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We are committed to providing a comfortable living and learning environment which enhances your academic experience at SF State. Our community is composed of people from diverse racial, ethnic, and class backgrounds, national origins, religious and political beliefs, physical abilities, and sexual orientations.

Our activities, programs, classes, workshops, lectures, and everyday interactions are enriched by our acceptance of one another. We strive to learn in an atmosphere of positive interaction and mutual respect.

As adults, we are responsible for our behavior and are fully accountable for our actions. We take responsibility for our own awareness and actions surrounding all our campus community members.
The residential community is staffed with people who work to serve you in a variety of ways.

There are a variety of students and full-time staff members within Housing and Residential Life dedicated to helping you be successful outside of the classroom.

CONNECT WITH US

housing@sfsu.edu
http://housing.sfsu.edu
@SFStateHousing

reslife@sfsu.edu
http://reslife.sfsu.edu
@SFStateResLife

STUDENT LEADERS

RESIDENT 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. Remember, our program exists so you, the resident, will be challenged and supported to learn and grow.

COMMUNITY ASSISTANTS (CA)

The Community Assistant (CA) brings a Student Leader's perspective for developing policies, procedures, and solutions for residential community issues. A CA’s primary responsibility includes the development of Peer Conduct Review Boards, which consist of students who volunteer to hold their peers accountable for the decisions they choose to make while living in University Housing. Additionally, CAs help create an environment within the community that displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.
LEAD RESIDENT SERVICES ASSISTANTS (LRSA)
The Lead Resident Services Assistant (LRSA) position assists with the daily operations of their respective community desk and provides quality customer service to the residential community. While directly supervising Resident Services Assistants (RSA), the Lead RSA is expected to understand and perform all RSA tasks and procedures in addition to administrative and supervisory responsibilities.

STUDENT ASSISTANTS
RESIDENT SERVICES ASSISTANTS (RSA)
The Resident Services Assistant (RSA) position is responsible for the daily operations of the residence hall’s Front Desks by providing quality customer service for the residential communities.

ADMINISTRATIVE ASSISTANTS
The Administrative Assistant (Admin) position provides administrative support and assistance to Area and Residential Coordinators in daily community operations.

PROFESSIONAL STAFF LEADERSHIP

AREA COORDINATORS (AC)
A full-time professional Area Coordinator (AC) oversees each Residential Community and can be contacted through your community desk. These professionals are skilled in conflict resolution, advising, crisis intervention, resource referral, and administrative management. ACs supervise Residential Coordinators and a staff of student Resident Assistants. Area Coordinators also facilitate the development of the Living Learning Communities within their area.

RESIDENTIAL COORDINATORS (RC)
Residential Coordinators of Residential Education | Residential Education RCs assist the Area Coordinators in overseeing the daily administration of a designated community within the Residential Life program. This includes the implementation of services, events, and supporting measures that address the overall wellbeing of students. RCs also serve as the direct supervisors of the Resident Assistants in their community.

Residential Coordinators of Resident Services | Resident Services RCs directly supervise student leaders, aid in supervision of over 100 student assistants, and oversee the daily operations of 9 Front Desks including:
- 24-Hour Desks (Towers @ Centennial Square, Village A/B, Mary Park and Mary Ward Hall, University Park North high rises)
- 8-Hour Desks (Towers Junior Suites, Village C, University Park South, University Park North-Garden Units)

Residential Coordinator of Residential Conduct | Residential Conduct RCs provides direct supervision for Community Assistant staff and the Conduct Review Boards to uphold community standards and safety.
Your LIVING SPACE

DECORATING YOUR LIVING SPACE
While you have the freedom to arrange your room and apartment furniture to your liking (with the exception of furniture that is bolted down or to the wall), you and your roommate(s) are responsible for the condition of your entire living space and could incur charges for any damages. When decorating your space, please keep in mind the following:

WALLS
Just about any method you use to attach something to the wall will cause some damage. The cost of repairing damaged walls will be billed to the resident(s). University Housing recommends the use of blue painter’s tape, or 3M “Command” Strips for hanging, however, none of these methods are guaranteed to leave the walls undamaged.

DOORS
Mounting posters, signs, or other items on your door can invite vandalism and is a fire hazard. Door damage charges are the responsibility of the resident(s).

ROOM CONDITION FORMS (RCF)
When you move in, you will receive a Room Condition Form (RCF) to document the current condition of your room or room/common area (depending on your living space) and any issues that you may find. Completed and signed RCFs must be returned to your RA within the first 10 days of residing in the community. 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." Failure to return your room condition form during the check-in or check-out process may result in a charge.

STAFF ENTERING YOUR LIVING SPACE
The University is respectful of your privacy and will limit entering your room or apartment for the occasions listed below:

- Your request or agreement
- Emergencies where there is a concern for your well-being or that of others
- Health & safety inspections
- For the management of applicable rules and regulations
- Inspection and cleaning when your or your roommate moves out
- Any lawful purpose

SERVICE REQUESTS
For any facilities related issues in your living space, contact the Facilities Customer Service Desk to put in a service request. Unless it is an emergency, service requests will be processed the next business day. For any emergency facilities issues, contact the on-duty Resident Assistant by going to your community desk or refer to the duty board posted in the lobby of your community. Emergencies that are not facilities related should be called into the University Police Department (UPD) at (415) 338-2222.

Facilities Customer Service Desk: (415) 338-1568
Service Request Form: https://sfsu.metabim.com
WHAT’S INCLUDED

FURNISHINGS

Furnished rooms come with a desk, chair, dresser, and bed. If you live in the Towers, Village, University Park South (UPS) or a furnished unit in University Park North (UPN), your apartment is also furnished with common area furniture which include: a couch, lounge chair(s), living room tables, TV stands, kitchen table, kitchen chairs and kitchen appliances. You are responsible for the condition of these furnishings and you are required to keep all items in your room during your stay.

Please Note: The University does not store or remove furniture provided in unit.

HEAT

Heat is available continuously in all student apartment and residential hall rooms in the residential community. You can regulate the heat by adjusting the in-room thermostat or wall heat unit. You are allowed a small fan in your room.

REFRIGERATOR

The Village, Towers, UPS, and UPN all come furnished with refrigerator/freezer units. Residents of Mary Ward, Mary Park and Towers Junior Suites may bring a personal refrigerator, but it must not exceed 5.5 cubic feet.

UNFURNISHED OPTIONS

There are a limited number of unfurnished apartments available at University Park North. These units come equipped with a refrigerator and stove/oven date, but residents will need to bring all other furnishings. Internet and cable are not provided; residents must set up service directly through Comcast/Xfinity.

Suggested Furniture Dimensions:
Bed: Twin Extra Long (80in x 39in)
Dresser 83cm x 43cm
Desk: 30in x 24in
LOCKOUTS
If you lock yourself out of your room or apartment you may check out a temporary key from your community front desk for up to 30 minutes. If the temporary key is not returned to the desk within this timeframe, an automatic lock change may be initiated for security purposes and $50 will be charged to your account.

Please Note:
- Resident Services staff must verify your identification and bed space prior to providing you access to your space.
- Residents are provided a ONE [1] courtesy lockout per academic year.
- If you have requested an excessive number of temporary keys, you and your roommate may be required to verify possession of your keys and a meeting with an Area/Residential Coordinator may be necessary due to the increased security risk.
- When locked out, you will be assisted within a timeframe that is reasonably possible, but you may need to wait for available staff.
- Duplication of keys or possession of a non-assigned key is a misdemeanor according to Section 469 of the California Penal Code.

LOST KEYS & LOCK CHANGES
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.

Lock change fee $50 | Additional key $5

Your KEYS
At the time of move-in, you will be issued a set of keys which will grant you access to your assigned bed space and other common areas. Your keys are valuable and you should make every effort to keep them secure and in your possession at all times.

In order to maintain the security of our central communities (MPH, MWH, TCS, TJS, and VCS), residents are required to show their SF State Student ID (OneCard) to the Resident Services Assistant (RSA) every time they enter their building. The RSA must be able to clearly see the assigned sticker and photo identification on your Student ID. If you refuse to show your OneCard, you may be documented and undergo the Residential Life conduct process.

Please Note:
- It is a violation of your License Agreement to duplicate and/or distribute your keys to others.
- Your OneCard 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.

Mary Park and Mary Ward Hall | Residents will be issued two [2] keys on Move-in Day. Key 1 opens your room and mailbox and key 2 opens your bathroom. Your OneCard will be activated on Move-in Day to allow you access to your building.

Towers @ Centennial Square | Residents will be issued two [2] keys on move-in day. Key 1 opens your apartment and key 2 opens your mailbox. Your OneCard will be activated on move-in day to allow you access to your building.

Village @ Centennial Square | Residents will be issued three [3] keys on move-in day. Key 1 opens your apartment door, key 2 opens your mailbox, and key 3 opens the exterior building doors.

University Park South | You will be issued two [2] keys on move-in day. Key 1 opens your apartment door and key 2 opens the laundry room on your block.

University Park North | You will be issued 3-4 keys on move-in day. Key 1 opens your apartment door, key 2 opens your mailbox, and key 3 opens the exterior door and laundry room for your block.
Keeping YOUR LIVING SPACE clean

When living with roommates, it is necessary for everyone to do their part to ensure a clean living space. We strongly recommend that you decide on general cleanliness standards with everyone in your living space as well as how the larger cleaning tasks will be divided. Remember, at the end of each semester, you and your roommates are responsible for a thorough cleaning of your living space. Please Note: Residents are expected to bring their own cleaning supplies including vacuum cleaners.

TIPS FOR KEEPING YOUR LIVING SPACE CLEAN:

- Do not use chlorine bleach or abrasive powdered cleansers when cleaning surfaces of any kind. Use a mild detergent and soft scrubbing sponge.
- Sweep, mop or vacuum floors and clean all surfaces on a regular basis.
- Do not let trash build up to the last day. Sort and dispose of your recyclables on an ongoing basis.
- Do not use any sharp or pointed objects when cleaning the refrigerator, freezer, or stove. Defrost freezer as necessary.

PEST CONTROL
Keeping your room or apartment clean and storing food properly will keep pests away. Please take the following precautions to help us keep your kitchens, bathrooms, shared spaces, and floor free of pests:

- Dump trash in your building’s designated trash area
- Do not throw food away in public restrooms
- Do not leave damp items out (ex. wet towels/wash clothes, etc.)
- Do not leave food out overnight
- Report abnormal cracks/crevices pests may be able to exploit to the Facilities Service Center
- Rinse all cans and food debris before placing them in your recycle bin.

If you have pest control issues in your room or apartment, submit a service request at https://sfsu.metabim.com.

TRASH AND RECYCLING

Mary Park & Mary Ward Hall: Trash and recycle rooms are located on each wing next to the restrooms.

Towers @ Centennial Square: Trash and recycle rooms are located by the elevators on every floor.

Towers Jr. Suites: Trash and recycle bins are located down the hall of every floor.

Village @ Centennial Square: All floors have trash chutes and recycle bins next to the elevator.

University Park South: Trash and recycle bins are in enclosures by the parking area.

University Park North: Garden Units: Have enclosures for trash and recycle near the carports.

High-rise Units: All floors have trash chutes and recycle bins next to the elevator.
Communication is key when forming and maintaining new relationships. Understand that people come from their own personal experiences, some of which you may not understand, which makes it important to stay respectful and flexible with each other. Your room/apartment will serve as a second home to each of you, so it is vital you all feel welcome and respected in your own home environment.

**RESIDENT LIVING AGREEMENTS**
While living within the residential community at SF State, you and your roommate(s) will be required to complete a Resident Living Agreement (RLA). The RLA will be facilitated by the Residential Life staff during the first few weeks of the semester.

**LIVING IN A ROOM WITHOUT A ROOMMATE(S)**
If a vacancy occurs in your room or your apartment, the remaining occupant(s) will be expected to share the room with a new roommate. This means you should be prepared for a roommate at all times by using only your portion of the room.

If you will be receiving a new roommate, the Student Housing Office staff will make every attempt to notify you of this new arrival. Residents who fail to have their room prepared for a new roommate at the time of his/her arrival may be assessed an administrative charge of $50.00 and may be required to participate in an Administrative Review (for information on Administrative Reviews see the section on “Your Conduct System”).

**CONSOLIDATION**
Depending upon the time of year that a room vacancy occurs, if you do not have a roommate, the Student Housing Office reserves the right to consolidate you with another person who also does not have a roommate. This means that you may be required to change rooms. Please consult the “Terms and Conditions Student Housing License Agreement Section IV B”.

One of the most important relationships you’ll have this year is the one you cultivate with your roommate(s).
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 or Area Coordinator. Staff is available to assist if you wish to have a mediation or conversation with your roommates about expectations in your living space.

If you feel that you are not able to remain in your current room or apartment, speak with your Area Coordinator about options that may be available. Ideally, residents are able to speak to each other and resolve differences. However, if you feel that the differences are too extreme or that your safety or security are a concern, other living arrangements in SF State Housing can be considered in consultation with your Area Coordinator. If your Area Coordinator is not available within a reasonable amount of time to address your concerns, you can log on to your housing portal and complete a Room Change Request to begin the process of moving to a different housing space. Please note that the Room Change Request must still be approved by your Area Coordinator.

ROOM CHANGES

Should you and your roommate(s) encounter difficulties, we encourage you to contact your Resident Assistant or Area Coordinator. We strongly encourage residents 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.

If a room change is necessary due to roommate conflicts or financial matters, you will be instructed to fill out a Room Change Request form on your housing portal. The Room Change Request form will be available two weeks after move in.

Residents may be required to participate in mediation with their Resident Assistant or other Residential Life staff member before a physical move will be considered for approval. 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.

Since you and your roommate or apartment-mates will likely be sharing a room for the entire year, you should talk about how you want to arrange and decorate. Together, you should be able to set up the room so you can live in it comfortably. While you do not have to draw a boundary line down the middle of the room, remember your roommate is entitled to half the floor space, so you will want to limit how much “territory” your belongings occupy.

KEYS TO SUCCESSFUL ROOMMATE RELATIONSHIPS

EXPECTATIONS

Each person may have different interpretations 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.
BUILDING

BICYCLE PARKING
Bicycle parking is located near the front entrance of each building. Be sure to properly lock all parts of your bicycle to the bike rack. Refer to page 25 for more information about bicycles.

LAUNDRY ROOMS
All laundry machines are operated by CSC Service Works. All machines utilize a credit card or debit card to access. Instructions and contact information for service requests and refunds are located on each machine.

LOUNGES
Lounges are available exclusively for residents. Student residents who wish to utilize lounges in a residence building other than their own will need to visit the community desk for that particular building for assistance.

LOUNGES
Lounges have comfortable furniture for studying and socializing. A limited number of study tables are available in some of the lounges.

LOST AND FOUND
If you find something that is not yours, please turn it in to a community desk. It will be stored for two weeks, and if not claimed within that time it will be forwarded to the University Police Department.

PARKING
Parking on campus is limited. We strongly encourage students to use a bike, public transportation, or Zipcar. All vehicles parked on campus must display a valid permit, which are available for purchase at: http://parking.sfsu.edu.

Parking/Transportation Office
(415) 338-1441
TOWERS @ CENTENNIAL SQUARE & TOWERS JUNIOR SUITES

BATHROOMS
Private Bathrooms
Gender Neutral Bathrooms: Lobby of TCS
LAUNDRY ROOMS | Ground floor of TCS
LOUNGES | Ground floor of each building

MARY WARD & MARY PARK HALL

BATHROOMS
Community: Each wing on all floors
Gender Neutral: Lobby
Access: Your room key will open the bathroom on any floor which corresponds to your gender.

COMMUNITY KITCHEN | Mary Park Hall
Access: The kitchen key can be checked out at the MPH community desk.
Use Requirements:
- Two-hour time limit.
- Clean up is YOUR responsibility. If the kitchen is not being adequately cleaned after use, those responsible may be prohibited from future use or the kitchen may be closed altogether.
- Students must provide their own cookware.

LAUNDRY ROOMS
Mary Ward Hall: 4th Floor
Mary Park Hall: 1st & 4th Floor
LOUNGES | Main floor of each building
Study rooms are also available. Please see the community desk to access these rooms.

VILLAGE @ CENTENNIAL SQUARE

BATHROOMS
Private Bathrooms
LAUNDRY ROOMS | 3rd Floor of Bldg. A/B and 2nd Floor of Bldg. C.
LOUNGES | Floors 2, 3 and 4 of Building A and on Floor 3 of Building C.

UNIVERSITY PARK NORTH & UNIVERSITY PARK SOUTH

BATHROOMS
Private Bathrooms
LAUNDRY ROOMS | Throughout University Park North & University Park South
Access: Unlocked with exterior door key (UPN) or laundry room key (UPS).
Keeping Your Computer Safe
ResNet is part of the SF State campus network and is a shared community resource. The following tips can help you keep your computer free of viruses and other forms of computer compromise.

- Install the free SF State licensed McAfee antivirus or similar software on your computer before you connect to ResNet. A free copy of McAfee is available at https://its.sfsu.edu/.
- Perform automated daily system and antivirus updates.
- Perform routine scans for viruses.

Tips to Support a User Friendly Network When Using ResNet:

- Turn off your computer when not in use.
- 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.
- Do not share copyrighted materials illegally. Illegal file sharing on campus is tracked and legal action will be pursued.

Residential Computer Labs
There is a 24-hour computer lab in the Tower’s Jr. Suites that is available to residents. The lab features 14 PC’s and black and white printing. Printing is for a fee and you must have credit on your OneCard. This lab temporarily closes on occasion as it is available to be reserved for classes and meetings.

E-MAIL
All actively enrolled students at San Francisco State University will receive a free e-mail account with the University. To apply for this account, go to https://www.sfsu.edu/online/sfsuemail.htm and log in using your SF State ID and password.

University Housing will use your official University email account to send you updates and information pertaining to the Residential Community, so be sure to check it regularly.

INTERNET & CABLE TV
Internet and cable TV is provided by either Apogee or by Information Technology Services (via Comcast), depending on which building you live in. Detailed connection directions will be emailed to your SF State email account upon check-in.

Smart Devices and other IoT devices are supported on a case by case basis. Not all smart devices are compatible in our environment. Please use the support team contact information in your welcome email for assistance if you have trouble setting up a device.
MAIL & PACKAGES

PACKAGES
Resident packages are delivered to the centralized mail room located at the Towers @ Centennial Square community desk (796 Font Blvd). Once the package is processed and ready for pick up, the resident recipient is notified via their SF State email address. All packages must be retrieved within two weeks of processing at the Towers community desk.

Package Processing
Packages are typically processed within 72 hours of receipt. Please allow for longer processing time during high volume package times, such as the beginning of each semester.

We highly encourage you to plan accordingly and consider our processing window when ordering important items. To notify our team of an important package arrival, send an email to our Resident Services Mail Lead (houso36@sfsu.edu) prior to package arrival with the following information in your email request:

- Resident Name, Carrier Information /Tracking Number, Expected Arrival Date, Brief Description / Reason to expedite.

Please Note: We cannot expedite processing of any packages that have already arrived due to the volume of mail we receive.

Important Reminders
- Your OneCard is required when picking up packages.
- If you do not pick your package up after two weeks from the first notification, the package will be returned to the sender.

LETTER MAIL
Letter mail will be delivered to your assigned mailbox in your building by approximately 6:00 p.m. Be sure to check your mailbox on an ongoing and regular basis as University and Housing correspondence will be sent there.

MAILBOX LOCATIONS & ACCESSES
Lobby area of all communities:
- MWH/MPH Residents – room key
- TCS/TJS/VCS/UPN – assigned mail key

FORWARDING MAIL
University Housing does not forward resident mail. Upon moving out of the community, be sure to change your address directly with the Post Office (https://www.usps.com/umove/) and all agencies that you receive mail from before moving out to avoid any complications. To update your address with the University so that University refunds or invoices reach you in a timely manner, go to www.sfsu.edu/student. Should you receive mail in your mailbox addressed to someone else, please return it to your community desk.

POST OFFICE & OUTGOING MAILBOX LOCATIONS
Student Housing does not offer outgoing mail services and are therefore unable to hold or send out packages via the Resident Services community desks. Outgoing mail will need to be sent by one of the following:

- U.S. Mailbox | Font Blvd. between MPH & MWH (picked up at 10 AM).
- Post Office | 1543 Sloat Blvd.
- FedEx Office | 1597 Sloat Blvd
- UPS | 1559 Sloat Blvd, Ste. B

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

[Full Name] [Last five digits of your SF State ID] [Building Address] [Room #]
San Francisco, CA 94132

BUILDING ADDRESSES

Village @ Centennial Square: 750 Font Blvd.
Towers @ Centennial Square: 796 Font Blvd.
Towers Jr. Suites: 798 Font Blvd.
Mary Park Hall: 802 Font Blvd.
Mary Ward Hall: 800 Font Blvd.
RESIDENCE
COMMUNITY
CONSERVATION

Think green! Live a sustainable lifestyle and help the University conserve energy. Our energy cost savings are directly related to your room and board costs.

The following controls were installed to help us meet our conservation responsibilities:

- Toilets have been reduced to a 1.6-gallon flush.
- Aerators are installed in shower nozzles and sink faucets to reduce the amount of water used without reducing water pressure.
- Sink and shower water temperatures are reduced to 120°-130° Fahrenheit.
- Timers on the heating system are set and monitored to reduce energy use.
- Compact fluorescent lamps are installed as a money-saving cogeneration system to supply partial power to the University.

Do your part:

- Don’t let water run continuously while shaving or brushing your teeth.
- Reduce the length your showers to save water and the energy consumed in heating it.
- When possible wash full loads of laundry and use the cold water cycle.
- Regulate the use of window blinds to take full advantage of sunlight and contain heat in your room.
- Recycle your cans, bottles and paper products in the appropriately designated receptacles outside of each building. Please Note: Plastic bags cannot be recycled with our recycling services. If you collect your recycling in plastic garbage bags, empty them into a recycling container and reuse the bag or throw it in the trash.
- Donate any items you no longer need. Goodwill bins are located outside of the Village @ Centennial Square or by the Residential Life office in University Park North. Many charitable organizations will be happy to take used books, clothing, furniture or electronics.

BRICKS | 7 AM—10 AM & 6 PM—11 PM, M-F
Come and relax in the Bricks. Enjoy different programs and assorted menus and snacks.
Your dining experience is more than great food. It is community experience centered on culinary expertise, fresh ingredients, and healthy options.

**DINING REQUIREMENTS**
- Leave your valuables in your room! When you come in the cashier will ask you to check your bag into a free locker or hang it up on a hook. Please Note: Locker space is limited.
- Your meal plan is just for you. Any visiting friends, family or classmates who do not have meal plans cannot purchase meals with your meal card. If you wish to buy them a meal you can use Gator Dollars, cash or credit card or they can purchase a voluntary meal plan themselves.
- Please make sure you bus your table when your meal is complete. All plates, glasses, and napkins are to be left at the dish rack where our staff is trained to compost 100% of your leftovers.

**SPECIAL DIETS OR DIETARY RESTRICTIONS**
In our continuing effort to meet residents' needs, we give special consideration to students who have medical or religious dietary concerns. Please contact the Dining Center office at (415) 405-8041 and they will do their best to accommodate your needs.

City Eats is our main residential dining center, conveniently located directly across from Mary Ward Hall. City Eats features an all-you-care-to-eat environment with a variety of well-balanced food choices offered at seven platforms.

Your meal plan or Gator Dollars are accepted.

**CITY EATS**
- 7 AM—12 AM, M—F
- 8 AM—12 AM, Sa—Su

http://sfstate.sodexomyway.com

Where to DINE
Meal plans are available for use in City Eats Dining Center. The meal you use will be deducted from your meal balance for the week.

Your MEAL PLAN

Participation in a meal plan is mandatory for all residents in Mary Ward and Mary Park Hall, the Towers @ Centennial Square, the Towers Jr. Suites, and the Village @ Centennial Square. Students who live off-campus may purchase a meal plan. If you wish to purchase a meal for a guest, you may do so by using Gator Dollars or cash to purchase the value of the meal.

YOUR MEAL CARD

Your meal card is also your SF State ID card (OneCard) and must be shown to any University Staff member upon request. Please carry your OneCard with you at all times. If your card is lost, stolen, or damaged for any reason, you will be required to replace your card for a fee at the One Card Office in the Student Services Building. You will not be able to use your meal plan without a One Card.

Please Note: Because your OneCard is also a key to many of the main doors of our facilities, it is inappropriate to provide your OneCard to another resident or person.

GATOR DOLLARS

“Gator Dollars” work just like cash at residential dining facilities and in the residential vending machines. You can use them to buy additional meals or to invite guests to dine with you. How you use your Gator dollars is up to you. Gator Dollars may be purchased immediately online at: https://onecard.sfsu.edu. Your OneCard also serves as your meal card. Because it is so valuable, we cannot allow it to be transferred, nor can we authorize another person to use your card.

MEAL PLAN CHANGE

Requests to lower the number of meals per week on your meal plan may only be done to a specific date each semester, please go to the housing website (http://housing.sfsu.edu) for dates. Requests to increase your meal plan may be made at any time during the academic year. In order to request a change of meal plan, the Licensee must submit a “Meal Plan Change Request Form” online at the University Housing Portal before the indicated deadlines.
MEAL PLAN OPTIONS

RESIDENTS

7-Day Continuous or 5-Day Continuous | The 7-Day Continuous allows students to dine seven days a week, including weekends for any meal period. This plan also provides eight guest passes. The 5-Day Continuous grant students access to City Eats during any meal period, Monday through Friday. This plan provides four guest passes.

240 Block | Enjoy a total of 240 meals (also known as swipes or blocks) for each semester. One meal will be deducted from the student’s meal plan upon entry. Unused blocks roll-over from semester to semester, but do expire at the end of the academic year.

RETURNING & TRANSFER RESIDENTS

In addition to choosing from the four meal plans above, returning and second year Village Residents, University Park- North, and University Park-South can choose from two additional meal plan options:

150 Block | Enjoy a recommended 8 meals per week with the 150 Block Meal Plan to use during any meal period at City Eats. Unused blocks, also known as meals or swipes, roll-over from semester to semester, and expire at the end of the academic year.

8a Block | This meal plan is designed for guests who have a full kitchen and want to balance eating out with the variety of options at City Eats. Unused meals roll-over from semester to semester, and expire at the end of the academic year.

VOLUNTARY

Students living in the University Park Apartments are not required to purchase a meal plan. However, if desired voluntary meal plans can purchased at: https://sfstate.sodexomyway.com/dining-plans/

Please Note: Blocks do not expire and can be used from semester to semester as long as you are actively enrolled as a student at SF State.

150 BLOCK | Get the 150 Block for an amazing value! This Plan offers 150 meals to use at City Eats. Each time you enter City Eats, one meal will be deducted from your plan.

100 BLOCK | Mix up your dining out with a little on-campus dining fun. Enjoy 100 meals to use in City Eats with this meal plan and dine when the time is right. Each time you enter City Eats, one meal will be deducted from your plan.

75 BLOCK—$815 & 50 BLOCK | The 75 & 50 Block packs provide convenience in your lunch bag if you prefer cooking at home, but gives you a little extra support when you get caught up in college chaos. 75 Block has 75 meals to be used at City Eats, and the 50 Block has 50 meals to be used at City Eats.

300 COMMUNAL BLOCK | Dine with your roommates and friends and share the cost with up to three of your friends on this exceptionally cool plan. Enjoy a meal together or separately because with this meal plan, there are no bounds!
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 rhaboard@sfsu.edu.

COMMITTEES & ORGANIZATIONS

HALL GOVERNMENT | Hall Government serves as the voice of those in a particular residential community. Through this leadership opportunity you can serve as an advocate for your peers while creating and sponsoring events/programs for the community in which you reside.

EGAY (Everything Great About You) | This student organization works to provide a sense of belonging and community for LGBTQ+ residents and their allies. This is achieved through numerous educational programs, active discussions, and by providing a space for camaraderie and personal development.

NRHH (National Residence Hall Honorary) | NRHH is dedicated to serving all communities through service, recognition, leadership and scholastics. NRHH gives residents the ability to grow personally, academically and professionally through providing community service and hands-on leadership opportunities, as well as academic and social programming. Membership in NRHH requires a written application and formal review process.

EcoLife | EcoLife provides advocacy for sustainability initiatives by participating in on/off campus events such as bringing leftover food to local food pantries, and implementing energy saving competitions.

The Academy | The Academy provides a place for gamers to meet and form connections. This organization typically runs three event types: tabletop games, video games, and anime media nights. The Academy also collaborates with other student organization on campus.

WAVES | Waves aims to create a safe and inclusive environment for AAPI residents. This organization plans to bring awareness to the AAPI community and the issues they face through both social and educational programming. Waves aspires to connect the AAPI community together, amplify their voices, and advocate for their needs.

HOLA (Housing Organization for LatinX Ancestry) | HOLA aims to create a welcoming and empowering space for learning about LatinX culture in a community-oriented manner. This is accomplished by focusing on its core values: social justice, equity, and cultural humility.

BRUH (Black Residents United in Housing) | BRUH is a student-led, student-run organization within Residential Life that provides a fun and engaging space for residents who identify with this group by origin as well as for resident-allies who want to gain a deeper understanding of the Black community.

COMMUNITY BOARDS (C-BOARDS) | The C-Boards consist of groups of residents living on campus who want to make a difference in their peer’s on-campus living experiences by assisting them with resolving conflicts. C-Boards achieve this goal through helping resolve disputes between community members and adjudicating alleged violations of housing policies. It is the C-Board’s responsibility to foster a place where residents can advocate for themselves and their community through the conduct process. Their job is not to pass judgment, but merely hold residents accountable for their individual actions while they are living on campus.
LIVING LEARNING COMMUNITIES

The following LLCs for this academic year:

MARY PARK HALL
Afrocentric
Asian American & Pacific Islander Retention & Education (ASPIRE)
Hip Hop
LatinX

TOWERS
Rainbow
STEM
Women in STEM

UNIVERSITY PARK NORTH
Afrocentric

UNIVERSITY PARK SOUTH
Rainbow

VILLAGE AT CENTENNIAL SQUARE
Global Village
Wellness

While these communities are currently being offered, residents are highly encouraged to bring forth proposals for new LLCs that align with the core goals of our residential program.

Proposals will be reviewed by Residential Life professional staff, who will evaluate them on the following criteria:

- Residency on the floor must be open to and inclusive of all students in the residential community.
- The floor theme must be consistent with the mission of the Residential Life Program.
- The floor theme must make a positive contribution to the quality of the residential community.

Living Learning Communities (LLCs) integrate student’s academic endeavors with their residential living experiences. As such, residents residing in some LLCs are required to take a course with their floor mates in the Fall and Spring semesters (courses vary by LLC).
Your BREAK PERIODS

WINTER BREAK
RESIDENTIAL HALLS AND TOWERS JR. SUITES
License Agreements for Mary Ward, Mary Park, or TJS do not cover the winter break period and the Licensee is not permitted to occupy the assigned space during this time. It is therefore important you take everything you need when you leave for Winter Break. If you wish to retrieve something from your room during this time, you may call your Area Coordinator to arrange an appointment.

Please Note: By special permission, residents can request a winter break housing addendum from their Area Coordinator.

THE TOWERS, THE VILLAGE, UPS, AND UPN
License Agreements for the Towers, Village, University Park South, and University Park North do cover the Winter Break period and the Licensee is permitted to occupy the assigned space during this period. Residential Dining Services will not be available during the winter break period.

THANKSGIVING & SPRING BREAK
ALL COMMUNITIES
Your Housing License Agreement allows occupancy over Thanksgiving and Spring Break. As noted earlier, the University and University

MAIL SERVICE DURING ALL BREAK PERIODS
Mail service is suspended during the campus’ closure and residents will not have access to their mailboxes. Therefore, mail will be placed in mailboxes in preparation for your return to the residential community. Residents are encouraged to contact any bill collectors or senders of date sensitive mail to have these items forwarded to an alternate address during break periods.

IMPORTANT REMINDERS
• Residential Dining Services will not be available during these time periods.
• Housing assumes no responsibility for your personal possessions. We recommend you obtain Renter's Insurance for your valuable belongings and to take them home with you during break periods.
STAYING SAFE | Practice general safety precautions at all times. Familiarize yourself with the Crime Prevention and Emergency Preparedness information on the University Police Department’s website at http://upd.sfsu.edu/. If you observe any suspicious activity on campus, immediately contact University Police.

EMERGENCY CONTACTS
After Hours | Your on-duty RA
Emergencies | 911
Non-Emergencies | UPD 415-338-7200

LOCATION OF EVACUATION PROCEDURES
Posted on the bulletin boards in each building or on the back of some resident room or apartment doors.

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 canceled. 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 any work you are doing 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 blackout.

ADDITIONAL REMINDERS
• 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.

FIRE SAFETY, RULES & REGULATIONS | Fire alarm pull stations are located in every public area of the Residential Community and there are fire alarm boxes outside on each block at University Park South.

TO USE A PULL STATION
• 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.

IN THE EVENT OF A FIRE

1  NOTIFY
   • Do not try to fight a fire yourself. Go to a station and pull the lever to activate the building alarm. It is also recommended that you call 9-1-1 from any landline to report the incident to safety personnel.

2  TAKE ACTION
   • After pulling the lever, immediately evacuate the building.

FIRE AND EVACUATION PROCEDURE
   • 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. DO NOT touch the doorknob. If the door is hot, DO NOT OPEN THE DOOR.
     ◆ Before opening 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 Mary Park and Mark Ward Hall | Use the center stairwells unless access to them is impeded.
Residents of the Towers and the Village | 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.
• Residents who do not immediately evacuate the building during a fire alarm are subject to disciplinary action.
• **Rescue Assistance Areas** | Two (2) are located on the fourth (4th) floor of Mary Park Hall and are designed for residents with mobility issues who may not be able to easily evacuate the building. These areas are equipped with a magnetic fire door to block smoke and heat and an intercom system that connects to the University Police dispatcher.

**If You Are Trapped During a Fire**
• Keep low to the floor if there is smoke in the room. The majority of oxygen is present near the floor.
• Place a towel at the base of the door to prevent smoke from entering the room.
• Attract the Fire Department's attention by hanging an object (bed sheet, jacket, etc.) out the window.
• Call the University Police Department by dialing 911 immediately and report your situation. Be sure to give the name of your building and your room #.

**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 his/her 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 semester in order 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 the following items:
     * 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
     * Food: granola bars, candy bars, protein bars
     * Telephone numbers
     * Cash
     * Remember to change the water, medication, food and batteries every month to keep them fresh.
   - Keep a list of emergency numbers. (Campus directory, staff roster)
   - Choose an out-of-state 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, 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 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.
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.

OTHER EMERGENCIES | IN THE EVENT OF AN ACTIVE SHOOTER
1 TAKE ACTION
- If you can leave the area safely, do so quickly. 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 the windows and doors.
    - Switch all cell phones to vibrate so they don’t alert anyone 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 University Police 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.

FOR SEVERE WEATHER AND CIVIL UNREST THAT POSES A PHYSICAL THREAT
- Stay inside and move away from windows to the inner corridors.
- Be sure to close all doors connecting exterior offices to the corridor.
- For extreme weather, relocate to lower levels in the building.

FOR AN 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.
- Move to higher levels of the building if possible to reduce the transfer of contaminated air from outside to inside.
- Move higher in the building since many chemical agents are heavier that 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. Circumstances that may warrant a shelter-in-place action could include: Severe weather, civil unrest, active shooter, biological incident, radiological incidents, accidental chemical exposure.

SHELTER-IN-PLACE 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 close the fireplace damper.
- Bring your family disaster supply kit and make sure the radio is working.
- Bring your pets into your shelter area.
- It is ideal to have a hard-wired telephone in the room you select (cellular telephone equipment may be overwhelmed or damaged during an emergency).
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room (during biological, radiological, chemical exposure and pandemic outbreak).
- Listen to your radio or television for further instructions and updates.
- The notice to Shelter-In-Place will be issued by emergency personnel from University Police or the Emergency Operations Center via the building or campus Public Address System or the campus wide Emergency Notification System via text messaging, email, or phone call.
One of the most important parts of your on-campus living experience relates to the education you will receive from living in a large community of residents with diverse interests, backgrounds, and needs. Part of learning to live successfully within this diversity is becoming well acquainted with the community standards, which are in place to support a comfortable, safe, and secure living environment. Please read the following section carefully, as it makes clear the regulations and policies that all community residents are expected to abide. A full list of community standards and expectations may be found in Part III of the License Agreement located at: http://housing.sfsu.edu/current-license-agreements.

The following regulations are applicable to all residents within the residential community. The term "residential community" refers to all buildings located within the residential area of campus including: Mary Park Hall, Mary Ward Hall, the Towers @ Centennial Square, the Towers Jr. Suites, the Village at Centennial Square, City Eats Dining Center, The Bricks, Seven Hills Conference Center, University Park North, and University Park South.

**ALCOHOLIC BEVERAGES |**

- In accordance with state law, no residents or guests of residents under the age of 21 are permitted to possess, consume or serve alcohol in any private or common space within the residential community.
- The use of alcohol within the residential community is limited to those persons 21 years of age or older and must be in compliance with California State Law.
- Residents over the age of 21 are not permitted to possess, consume or serve alcohol in their room when guests, roommates, or residents under the age of 21 are present. Any alcohol found in these circumstances by Residential Life staff will be dumped out and all non-registered guests will be asked to vacate the apartment.
- Kegs, other similar over-sized containers, or large stockpiles of alcohol are expressly prohibited and may result in eviction found in your possession.
- Possession of alcohol paraphernalia (empty bottles, cans, cocktail shakers, shot glasses, etc.) connotes alcohol consumption and are therefore not permitted.

**BICYCLES & SKATEBOARDS |** Residents who own a bicycle will need to register it and obtain a permit from the Student Housing Office. Bicycle racks are available in many areas of the residential community. You will be required to supply your own lock.

Please Note:

- 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.
- University Police prohibit the use of bicycles or skateboards on campus roadways and pedestrian walkways.
- Securing a bicycle to an object, building or tree on the SF State campus at any time is also prohibited.

**COMBUSTIBLES |**

- 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.

**COMPUTER POLICY |** Your access to the Residential Network [ResNet] is an agreement between you and University Housing and is subject to the University’s Appropriate Use Policies. Some expectations should be followed:

- File sharing is considered theft and expressly prohibited under the Digital Millennium Copyright Act [DMCA].
- Any egregious violation of these expectations will result in a suspension of your internet privileges and meeting with a Residential Life staff member.
- Violations may result in additional review through the Student Conduct Office.

**ILLEGAL DOWNLOADS & OTHER VIOLATIONS**

It is vital that all residents comply with the campus computer use policy, particularly the use of copyrighted materials. Misuse of computer facilities or resources include:

- 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 hardwired)
- Use of computing facilities and resources to send obscene or intimidating and abusive messages
- Use of computing facilities and resources to interfere with normal University operations
- Use of computing facilities and resources to download music, videos and films in violation of copyright laws.
- 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.

COOKING | If you live in Mary Ward or Mary Park Hall you may use a small appliance without an open element to cook in your room. Students who do not have the proper cooking appliances are allowed to cook in the residential hall kitchen in Mary Park Hall.

COURTESY & QUIET HOURS | Because you are living in both an Academic and residential community, it is important to acknowledge and respect the rights and needs of others. This is especially true in reference to noise.

COURTESY HOURS
The buildings operate under 24-Hour "Courtesy Hours," meaning, regardless of the time of day, you should limit any activity loud enough to disturb those nearby. In the residential community, the right to quiet supersedes the right to make noise.

QUIET HOURS
"Quiet Hours" refer to the designated times each day in which noisy activities should be restricted and conversations, televisions, and stereos in particular should be reduced to a level that does not interfere with your neighbors.

MPH, MWH, TCS, Towers Jr. Suite, and VCS
- Quiet Hours are in effect from 10 PM—8 AM Sunday through Saturday.
- Quiet Hours sometimes vary from floor to floor, and can be changed with the approval of the Area Coordinator.

UPS and UPN
- Quiet Hours are in effect from 10 PM—8 AM Sunday through Saturday.
- Finals Week Quiet Hours - To help students prepare for final exams, the residential community adopts 24-Hour Quiet Hours beginning the Friday before final exams and continuing throughout final exams.
- Policy violations during finals week may result in you being asked to vacate the community immediately.

DISCRIMINATION OR HARASSMENT | Housing Dining and Conference Services (HDCS) and Residential Life (Res Life) value diversity and take all efforts to promote the dignity and respect for and among all residents. SF State Housing acts in concert with Federal and State law, as well as California State University (CSU) and SF State policy and practice. Under CSU policy, no student on the basis of gender may be excluded from participation in or denied the benefits of any CSU program or activity, and all students have the right to participate free from discrimination, harassment and retaliation. Additionally, gender is defined as inclusive of one's gender identity and gender related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth. Within this framework, SF State Housing seeks to meet the needs of students of all gender identities/expressions in the best way possible. This includes addressing students' needs regarding accommodation and harassment complaints.

GENDER INCLUSIVE HOUSING OPTION
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(s) requests; however, accommodation requests will not circumvent the housing waitlist. All applicants are housed on a first come first served basis (first year students) or on a lottery system (if returning to the community). Gender inclusive housing generally exists in the Rainbow Floor Theme Communities located in the Towers Junior Suites for first year students and University Park South for returning students. Gender inclusive housing options may also be available on other floors and is determined on a case by case basis.

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, like those of any other SF State residential hall, must adhere to common standards of civility and respect regarding diverse gender identities/expressions.

INTIMIDATION/BULLYING/HARASSMENT CONCERNS
SF State Housing supports a community where all residents are able to exist free of harassment, bul-
lying, and intimidation. If you or someone you know is experiencing such behavior, SF State and SF State Housing are available to assist and support you.

If you feel harassed, contact:
The Vice President of Student Affairs Office
Student Services Building Room 403
(415) 338-2916 | concerns@sfsu.edu

More information is available at:
The Student Complaints and Concerns website http://www.sfsu.edu/~vpsa/complaints/index.html or the Vice President of Student Affairs website http://www.sfsu.edu/~vpsa/

HARRASSMENT

Harassment is unwelcome conduct that is found to be threatening or disturbing to an individual based on a protected status of that individual, such as race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, veteran status, physical disability, mental disability, or medical condition. "Sex" includes, but is not limited to: the victim's actual sex; the harasser's perception of the victim's sex; or the harasser's perception of the victim's identity, appearance, or behavior, whether or not that identity, appearance, or behavior is different from that traditionally associated with victim's sex at birth. Harassment can be written (in print or electronically), verbal, visual, or physical. The following are examples of harassment:

- **WRITTEN COMMUNICATIONS** | Sending inappropriate jokes or comments in print or by text or e-mail.
- **VERBAL COMMUNICATIONS** | Making graphic or degrading comments about an individual and/or their body or personal characteristics, or by using epithets, derogatory comments or slurs.
- **PHYSICAL ACTS** | Unwanted touching, physical interference, or assault.
- **VISUAL ACTS OR DISPLAYS** | Derogatory cartoons, drawings, or posters, or inappropriate gestures.
- **SEXUAL ADVANCES** | Making unwelcome sexual advances or propositions, or offering employment benefits or giving preferential treatment in exchange for sexual favors.
- **THREATS** | Making a threatening reprisal after a negative response to unwelcome conduct.

BULLYING

Bullying is abusive treatment, the use of force, or coercion to affect others, particularly when habitual and involving an imbalance of power (social and/or physical power). It may involve verbal harassment, physical assault, or coercion and may be directed persistently towards particular victims, perhaps on grounds of race, religion, sex, gender identity or expression, sexual orientation, national origin, age, or ability.

INTIMIDATION

Intimidation is intentional behavior "which would cause a person of ordinary sensibilities" fear of injury or harm. It is not necessary to prove that the behavior was so violent as to cause terror or that the victim was actually frightened.

DAMAGES |

- Any damage or loss to a resident’s room, apartment, or other area within the residential community will be charged to the responsible parties. If the responsible party 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 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.
- Food fights are dangerous and expensive. Each resident who is in the dining center at the time 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 & PARAPHERNALIA |

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.
- 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 is therefore are not permitted in residential community buildings. Any paraphernalia found will be confiscated.

Please Note: Medical Marijuana is not permitted and medical marijuana cards are not recognized on campus or in our residential facilities.
**ELECTRICAL APPLIANCES |**

**PERMITTED ELECTRICAL APPLIANCES:**
- UL-approved Automatic electric coffee makers.
- UL-approved irons and hair dryers.
- Microwaves (apartment community only).
- UL-approved toasters (apartment community only).
- Small (5.5 cubic feet or smaller) refrigerators with low wattage and UL approval.

**ELECTRICAL APPLIANCES NOT PERMITTED:**
- Household-size refrigerators.

**ENDANGERMENT |** Anyone who intentionally or unintentionally causes harm or imminent harm to a member of the community, including self, may be removed from the residential community immediately.

**FILMING AND PHOTOGRAPHY |**
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 the Student Housing Program 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.

**GUESTS AND NON-RESIDENT USE OF FACILITIES |**

**Host:** A host is defined as a SF State student who lives in the residential community who is hosting the guest or visitor in their community or bed space. All hosts are responsible for the behavior of their guest or visitor.

**Guest:** A guest is defined as anyone who does not have an active SF State license agreement. A guest must accompany their host at all times.

**Visitor:** A visitor is defined as a SF State student who has an active SF State license agreement not living in a host’s bed space. A visitor must accompany their host at all times unless they are utilizing residential communal space (Towers Conference Center, RHA office, lounge, etc.)

**GUEST POLICY**
All residential facilities are reserved for the exclusive use of residents and their individual guests/visitors according to the following guidelines:
- It is the basic right of every student to have privacy in their assigned room or apartment.
- The right of a student to live in reasonable privacy takes precedence over the right of their roommate/s to entertain guests/visitors.
- Students are permitted to have guests/visitors 24 hours a day. Any individual guest/visitor is limited to ONE overnight visit per month for a maximum of two consecutive nights per visit.
- The number of residents and guests/visitors may not exceed a room or apartment occupancy limit (double the room occupancy). For example: 2 person rooms or apartments are allowed a total of 4 people.
- All guests/visitors are expected to abide by the rules and regulations of the State of California, San Francisco State University, Residential Life, and Housing, Dining & Conference Services.
- Should a guest/visitor be a disruption to members of the room/apartment/floor, or the University staff, a guest/visitor may be required to leave the premises.

**SIGNING IN GUEST/VISITORS**
All guest and visitors not assigned to their community must be signed in by a host in MPH, MWH, TCS, TJS or VCS. Visitors using communal residential space (i.e. Towers Conference Center, Academic Success Center, Mary Park Lounge, RHA office) do not have to be signed in by a host.

**OVERNIGHT GUEST/VISITORS**
Overnight guests/visitors must be approved by all roommates. A host’s right to have an overnight guest/visitor does not supersede a roommate right of refusal. If conflict arises due to an overnight guest/visitor request, roommates should work with their RA, RC, or AC.

**NON-APPROVED GUESTS**
Building entrances are posted with signs indicating the buildings are closed to the public and only residents and their approved guests may enter. These signs give you and the Residential Life Staff the right to ask non-approved guests to leave and subject violators to possible arrest. If you permit a non-approved guest to stay in the facilities, you may be charged a fee for that guest.

**OPEN FLAMES |** In accordance with California State Fire Codes, open flames are prohibited and therefore the burning of candles, incense or any other item requiring an open flame is also prohibited. Arrangements may be made with the Area Coordinator for special purposes that may require the use of an open flame.

**PETS |** The only pets allowed in the residential
communities are fish in aquariums of ten gallons or less. All other pets are prohibited. If you have a registered service animal, contact the Disability Programs Resource Center (DPRC) and notify the Student Housing Office upon DPRC approval.

**SERVICE ANIMAL OWNERSHIP GUIDELINES:**
Appropriate documentation must be submitted to Disability Programs & Resource Center (DPRC) to verify the need of the service, assistance or emotional support animal in the Residential Community. As part of this agreement, University Housing is requiring the following:

1. **GENERAL REQUIREMENTS**
   - The animal must have all required vaccinations up to date.
   - Animal must be spayed or neutered at the appropriate age.
   - Animal must be licensed/registered.
   - A current photograph of the animal must be provided to the Student Housing Office for identification purposes.

2. **ANIMAL BEHAVIOR**
   - An animals’ behavior, noise and waste must not exceed reasonable standards and should not create unreasonable disruptions to residents.
   - During the Licensee’s absence from the assigned space, the approved animal must be contained and/or crated.
   - An animal must be house trained and able to use appropriate methods for waste elimination. It is the Licensee’s responsibility to immediately remove feces or any other form of waste from campus grounds, dispose of them in a sealed plastic bag, and place it directly in a dumpster.
   - University Housing reserves the right to revoke or modify approval of service or emotional assistance animals if they pose a direct threat to the health and safety of others; cause substantial damage to the property of others; pose an undue financial and administrative burden; or fundamentally alter the nature of University Housing Services operations.

3. **ANIMAL HEALTH AND WELL BEING**
   - Approved animals must have all veterinarian recommended vaccinations to maintain the animal’s health. Housing reserves the right to request an updated verification at any time during the animal’s residency.
   - All approved animals, must wear identification tags with the Owner contact information.

4. **RESIDENT RESPONSIBILITIES**
   - Licensee shall be responsible for, indemnify and hold the University harmless from, and against any and all lost liability, expense, claim, costs, suites and damages of every kind, nature and description arising from any property damage or personal injury caused directly or indirectly by the animal.
   - Licensee is responsible for the animal well-being included, but not limited to, regular feeding, watering, bathing, grooming, flea/tick treatment and veterinary care.
   - The Licensee will maintain control of the animal at all times. This includes physical and behavioral control, which may require use of devices such as leashes for assistance animals.
   - Approved Animals may not be left overnight in University housing to be cared for by another individual. They must be taken with the Licensee if they leave campus for a prolonged period.
   - The Licensee is responsible for property damage, cleaning, and/or pest control charges that are above and beyond normal pest issues, cleaning and routine wear and tear. This includes costs while occupying the assigned residence community space/apartment and those that are assessed after vacating the residence community. The University shall have the right to bill the student’s account for these charges.
   - The Licensee must notify University Housing in writing if the animal is no longer needed or is no longer in residence.
   - If applicable, all roommates/roommates of the Licensee must sign a statement of agreement and understanding that an animal will reside in the apartment with them. In the event that one or more roommates does not approve, the Licensee possessing the animal may be relocated to a more suitable location, or released from their contract if a suitable location is not available.
   - In the event of other residents with allergies or conflict due to the animal’s presences, the Licensee and animal will relocate, if necessary, in the manner prescribed for licensees in the Student Housing License Agreement.
   - The Licensee agrees to continue to abide by all other residential policies. An exception to a policy that otherwise would prohibit having an animal does not allow other animals besides the approved animal in the apartment or constitute an exception to any other Housing policy.
   - Should the animal be removed from the premises for any reason, the Licensee is expected to fulfill their Housing obligations for the remainder of the contract.
   - It is recommended (if not required per agreement below), that the animal is crated when the Owner is not present. University Housing is not responsible for the loss or damage in the event the animal escapes the private residential area.
   - If University Housing discovers any sign of abuse or mistreatment of the animal, University Housing may mandate immediate removal of the animal. A post-removal due process proceeding will follow within a reasonable time.
EMERGENCY PROCEDURES
- Licensee is responsible for the care of their animal in the event of an evacuation.
- Licensee may choose to identify an emergency contact who may be called if the Licensee is incapacitated and unable to care for the animal.
- Animal Care and Control may be contacted at the discretion of Residential Life to care for the animal at Licensee's expense.

PHYSICAL ABUSE | 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. Physical abuse of a member of the residential community may result in immediate eviction from the residential community and a criminal complaint filed with the University Police Department.

RESIDENT CONDUCT | UNIVERSITY POLICIES

TITLE IX NOTICE OF NON-DISCRIMINATION
San Francisco State University does not discriminate on the basis of sex, gender, 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 sex in all education programs and activities operated by the University (both on and off campus). Title IX protects all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and violence:

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.

INFORMATION REGARDING SF STATE, CRIMINAL AND CIVIL 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. 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 1073) 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. For more information on Title IX, visit: http://titleix.sfsu.edu/

EXPECTATIONS
All residents are expected to conduct themselves within the following parameters:

Sections 41301 through 41304 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 handbook and reflected in the University Housing web page. All University rules and regulations now or later in effect.
- As many of our University Housing policies are based on University policies and/or state and federal laws, one 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

INITIATION OF THE RESIDENT CONDUCT PROCESS
The resident conduct process is initiated when an alleged violation occurs and your name is cited as being a witness or possible involved party. Most often this is in the form of an incident or police report.
If this occurs:

- You are provided with a letter indicating the violation that has occurred and requesting you to schedule an appointment to discuss the incident with your Area Coordinator, the Residential Life Conduct Coordinator, other housing official, or the Resident Conduct Review Board.
- After the meeting, your involvement and/or responsibility for the incident and policy violation will be determined. If it is determined you are not responsible for the incident or policy violation, no further action will be taken. You will receive a letter stating you are not being held responsible.

**RESIDENT CONDUCT ADMINISTRATIVE FEE**

Residents found responsible for violating any rules and regulations established by the University or Housing will be assessed a $20.00 Resident Conduct Administrative Fee. This fee is only charged to residents found responsible for a policy violation. Residents are subject to the $20.00 resident conduct fee any time an administrative review or meeting is required to resolve an incident in University Housing and finds them responsible for a University or Housing policy violation.

**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:

- Common Source Containers of Alcohol- e.g. kegs, large containers of alcohol or massive quantities of alcohol exceeding personal consumption is prohibited.
- 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 of 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.
- Types of Official Responses

**INFORMAL ACTION**

Resident conduct difficulties or policy misunderstandings occurring for the first time and/or not seriously affecting the quality...
of the community are generally responded to on an informal basis by a Resident Assistant, an Area Coordinator, or the Resident Conduct Review Board. Examples of first-time policy violations which could be dealt with informally are Quiet Hours or Guest Policy violations. Although such violations may be appropriately handled by a verbal or written warning (without a meeting) on a first-time basis, repeated or complicated violations will be referred to more formal procedures.

FORMAL ACTION

FIRST LEVEL VIOLATIONS | ADMINISTRATIVE REVIEW

Policy violations which may seriously affect the quality of the community are generally responded to on a formal basis, through an Administrative Review conducted by an Area Coordinator or the Resident Conduct Review Board. Examples of policy violations that may be handled through an Administrative Review include repeated Quiet Hours or Guest Policy violations, roommate conflicts, Party Policy violations, or failure to cooperate with staff. Outcomes of Administrative Reviews are communicated in writing and can include formal warnings, Residential Community Probation, community service projects, or referral to other University resources, as well as referral to an Administrative meeting.

SECOND LEVEL VIOLATIONS | ADMINISTRATIVE MEETINGS

Policy violations which may seriously affect the quality of community life and/or jeopardize the safety or well-being of others are responded to on a formal basis, through a Residential Community Administrative Meeting conducted by the Residential Life Conduct Coordinator or the Associate Director of Residential Education. An Administrative Meeting is scheduled when a serious question exists as to whether a resident should be permitted to continue living in the residential community. Outcomes of Administrative Meetings are communicated in writing and can include formal warnings, Residential Community Probation, community service projects, License cancellation, or referral to other University resources, as well as the Campus Conduct Office and/or legal referral.

EViction OFFENSES | CANCELLATION OF THE HOUSING LICENSE AGREEMENT

A meeting outcome which recommends cancellation of the Housing License Agreement usually initiates an automatic meeting with the Residential Life Conduct Coordinator or the Associate Director of Residential Education (or designee). Exceptions to the automatic meeting (as a second step prior to finalizing termination decisions) 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 reinstated 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 not less than 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.

As a resident of University Housing, you live in a community of individuals from different backgrounds, age groups and expectations. University Housing has created a review procedure, the Resident Conduct Process, to assure that all residents receive fair and equitable treatment when incidents occur that may violate the License Agreements. This information sheet provides information about the possible outcomes of involvement in a violation of housing policy as specified in the License Agreement. Please read this information carefully, as it outlines your rights and responsibilities.

RESIDENT CONDUCT PROCESS

- If you have been identified as having allegedly violated a University Housing policy, Community Living Standards, or other University policies, residential life staff will generate an incident report and forward it to appropriate professional staff for review. If the alleged violation is significant or requires the involvement of the University Police Department,
both an incident report and a police report will be written.

- After initial review of the incident report, you will be provided with written documentation that outlines the alleged policy violations noted in the report. This documentation will likely be a request to meet with a hearing officer (Area Coordinator, Assistant Area Coordinator, Residential Life Conduct Coordinator, or the Resident Conduct Review Board) to discuss the incident in detail.

- During the meeting residents will have an opportunity to share information about the incident and respond to questions asked by the hearing officer. After all necessary information has been gathered, the hearing officer(s) will determine the level of your involvement, if any, and/or responsibility for the incident or policy violation(s).

- At the conclusion of all administrative meetings associated with the incident report, each resident involved in the alleged policy violation will receive a written outcome. This outcome will reflect individual instructions and sanctions (as necessary) pertaining to the alleged policy violation.

As many 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:

- Residential Life Conduct process
- Office of Student Conduct process
- Criminal process
- Possible Sanctions and Outcomes
- If it is determined you are not responsible for the incident or policy violation, no further action will be taken. You will receive a letter stating you are not being held responsible.

- 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 be asked to perform some type of community service, restitution, community involvement, which may include dispute mediation.
  - You may receive probation (meaning future policy violations may result in cancellation of your University Housing License Agreement).
  - You may be relocated out of your current apartment or building.
  - You may be referred to the University Police Department for criminal investigation.
  - You may be removed from University Housing (eviction).
  - You may be referred to other campus support services for intervention, education and support.
  - You may be referred to the Director of Student Conduct for further conduct review.
  - 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 initial hearing or review. The appeal request must provide justification and explanation for one or more of the following:

- The incident/activity in question was not a violation of the University Housing License Agreement.
- The resident’s rights were violated by the administrative process.
- The findings were unsubstantiated.
- The sanction or outcome was inconsistent with prescribed sanctions/outcomes for similar cases.
- Additional, relevant information has become available since the Review or Meeting that is sufficient to alter the decision.

ROOM AND LOUNGE FURNITURE | 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. Violations of this policy may result in a $50.00 charge. Violators will be expected to return furniture to its proper location and will be subject to administrative action, up to and including, Student Housing License Agreement revocation.

SHOPPING CARTS | 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.

SMOKING | The University is a smoke-free campus. SF State Housing defines “smoking” as the inhaling, exhaling, burning, or carrying a lighted cigarette, cigar, pipe, e-cigarette, e-hookah, hookah pen, vape pen or other apparatus used to smoke tobacco, nicotine, or any other organic or non-organic material. Pursuant of the California State University Chancellor’s Executive Order 599 and the California State law, residents must abide by the following guidelines:

  - Smoking is prohibited in all state 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 lease property, except for officially posted designate smoking
Designated smoking areas are described online at http://www.sfsu.edu/~news/announce/smokemap.htm

SOCIAL GATHERINGS | Parties are prohibited in the residential community. At the discretion of Residential Life staff, large gatherings may be requested to disperse, and non-residents escorted out of the building or community.

STAFF REQUESTS | Residents are required to comply with requests from any staff member. If you believe a request is unreasonable, speak to your Area Coordinator or the Residential Life Conduct Coordinator immediately.

STEREO SPEAKERS | Stereo speakers may not be placed in windows or in any location that will direct sound out of the room.

THROWING OBJECTS | Because of the danger to the welfare of others, dropping or throwing any object from buildings within the residential community is not permitted. Similarly, objects must not be thrown in or around the residential community in any way that could endanger the safety of others. Violators will be subject to Student Housing License cancellation, University disciplinary action, and/or prosecution through the legal system.

Because residents are responsible for the conduct of their guests, residents whose guests drop, throw, or expel objects within the residential community are subject to administrative action including Student Housing License cancellation or legal action.

USE OF PREFERRED VS. GIVEN NAME | Students wishing to request a change from the name listed in their Housing account to a different preferred name can contact the Student Housing Office. Requests must be submitted in writing either by emailing housing@sfsu.edu or coming into the Student Housing Office located in Mary Ward Hall.

Please Note: When a student chooses to change their name regarding their Housing account, some complications (while not common) such as the following can occur:

• The SF State Student ID card (OneCard) is issued based on a student’s “legal name” used on their University application. If a student changes to a preferred name at Housing, it may contradict what is on your One-card and/or your state issued ID.
• Any refund from the SF State Bursar’s office related to Housing may be delayed if a student has changed from a “legal name” to a preferred name within Housing. To prevent such a delay, it is recommended that if a student using a preferred name in Housing is expecting a refund from the Bursar’s office, the student should change their name back to their legal name at Housing to ensure the refund is returned in a timely manner.
• On occasion Housing sends mail to parents of students. Students who change to a preferred name should be aware that such mail would be forwarded to the students’ parents with the preferred name changed in the Housing database.

VIOLENCE | Students, who engage in or threaten to employ physical violence upon any member of the campus community or their guests, will be subject to disciplinary and/or criminal action, including eviction.

WINDOW USE | Falling objects, whether thrown out the window or blown from the ledge by the wind, can cause severe injuries and/or damage. Expelling objects in or out of a window are subject to administrative action. See above.

• Window screens may not be removed or tampered with. Replacement or repair cost is $80 or $150 depending on type of window screen.
• Windows are not to be used as entrances or exits for people or other objects, animate or inanimate.
• Sitting on window sills is prohibited.
• Nothing may be thrown or dropped from the windows.
• A window or window screen should not be removed from its track.

YOUR POSSESSIONS | The University is not responsible for possessions lost or stolen from your room, apartment, or from any other area of the residential community.

IMPORTANT REMINDERS:

• Keep your keys with you at all times and lock your door and windows when you leave your room/apartment.
• Do not store your belongings outside your room or window.
• Items placed outside your room will be discarded without prior notification.
Your License Agreement

License Agreement & Payments
Your Housing License Agreement is a signed legal agreement between you and the Trustees of the California State University. It is expected and agreed that you will remain in the residential community for the entire academic year.

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 $20.00 and possible legal action to collect delinquent housing fees.

Returned Checks
Your Housing fees are payments to the State of California. California Civil Code, Chapter 522, Sec. 1719 states if your check bounces you could be liable for three times the amount of the check, or $100.00, whichever is more, plus any court costs. For each returned check there is an immediate “Returned Check Fee” of $20.00 that must be paid in addition to the amount of the returned check or declined credit card payment.

Payment for returned checks must be in the form of a cashier’s check, money order or cash. A personal check may not be used to clear a dishonored check or declined credit card payment. If you are aware the check with which you made your Housing payment is going to be returned by the bank, contact University Housing at 415-338-1067, so we may advise you as to the proper procedure to clear the check.

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. A hold, which restricts you from University services including registration, grades, and transcripts, will be placed on your University record until the obligation is cleared. A returned check also 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 from the Housing Community.

Residents who have more than two (2) returned checks during their stay in the campus Residential Community will be placed on a “cash only basis” and will not be allowed to use personal checks when making future payments.

Your Departure
Intent to Vacate
In order to gain approval for a license cancellation by submitting an Intent to Vacate Form 30-days prior to your intended departure date. If approved, you will be charged a 30-day notice charge which will be prorated from the date you submit the Intent to Vacate until your actual move-out date, in accordance with the terms of your Student Housing License Agreement Part 1 Section XI cancellation during the fee period with less than 30-day notice AND meet one of the following criteria to be approved for cancellation:

- End of Student Status: certification from Registrar’s Office is required. Failure to provide proof of withdrawal from the University, or continued enrollment at SFSU may result in your student account being assessed for the full financial term of the contract.

- Withdrawal from all currently enrolled classes - If approved, you will be required to vacate within 72 hours after the decision letter is sent to you, and be subject to a 30-day notice charge.

- Graduating or transferring at the end of the Fall semester – If approved, you will be required to vacate no later than the last day of Fall finals. You will not be charged 30 days’ notice if you submit your petition at least 30 days prior to the last day of Fall finals. You will be charged notice if filed after the 30-day deadline.

- Marriage: official marriage or domestic partner certificate is required. Marriage license applications which expire and become void after 90 days are not acceptable.

- Hardship or extraordinary circumstances: occurring after you signed the License Agreement and is deemed by the University as not being within the scope of your control to avoid or resolve. You must provide verifiable documentation supporting your case.

Please Note:
- All Intent to Vacate Forms must be submitted to the University Housing Office in Mary Ward Hall.
- Do not assume your Student Housing License Agreement will be cancelled and you are approved to move out unless you have an official written response from the University Housing Office. There are only a few people in the depart-
ment who have the authority to grant approval for cancellations and they always do it in writing.

- If you choose to move out even though your Intent to Vacate notice has been denied, you may be required to pay full fees for the entire academic year as required by the License Agreement.

**HOW TO CHECK OUT OF HOUSING**
- Make an appointment to have your Resident Assistant complete a final inspection of your room or apartment.
- Sign and return the “Room Condition Form”.
- Return your room or apartment key and mail key.
- Settle any outstanding balances to your University Housing financial account.
- Submit your checkout paperwork.

Please Note:
- If you have an outstanding conduct record from the academic year or violate any of the terms of your License Agreement and/or Community Living Standards, you may be required to vacate your room or apartment prior to the check-out date mentioned in your License agreement. In some cases, you may be required to move out immediately or within 24 hours of your last final.
- Conduct violations occurring during finals week, which are not adjudicated before the resident leaves, will be placed on hold until the resident returns to campus. The decision of your pending case could affect your standing in Housing for the next academic year.
- Portable Storage Containers are not permitted anywhere on campus.

**IMPROPER CHECKOUT**
In order to avoid being charged for an improper checkout, 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):
- Returning your room or apartment to the same condition it was at move-in.
- Failing to make an appointment and meet your Resident Assistant.
- Not returning key(s) at time of check out. (Mailed keys will not be accepted)
- Missing/damaged furniture
- Leaving belongings/objects in room
- Damaged walls (holes, paint, stains, etc.)
- Improper cleaning

**COMMON MISPERCEPTIONS REGARDING THE CANCELLATION PROCESS**

**PLEASE READ THIS PORTION CAREFULLY:**

- 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 Intent to Vacate form (ITV). Documentation must be objective or verifiable and support the criteria for requesting a cancellation. For example, if a student says he or she 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.
- As per the Intent to Vacate form, University Housing will respond to ITV requests in writing within two weeks of receiving the form in the business office. This response must be received before moving out. Moving out with unapproved request may result in being charged for the entire term of the contract.
ON-CAMPUS RESOURCES

Advising Center
Administration Bldg.
Ste. 211
415-338-2101
http://advising.sfsu.edu/

Campus Recreation
415-405-9355
http://campusrec.sfsu.edu/

Career Center & Leadership Development
415-338-1764
http://careerservices.sfsu.edu/

Counseling & Psychological Services Center
Student Services Bldg., Ste. 208
415-338-2208
http://psyservs.sfsu.edu/

Ctrl+P Digital Print Shop
Cesar Chavez Student Center, Ste. M110
415-338-2434
https://ucorp.sfsu.edu/copy-center

Dean on Call
Student Services Bldg. Ste. 403B
415-338-2032
dos@sfsu.edu
http://dos.sfsu.edu

Disability Programs & Resource Center
Student Services Bldg., Ste. 110
415-338-2472
http://access.sfsu.edu

Financial Aid
Student Services Bldg.
1st Floor
(415) 338-7000
http://financialaid.sfsu.edu/

Health Promotion & Wellness
Village @ Centennial Square Ste.
750 Font Blvd. Ste. 5000
hpw@sfsu.edu
http://wellness.sfsu.edu

Institute for Civic & Community Engagement (ICCE)
Health & Social Sciences Building, 206
415-338-6419
http://icce.sfsu.edu/

J. Paul Leonard Library
415-338-1552
http://library.sfsu.edu/

Office of International Programs (OIP)
Village at Centennial Square C, 1st Floor
415-338-1293
http://oip.sfsu.edu/

One Stop Student Services Center
Student Services Bldg. Lobby
415-338-2350

Student Activities & Events (SAE)
415-338-1761
http://www.sfsu.edu/~sicc/

Student Health Center
415-338-1251
http://health.sfsu.edu/
**IMPORTANT CONTACT NUMBERS**

**IN CASE OF EMERGENCY CALL 911**
- If using any campus phone you will be connected directly to University Police.
- If using a cell phone, ask the dispatcher to be connected to San Francisco State University Police.

**Non-Emergency: 415-338-7200**

**RESIDENTIAL LIFE**

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<thead>
<tr>
<th>Office</th>
<th>Email</th>
<th>Phone</th>
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<tbody>
<tr>
<td>OFFICE</td>
<td><a href="mailto:reslife@sfsu.edu">reslife@sfsu.edu</a></td>
<td>415-405-2207</td>
</tr>
<tr>
<td>BRITTANY PANNEL</td>
<td>Towers Apts. &amp; Junior Suites Area Coordinator</td>
<td>415-405-9378</td>
</tr>
<tr>
<td>JONATHAN GOMEZ</td>
<td>Mary Park &amp; Ward Halls Area Coordinator</td>
<td>415-338-7024</td>
</tr>
<tr>
<td>VACANT</td>
<td>Village at Centennial Square Area Coordinator</td>
<td>415-405-0455</td>
</tr>
<tr>
<td>JORGE SIERRA</td>
<td>University Park North Area Coordinator</td>
<td>415-682-2125</td>
</tr>
<tr>
<td>TAJ JULIEN</td>
<td>University Park South Area Coordinator</td>
<td>415-566-1561</td>
</tr>
<tr>
<td>AARON KITASHIMA</td>
<td>Administrative Assistant of Residential Life</td>
<td>415-405-2277</td>
</tr>
<tr>
<td>RICK NIZZARDINI</td>
<td>Residential Life Clinical Counselor</td>
<td>415-405-4415</td>
</tr>
<tr>
<td>PATRICK MCFALL</td>
<td>Conduct Coordinator</td>
<td>415-405-8028</td>
</tr>
<tr>
<td>ROBERT HANEY</td>
<td>Assistant Director of Residential Conduct &amp; Support Services</td>
<td>415-405-4458</td>
</tr>
<tr>
<td>ANNALICIA GARCIA</td>
<td>Assistant Director of Residential Education &amp; Leadership</td>
<td>415-405-8078</td>
</tr>
<tr>
<td>JESSICA ROBINSON</td>
<td>Associate Director of Residential Education &amp; Leadership</td>
<td>415-741-6381</td>
</tr>
<tr>
<td>DAVID F. ROURKE</td>
<td>Director of Residential Life</td>
<td>415-338-1822</td>
</tr>
</tbody>
</table>

**HOUSING, DINING & CONFERENCE SERVICES**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE HOURS</td>
<td>9 AM—5 PM, M—F</td>
</tr>
<tr>
<td>BELINDA CHAN</td>
<td>Interim Student Housing Specialist</td>
</tr>
<tr>
<td>JIM BOLINGER</td>
<td>Interim Director, Student Housing Program</td>
</tr>
<tr>
<td>JENY PATINO</td>
<td>Executive Director, Housing, Dining &amp; Conference Services</td>
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</table>

**RESIDENTIAL DINING SERVICES**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CITY EATS DINING CENTER</td>
<td>415-338-2923</td>
</tr>
<tr>
<td>HEEBONG HYUN</td>
<td>Resident District Manager</td>
</tr>
</tbody>
</table>

**FACILITIES OPERATIONS**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>OFFICE HOURS</td>
<td>8 AM—5 PM, M—F</td>
</tr>
<tr>
<td>KEY PICK-UP</td>
<td>8:30 AM—3:30 PM, M—F</td>
</tr>
<tr>
<td>TOM HILL</td>
<td>Interim Facilities Director—Housing</td>
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</tbody>
</table>

**OTHER IMPORTANT NUMBERS**

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>APOGEE</td>
<td>24 hours</td>
</tr>
<tr>
<td>STUDENT HEALTH CENTER</td>
<td>8:30 AM—4:45 PM on M, TU, TH, F</td>
</tr>
<tr>
<td></td>
<td>10 AM—4:45 PM on WED</td>
</tr>
</tbody>
</table>