
- ▶ Close windows and turn off air conditioners and fans.
- ▶ If possible, move to a higher level of the building to reduce the transfer of contaminated air from the outside. Many chemical agents are heavier than air and tend to hug the ground.

SHELTER-IN-PLACE

Sheltering in place is a protective action taken inside a building to protect the building occupants from external hazards, minimize the chance of injury and/or provide the time necessary to allow for a safe evacuation.

close the fireplace damper.

- ▶ Bring your disaster supply kit and make sure the radio is working.
- ▶ Bring your pets into your shelter area.
- ▶ Use duct tape and plastic sheeting (heavier than food wrap) to seal cracks around doors and vents during biological, radiological, chemical exposure, and pandemic outbreaks.
- ▶ Listen to your radio or television for further instructions and updates.

POLICIES & REGULATIONS

Part of learning to live successfully within a community of residents with diverse interests, backgrounds, and needs is becoming well acquainted with the community standards, which are in place to support a comfortable, safe, and secure living environment. Be sure to read the following sections carefully, as they make clear the policies and regulations that **ALL** residents are expected to abide.

ALCOHOL

The regulations governing alcohol in the residence community are in accordance with state and federal laws.

POSSESSION

Possession of alcohol is not permitted in residential community buildings by residents under the age of twenty-one (21). The regulations governing alcohol in the residence community are in accordance with state and federal laws.

HOSPITALIZATION

Residents requiring hospitalization related to alcohol use or consumption will be required to submit to a clinical assessment and review of support measures.

CONSUMPTION, PARAPHERNALIA & OTHER USE

- ▶ The use of alcoholic beverages must comply with California State Law and is limited to those persons 21 years of age or older.
- ▶ Alcoholic beverages may not be consumed in public areas (any area outside student rooms).
- ▶ Returning to the residence community under the influence of alcohol or in a manner that negatively affects the community is prohibited.
- ▶ Alcohol paraphernalia (empty bottles, cans, shot glasses, cocktail shakers, beer bong, etc.) is not permitted.
- ▶ Drinking games (water pong, King's Cup, etc.) are considered alcohol paraphernalia and promote irresponsible drinking behavior and therefore are not permitted in the residential community unless it is a recognized educational program sponsored by the University or its affiliates.
- ▶ Residents under the age of 21 are not allowed to host guests of any age who are in possession of alcohol.
- ▶ Residents over the age of 21 are not allowed to have alcohol in the presence of anyone under 21.

COMMON SOURCES, SALE, DISTRIBUTION & MANUFACTURING

- ▶ Sale or distribution of alcoholic beverages to any person

under the legal drinking age may lead to License Agreement revocation.

- ▶ Kegs and other similar oversized "common source" containers are expressly prohibited in or around the residential community.
- ▶ Possession of a keg or accumulation of alcohol deemed as "common source", purchasing alcohol for minors, or providing alcohol to others may result in termination of the License Agreement.

BICYCLES, HOVER BOARDS, SCOOTERS, SKATES, SKATEBOARDS & UNICYCLES

University Police prohibits the use of skateboards, skates, and scooters on campus grounds and bicycles can only be ridden on designated routes. Bicycles, hover boards, scooters, skates, skateboards and unicycles may be confiscated if ridden or left in unauthorized areas or secured to an object, building or tree on campus. For bike route information visit parking.sfsu.edu/biking.

PLEASE NOTE:

- ▶ Hover boards and electronic unicycles are not allowed to be stored inside the residential community.
- ▶ Your bicycle must leave with you when you move out of the residential community. Any bicycles left on our facility's bike racks after move-out will be declared abandoned and donated to charity.

BUILDING EXTERIOR

Posting of unapproved signs or erecting of antennas or any other object on the exterior of buildings is prohibited and may violate the University's Time, Place, and Manner policy. No alteration that affects the building's appearance shall be permitted without prior written approval.

CANDLES, INCENSE, FLAMMABLE MATERIALS &

OPEN FLAMES

- ▶ In accordance with California State Fire Codes, open flames are prohibited.
- ▶ Possession or burning of flammable materials is prohibited

inside the residential community.

- ▶ No fuel powered motor vehicles or associated parts are permitted within residential community for use, maintenance, repair, or storage.
- ▶ Arrangements may be made for special purposes that require use of an open flame through the Director of Residential Life or designee.

PLEASE NOTE:

- ▶ Gas-filled engines such as motorcycles or other gasoline-powered vehicles may not be parked or stored in or near the buildings.
- ▶ Highly flammable materials or open flame items are not permitted in the residential community.

CIRCUIT BREAKER PANEL

In spaces containing a Circuit Breaker Panel, all items must be kept away from the wall (3 ft. minimum) and shall not block the Breaker Panel.

COMMERCIAL SOLICITATION, ADVERTISING, PROMOTION & TRANSACTIONS

- ▶ Commercial solicitation, advertising, publications, and commercial transactions are prohibited in all areas.
- ▶ Unapproved solicitation, filming, or publicity is prohibited in or around the residential community. This regulation extends to all forms of technology (e.g., video cameras, camera phones, etc.) used in filming or photography for commercial use or publication.

PLEASE NOTE: For the comfort and privacy of our residents and in accordance with your license agreement, filming and photography are prohibited in the residential community facilities unless prior approval has been granted by the Director of Residential Life or the Executive Director of Housing, Dining & Conference Services. This rule covers all forms of technology (video cameras, camera phones, etc.) used in filming or photography for commercial use or publication.

COOKING

All assignments with kitchens must confine cooking to the apartment kitchen. In assignments with patios, cooking is permissible with a charcoal grill so long as the grill is 10 feet away from any structure and used coals are disposed of properly.

DAMAGES OR MISUSE OF PROPERTY

It is a violation to damage, misuse, alter, or vandalize University property. University property includes all furnishings and structures in the residential living spaces and public areas.

Violations include, but not limited to, removing public area furniture from the intended location, tampering with television, telephone, or computer connections, chalking or marking on sidewalks or buildings, unauthorized removal of items from bulletin boards, hanging items or coverings from exterior surfaces, flushing of non-flushable items such as Clorox wipes, cleaning wipes, and feminine products, and removal of window screens. Residents found responsible for violations may be assessed an administrative charge for replacement, repair, or removal of items or damage.

PLEASE NOTE:

- ▶ Any damage or loss to a resident's room, apartment, or other area within the residential community will be charged to the responsible parties. When a student room or apartment is damaged, the residents of the room or apartment share the charge.
- ▶ Administrative and legal action may be taken against any individual who defaces University property by graffiti or any other means or who is found to be damaging or destroying residential community equipment, furnishings, or any facilities. This includes group damages being applied to the dining center and other residential community common areas.
- ▶ Damages to any common area will be charged to all students found responsible. In cases where the responsible parties cannot be determined, charges may be assigned to all students who have access to the shared space. This includes damage done to lounges, wings, floors, the dining center, or any other common areas.
- ▶ Residents are prohibited from hanging items on sprinkler heads or removing any university signs (fire exit signs, wayfinding signage, etc).

DINING CENTER

No food, dishes, or utensils shall be taken from the City Eats Dining Center. Meals may not be shared or transferred. Disorderly conduct is not permitted. Being found responsible for initiating

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or participating in a food fight is grounds for termination of License Agreement and/or restitution for loss and damages.

PLEASE NOTE: Food fights are dangerous and expensive. Each resident who is in the dining center when a food fight occurs will be assessed charges for damage and loss. Criminal charges will be pursued as well as referrals to the campus student conduct officer and holds placed on academic records for those who are found participating in a food fight.

DRUGS

All regulations governing drugs in the residential community are in accordance with State and Federal laws.

POSSESSION

Possession of any illegal, and/or controlled substance, and/or prescription drug other than the person prescribed is prohibited in the residential community.

HOSPITALIZATION

Residents requiring hospitalization related to drug use or consumption will be required to submit to a clinical assessment and review of support measures.

CONSUMPTION, PARAPHERNALIA, & OTHER USE

- ▶ Use of any illegal or controlled substance or abuse of prescription drugs other than their intended purpose for the person to whom they are prescribed is prohibited in the residential facility and on campus.
- ▶ Use of marijuana is **not** permitted on campus. Drug paraphernalia includes 'bongs', pipes, and/or other devices that may be used to facilitate the consumption or use of illegal drugs and is prohibited in the residential facility.
- ▶ Returning to the residence community under the influence of drugs is prohibited.
- ▶ Possession of medical marijuana cards are not recognized on campus and in the residential facilities.

SALE, DISTRIBUTION, OR MANUFACTURING

Sale or manufacturing of any illegal or controlled substance or of prescription drugs other than for the person to whom they are prescribed, is prohibited in the residential facilities and on campus and may lead to License Agreement revocation.

PLEASE NOTE:

- ▶ SF State is strongly committed to a drug-free environment. Residents found in possession of illegal drugs or prescription drugs belonging to another person will be:
 - ▶ In direct violation of state and federal laws as well as University regulations.
 - ▶ Subject to prosecution under applicable state and federal laws. Residents could lose all forms of student financial aid if convicted of an offense.
- ▶ Possession of illicit drug paraphernalia (glass pipes, drug baggies, bongs, etc.) can imply drug use and are therefore not permitted in residential community buildings. Any paraphernalia found will be confiscated.
- ▶ Cannabis products (flower, edibles, vape/cartridges etc.) are prohibited in the residential community.

ELECTRICAL APPLIANCES

All appliances or electrical devices should be compatible with 110 volts 60 cycle AC and be UL approved. Surge protectors are permitted and encouraged. Extension cords, power strips, and multi plug adapters are prohibited. Appliances with open heat sources and no thermostat control (e.g. toaster oven, portable heaters or heat plates, etc.) and halogen lamps are prohibited.

PERMITTED ELECTRICAL APPLIANCES

- ▶ Electric coffee makers, irons and hair dryers.
- ▶ Microwaves (apartment community only).
- ▶ Toasters (apartment community only).
- ▶ Small (5.5 cubic feet or smaller) refrigerators with low wattage.

ELECTRICAL APPLIANCES NOT PERMITTED

- ▶ Household-size refrigerators.

ELIGIBILITY

Residents must be enrolled as a student at San Francisco State University and demonstrating academic progress. Enrollment recommendations are 15 or more units a semester for Undergraduate students and 9 more units as semester for Graduate students. Unit load requirements are in place to help students matriculate through the university.

PLEASE NOTE: Students with financially delinquent accounts are not eligible for student housing.

GAMBLING

Gambling is prohibited in the residential communities unless it is a

University sponsored event.

GENDER INCLUSIVE HOUSING

Gender inclusive housing allows same-gender roommates, opposite-gender roommates, or other gender-identity roommate pairings, regardless of biological sex. Residents who wish to request special accommodations due to gender identity or gender non-conformity should contact SF State Housing as soon as the housing application is completed and submitted to the Housing Office. Every effort will be made to honor all reasonable accommodation requests; however, accommodation requests will not circumvent the housing waitlist.

PLEASE NOTE:

- ▶ SF State Housing will not ask for any more information than is required to meet students' housing needs and all information is strictly confidential.
- ▶ All residents within gender inclusive housing must adhere to common standards of civility and respect regarding diverse gender identities/expressions.

GUESTS & VISITORS

Residents can have up to 2 guests/visitors with the approval of their roommate(s). All guest/visitors must be accompanied by their resident host at all times. Overnight guests are permissible, but cannot stay for a duration exceeding 72 hours. This policy may change in response to current COVID-19 conditions. This policy may be subject to change.

KEYS & ACCESS

Residents must use their individually issued keys and/or access card or GatorPass or iButton to access secured residential areas and maintain possession of their keys at all times. All keys remain the property of the University and must be returned upon the checkout. Residents are not allowed to duplicate, loan, sell, or transfer any University issued key, access card, Gator Pass or iButton for the purpose of allowing any other person access to or use of facilities.

PLEASE NOTE:

- ▶ In order to maintain the security of our residential communities, residents are required to show their Student ID to the Desk Assistant (DA) every time they enter their building.
- ▶ The DA must be able to clearly see the photo identification

on your Student ID. If you refuse to show your Student ID, you may be documented and undergo the Residential Life conduct process.

LOCKS

Residents shall NOT change any lock or place additional locking devices upon any door or window without the prior written consent of the University. Your unit keys are the exclusive property of the University and you are not allowed to consign your keys to any other person without the University's written consent. In the event your keys are lost or locks are changed to secure the property, you shall be liable for the entire cost of all key and lock replacement. All keys must be returned to The University at move-out.

NETWORK POLICY

Connections to the residential community wireless and Ethernet network must abide by the University and Apogee's Acceptable Use Policy. Violations of the Acceptable Use Policy or Copyright Law may result in loss of network privileges.

Your network access is an agreement between you and University Housing and is subject to the University's Appropriate Use Policies. Any egregious violation of these policies will result in a suspension of your internet privileges and a meeting with a Residential Life staff member or additional review through the Student Conduct Office.

It is vital that all residents comply with the campus Computer Use Policy (available at the Information Service Technology's Knowledge Base website in article KB0010161 at sfsu.service-now.com/sp?id=kb_home), particularly the use of copyrighted materials. Misuse of computer facilities or resources include:

- ▶ File sharing is considered theft and expressly prohibited under the Digital Millennium Copyright Act.
- ▶ Unauthorized entry into a file, for any purpose.
- ▶ Use of another's identification or password.
- ▶ Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University Community.
- ▶ Unauthorized routers (wireless or hard-wired).
- ▶ Use of computing facilities and resources to send obscene or

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intimidating and abusive messages.

- ▶ Use of computing facilities and resources that interfere with normal University operations.
- ▶ Use of computing facilities and resources to download music, videos or movies that violate copyright law.
- ▶ Violation of a campus computer use policy.
- ▶ Unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject a student to civil and criminal liabilities, including fines of up to \$250,000 per offense.

PLEASE NOTE: Do not set up a router or wireless access point. Doing so will cause interference for your neighbors and may slow them down or cause them to lose access all together. Your services may be suspended if you are found to be causing interference.

PETS

Fish in an aquarium under ten (10) gallons are permitted. All other pets, and aquariums over 10 gallons, are prohibited. Only pets approved by the Department of Disability Program and Resource Center are allowed on campus. Students with an unapproved animal will be permitted to move-in; however, the animal will not be permitted to move in until the approval process has been completed.

PLEASE NOTE:

- ▶ Any resident in possession of an unapproved animal may disqualify you from the DPRC approval process.
- ▶ Unauthorized animal will need to be removed from university housing within 72 hours.

ROOM-, APARTMENT-MATE, & COMMUNITY EXPECTATIONS

In accordance with residential community policies, all residents are expected to consistently demonstrate the ability and willingness to maintain reasonable relationships with their roommates and neighbors. Residents are expected to participate in conflict mediation and resolution as outlined on page 8.

COMMUNITY VIOLATIONS

Residents who anticipate or observe violations of residential community policies are expected to remove themselves from participation and are encouraged to report the violation to

staff. Residents and/or their guests who are present during any residential community policy violation are considered involved via condoning, supporting, and/or encouraging the policy violation, and will be held responsible for the violation.

LIVING AGREEMENTS

Agreements must be in collaboration with all Licensees assigned to a common unit. Agreements by the household are to be upheld in managing a reasonable relationship with their room- and apartment-mates.

ROOF, LEDGES & WINDOWS

- ▶ Residents are not allowed on roofs, including carport roofs, or allowed to climb up the sides of buildings, or to be on the ledges of the buildings.
- ▶ Windows are not to be used as entrances or exits for people or other objects.
- ▶ Tampering with windows or screens and sitting on windowsills is prohibited.
- ▶ Nothing is to be placed, stored, or exhibited on the ledges of the buildings or carport roofs.
- ▶ Removal of window screens is prohibited.
- ▶ Nothing is to be thrown, dropped or spilled from roofs, ledges, or windows. Violation may result in License Agreement termination.
- ▶ Windows in the residential community are visible to the greater University community and may be considered signage subject to the University Time, Place, and Manner policy.
- ▶ Window Limiter may not be tampered or removed.

ROOM, APARTMENT, & COMMON AREA FURNISHINGS & STORAGE

All room/apartment and common area furnishings must remain in designated areas at all times and may not be placed in storage or in common or outdoor areas. Upon checkout, all residents are expected to return residential community furniture to its original arrangement. Removal of state property from University buildings is prohibited. In unfurnished bed spaces, residents are expected to remove all personal furniture upon checkout. Patios (where applicable) are not intended for storage. Any items deemed by the University to be a visual detraction from the property or pose a potential health and safety concern may be removed at resident's

expense and/or properly disposed. Personal property may not inhibit pedestrian ingress/egress.

SAFETY

Residents are expected to avoid endangering or causing to be endangered (directly or indirectly) the safety of any person or themselves.

PHYSICAL VIOLENCE

Residents are expected to maintain control of themselves when living in the residential community. Any resident who uses physical force with the potential for causing death, disability, or injury may be subject to revocation of their License Agreement. Physical violence includes, but is not limited to, scratching, pushing, shoving, throwing, grabbing, biting, choking, shaking, slapping, punching, burning, and use of restraints or one's body, size, or strength against another person.

PLEASE NOTE: Physical abuse of a person or property of any member or the University or the threat of such abuse will result in administrative or legal action and/or University discipline.

BULLYING, HARASSMENT, AND/OR RETALIATION

Abusive behavior directed toward any member of the campus community deemed sufficiently severe, persistent, or pervasive is prohibited. Abusive behavior directed toward an individual and based on a protected status may be subject to CSU Executive Order 1096 and/or 1097.

DANGEROUS DEVICES/WEAPONS

Possession, use or threatened use of firearms, ammunition, explosives, firecrackers, hunting knives, dangerous chemicals, or any other objects as weapons on University property except as expressly authorized by law or University regulations is prohibited. Misuse of personal defensive devices (e.g., mace, pepper spray, electroshock weapons, etc.), laser pointers and common everyday objects with the intent to harm may be considered dangerous devices (steak knives, lighters, etc.). Air weapons are considered "near lethal" and as such are not allowed on campus.

HOSPITALIZATION

Residents requiring hospitalization due to safety concerns may be requested to submit to a clinical assessment and review of support measures.

FIRE ALARM AND DRILLS

Fire drills will be held periodically to ensure residents are familiar with the alarm and the emergency building evacuation plan. All persons must leave the building whenever a fire alarm sounds.

NOISE POLICY

Because you are living in both an academic and residential community, it is important to acknowledge and respect the rights and needs of others; especially when it comes to noise.

QUIET HOURS

Daily | 10:00 PM to 8:00 AM

Finals Week & Study Periods | 24 Hours

Quiet hours sometimes vary from floor to floor and can be changed with the approval of the Area Coordinator. Noise levels during quiet hours should be low enough to be conducive to serious study and sleep.

COURTESY HOURS

Daily | 24 Hours

Each building operate under 24-Hour "Courtesy Hours," meaning you should limit any activity loud enough to disturb those nearby regardless of the time of day.

IMPORTANT REMINDERS

- ▶ A community member's right to a peaceful environment conducive to academic study supersedes a community member's right to make noise.
- ▶ The use of amplified equipment in residential community buildings, with the exception of stereos, or any disruptive level of noise is prohibited at all times.
- ▶ Residents may be requested to diminish noise as a courtesy at any time.
- ▶ Policy violations during finals week may result in you being asked to vacate the community immediately.

FIRE SAFETY EQUIPMENT

Tampering with fire equipment, activating false alarms, creating a fire hazard, or reckless burning, including the use of firecrackers may lead to revocation of the License Agreement.

SMOKING

San Francisco State University, including the residential community (rooms/apartments and common areas), is a smoke-free and vapor-free environment.

SF State Housing defines “smoking” as the inhaling, exhaling, burning, or carrying a:

- ▶ Plant products (e.g. cannabis, CBD, hemp, etc.) Cigar, cigarette, cigarillo or pipe
- ▶ Electronic cigarette (e.g. vapes)
- ▶ Hookah
- ▶ Other tobacco products (e.g. chewing tobacco/snuff)
- ▶ Synthetic products (e.g. synthetic cannabis)
- ▶ Any component, part, or accessory of a tobacco product

Pursuant of the California State University Chancellor’s Executive Order 1108 and the California State law, residents must abide by the following:

- ▶ Smoking is prohibited in all buildings.
- ▶ Smoking is prohibited in any location (student room or common area) in or around the residential community.
- ▶ Smoking is prohibited on University owned or leased property.

SOCIAL GATHERINGS

Social gatherings that are deemed by the University to be unsafe, disruptive or in violation of University, Housing, or Residential Life policies are prohibited.

SPORTS EQUIPMENT USE

The use of sports equipment, such as balls, frisbees, skateboards, rollerblades, scooters, and roller skates are prohibited within the residential community buildings, parking garages and carports, as well as other locations with signage.

STAFF/TEAM MEMBER REQUESTS

Residents are expected to comply with reasonable requests from any Residential Life team member and/or University staff. Uncooperative behavior e.g. providing false information, and/or

failure to identify oneself to University officials or law enforcement officers acting in the performance of their duties is prohibited.

THEFT

Theft of campus property, others’ personal property, or possession of stolen property is prohibited. This includes borrowing other’s property without specific prior approval.

PLEASE NOTE: Removing shopping carts from a vendor’s parking lot is considered theft. Shopping carts may not be parked or stored in or near the residential community buildings.

UNAUTHORIZED ENTRY/USE

Unauthorized entry into, unauthorized use of, or misuse of campus property or property owned, rented, or leased by a member of the campus community is prohibited.

RESIDENT CONDUCT

As a resident of University Housing, you live in a community of individuals from different backgrounds, age groups and expectations. A review procedure and Resident Conduct Process has been established to assure that all residents receive fair and equitable treatment when incidents occur that may violate the License Agreements. The following information outlines possible outcomes of involvement in a violation of housing policy as specified in the License Agreement.

THE CONDUCT PROCESS

CONDUCT INITIATION

- ❶ Alleged violation occurs and your name is cited as being a witness or possibly involved. Most often this is in the form of an informational report or police report.
- ❷ You are provided information that the incident may reflect a violation of Housing or University Policy violations. Usually, this is a letter sent to you to discuss the incident with your Area Coordinator (AC), Resident Coordinator (RC), or Residential Life Administrator/Professional.
- ❸ You will have a meeting with your AC, RC, or Residential Life

Your Rights

Understand the process and how it impacts you.	See any charges or allegations against you in writing.	Receive a written outcome of your case upon resolution.	Be able to state your case.	Appeal your case based on appropriate criteria for appeal.
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Administrator/Professional to determine the level of your involvement and/or responsibility for the incident and policy violation.

POSSIBLE SANCTIONS AND OUTCOMES

If it is determined you are responsible for the incident or policy violation, the following outcomes may be employed depending on the nature of the incident and policy violation and/or previous involvement in other incidents and/or policy violations:

- ▶ You may receive a written warning.
- ▶ You may receive probation (meaning future policy violations may result in your housing license being cancelled).
- ▶ You may be relocated out of your current room and/or community (please note that different room types may have a different rate).
- ▶ You may be referred to other campus support services for intervention, education and support.
- ▶ You may be referred to the Office of Student Conduct for further conduct review.
- ▶ You may be referred to the University Police Department for criminal investigation.
- ▶ You may be immediately removed from the residence halls (revocation of license agreement).
- ▶ You will receive an official letter outlining the policy violations for which you are being held responsible and the sanctions resulting from said violations. You will also receive your appeal rights and procedures.

APPEAL PROCEDURES

Requests for an appeal must be made in writing by the resident whose actions were the subject of the conduct meeting or review. The appeal request must indicate one or more of the following:

- ▶ The incident/activity in question was not a violation of the Student Housing License Agreement, the University’s Student Code of Conduct, the Guide to Community Living

CONDUCT EXPECTATIONS

All residents are also responsible for knowing, understanding, and abiding by the rules and standards of the residential community and to conduct themselves within the following parameters:

- ▶ Sections 41 301 through 41 304 of Title V, California Code of Regulations (the University’s Code of Conduct specifies those terms and is included in Appendix B of the University Bulletin)
- ▶ The Housing License Agreement. In addition to individual resident copies, reference copies are available through the Student Housing Office in Mary Ward Hall.
- ▶ The guidelines included in this guide and reflected in the University Housing web page.
- ▶ All University rules and regulations now or later in effect.

Established patterns of behavior that continue to affect the larger community may result in revocation of the License Agreement. Alleged violations of the License Agreement may also be subject to review from a criminal or student conduct code.

As many of our University Housing policies are based on University policies and/or State and Federal laws, a policy violation may be considered appropriate for one or more levels of review:

- ▶ University Police for criminal review.
- ▶ Campus Conduct Officer for University review.
- ▶ University Housing review.

Your Responsibilities

<p>Knowing and adhering to campus and housing policies.</p>	<p>Reading your housing license and Community Living Standards Guide.</p>	<p>Attending your appointments with Student Housing and/or Residential Life.</p>	<p>Being truthful when providing information to campus officials.</p>	<p>Providing campus officials with verification of your identity (SF State ID).</p>
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handbook, or any other University rule or regulation.

- ▶ The resident's student rights were violated by the administrative process.
- ▶ The findings were unsubstantiated.
- ▶ The sanction or outcome was inconsistent with prescribed sanctions/outcomes for similar cases, or additional, relevant information has become available since the hearing that is sufficient to alter the Hearing decision.

ISSUES OF CONCERN

Due to their impact on resident and community safety, there are some community standards which, if found responsible for violating, may lead to License Agreement cancellation on the first offense:

- ▶ Possessing Common Source Containers of Alcohol- e.g. kegs, large containers of alcohol or massive quantities of alcohol exceeding personal consumption.
- ▶ Intent to sell or distribute illegal or prescription drugs.
- ▶ Theft: Theft of state or personal property.
- ▶ Endangerment to Self or Others: Threats or physical assault of a member of the campus community, including harm to self or others, such as physical violence, attempted suicide or creating a situation which threatens the physical safety of a person or the community.
- ▶ Expelling or Throwing Objects from a Window: Expelling objects of any kind from a window, regardless of the nature of the object.
- ▶ Tampering with Fire or Other Safety Equipment or Systems: This includes pulling fire alarms, fire extinguishers, alarm systems, security cameras, doors, etc.
- ▶ Dangerous Items: Possession, use or brandishing of dangerous items, including knives, explosives, fireworks, air or paint ball guns, weapons, including the misuse of personal safety

devices.

- ▶ Urination or Defecation: Urination or defecation in any area other than a toilet.

EVICTION OFFENSES | CANCELLATION OF THE HOUSING LICENSE AGREEMENT

A meeting outcome which recommends cancellation of the Housing License Agreement usually initiates a meeting with a Residential Life Administrator (or designee). Exceptions to the meeting include compelling circumstances when the quality of community life may be in serious and immediate jeopardy; therefore, a resident may be asked to leave immediately prior to a meeting occurring and then may be re-instated if cancellation of the License is deemed to be not appropriate.

Barring exceptional circumstances, the University may cancel the License Agreement for any reason indicated in the Agreement by giving at least 72 hours written notice to the resident. Notice is either served personally upon the student or posted in a suitable place within the housing facility of the resident. Cancellation of the License Agreement or the resident's abandonment of the premises does not release the resident from paying any obligation due the University.

REFERRALS AND ADDITIONAL ACTION

Depending on the policy violation in question, referrals may be made to the University Conduct Officers and/or the University Police Department for legal action. Examples of policy violations resulting in referrals to one or both agencies listed above include (but are not limited to): destruction of state property; false fire alarms; bomb threats; use, sale, or possession of illegal drugs; assault; and violation of State, Federal, or local laws.

Every member of the residential community, staff, as well as residents, has responsibilities for maintaining a living/learning environment that is safe and enhances the University's academic experience.

The California State University (CSU) is committed to maintaining an inclusive and equitable community that values diversity and fosters mutual respect. We embrace our community differences in Age, Disability (physical and mental), Gender (or sex), Gender Identity (including non-binary and transgender), Gender Expression, Genetic Information, Marital Status, Medical Condition, Nationality, Race or Ethnicity (including color, caste, or ancestry), Religion (or religious creed), Sexual Orientation, Veteran or Military Status. All Students and Employees have the right to participate fully in CSU programs, activities, and employment free from Discrimination, Harassment, Sexual Misconduct, Sexual Exploitation, Dating Violence, Domestic Violence, Stalking and Retaliation.

The CSU prohibits the following conduct:

- ▶ Discrimination based on any Protected Status: i.e., Age, Disability (physical and mental), Gender (or sex, including sex stereotyping), Gender Identity (including transgender), Gender Expression, Genetic Information, Marital Status, Medical Condition, Nationality, Race or Ethnicity (including color, caste, or ancestry), Religion (or religious creed), Sexual Orientation, and Veteran or Military Status.
- ▶ Harassment based on any Protected Status.
- ▶ Sexual Harassment, including hostile environment and quid pro quo ("this for that").
- ▶ Dating or Domestic Violence, Sexual Exploitation and Stalking.
- ▶ Sexual Misconduct.
- ▶ Prohibited Consensual Relationships.
- ▶ Retaliation for exercising rights under this policy, opposing conduct that a person believes in good faith is Discrimination or Harassment because of a Protected Status, or for participating, in any manner, in any related investigation or proceeding.

The Title IX Coordinator is appointed by the campus president to coordinate compliance with Title IX; VAWA/Campus SaVE Act; and other related state and federal laws prohibiting Discrimination, Harassment and Retaliation based on Gender or sex, including Sex Discrimination, Sexual Harassment, Sexual Misconduct, Dating and Domestic Violence and Stalking.

TITLE IX NOTICE OF NON-DISCRIMINATION

San Francisco State University does not discriminate on the basis of gender, which includes sex and gender identity or expression, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of gender or sexual orientation in employment, as well as in all education programs and activities operated by the University (both on and off-campus).

The protection against discrimination on the basis of gender or sexual orientation includes sexual harassment, sexual misconduct, and gender-based dating and domestic violence, and stalking.

SAFETY OF THE SF STATE COMMUNITY IS PRIMARY

SF State's primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim at fault for sexual discrimination, harassment or violence; therefore, victims should not be deterred from reporting incidents of sexual violence out of a concern that they might be disciplined for related violations of drug, alcohol or other SF State policies. Except in extreme circumstances, victims of sexual violence shall not be subject to discipline for related violations of the Student Conduct Code.

CONSEQUENCES OF COMMITTING ACTS OF SEXUAL VIOLENCE

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, SF State employees and students may face discipline/sanctions at campus. SF State employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements.

SF State students charged with sexual discrimination, harassment or violence will be subject to discipline, pursuant to the CSU Student Conduct Procedures (see Executive Order 1098 at calstate.policystat.com/policy/8453518/latest) and will be subject to appropriate sanctions. In addition, during any investigation, SF State may implement interim measures in order to maintain a safe and non-discriminatory educational environment. Such measures may include immediate interim suspension from the university, required move from university-owned or affiliated housing, adjustment to course schedule, or prohibition from contact with parties involved in the alleged incident.

ON-CAMPUS

RESOURCES

ADVISING CENTER

(415) 338-2101 | advising.sfsu.edu

CAMPUS RECREATION

(415) 405-9355 | campusrec.sfsu.edu

CAREER CENTER & LEADERSHIP DEVELOPMENT

(415) 338-1764 | careerservices.sfsu.edu

COUNSELING & PSYCHOLOGICAL SERVICES CENTER

(415) 338-2208 | psyservs.sfsu.edu

CTRL+P DIGITAL PRINT SHOP

(415) 338-2434

DEAN ON CALL

(415) 338-2032 | dos@sfsu.edu | dos.sfsu.edu

DISABILITY PROGRAMS & RESOURCE CENTER

(415) 338-2472 | access.sfsu.edu

FINANCIAL AID

(415) 338-7000 | financialaid.sfsu.edu

HEALTH PROMOTION & WELLNESS

hpw@sfsu.edu | wellness.sfsu.edu

INSTITUTE FOR CIVIC & COMMUNITY ENGAGEMENT

(415) 338-6419 | icce.sfsu.edu

J. PAUL LEONARD LIBRARY

(415) 338-1552 | library.sfsu.edu

OFFICE OF INTERNATIONAL PROGRAMS (OIP)

(415) 338-1293 | oip.sfsu.edu

ONE STOP STUDENT SERVICES CENTER

(415) 338-2350

STUDENT ACTIVITIES & EVENTS

415- 338-1761 | sfsu.edu/~sicc



Important Contact Info

UNIVERSITY POLICE DEPARTMENT (UPD)

EMERGENCIES | 911 (from campus phone line)

(415) 338-2222 (from cell phone)

NON-EMERGENCIES | 415-338-7200

STUDENT HOUSING & RESIDENTIAL LIFE OFFICE

800 Font Blvd. San Francisco, CA 94132

(415) 338-1067

STUDENT HOUSING

housing@sfsu.edu | housing.sfsu.edu

RESIDENTIAL LIFE

reslife@sfsu.edu | reslife.sfsu.edu

FOLLOW US   

Stay up-to-date on Housing's Covid-19

Policies, visit: housing.sfsu.edu/covid-19