Our Community Philosophy

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

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

The success of being a connected and inclusive residential community requires that we not only adhere to these principles, but that we take responsibility for our awareness and actions towards all of our community members.
COVID-19 TESTING
As a continued effort to keep our residential communities as safe as possible and prevent the potential spread of COVID-19 amongst our residents, all residents (regardless of vaccination status) will be required to take COVID-19 tests throughout the semester.
Residents with COVID-19 vaccination exemptions are required to take a COVID-19 test on a weekly basis. Vaccinated residents will be notified prior to each COVID-19 testing period.
Tests will be administered at the top floor of Lot 20 parking structure, Monday through Thursday from 9 AM to 1 PM. Registration is required through the MyHealth website at: health.sfsu.edu/content/myhealth.

COVID-19 REGULATIONS
University Housing and Residential Life are committed to providing a safe and healthy housing community for our residents. Following the U.S. Centers for Disease Control and Prevention (CDC) as well as State and County guidelines, we have implemented various practices and protocols in effort to protect the well-being of the residential community. Housing’s COVID-19 regulations are subject to change depending on the current conditions of the pandemic and any new recommendations from the State, County, or CDC.

WHAT TO DO IF YOU’RE SICK
STAY HOME
To minimize the risk of exposure to others, do not leave your home if you are sick (except to get medical care). If you are feeling symptoms related to COVID-19, reach out to Student Health Services or contact your primary care provider or urgent care.
QUARANTINE PROTOCOL
Any resident who tests positive or becomes exposed to COVID-19 will need to notify Student Health Services and the Student Housing Office immediately. To ensure the safety of the residential community, the affected resident may be moved to an apartment designated for quarantine.

STUDENT HEALTH SERVICES
PHONE | (415) 338-1251
WEB | health.sfsu.edu

COVID-19 RESOURCES
Student Housing Information housing.sfsu.edu/covid-19
SF State’s Campus Comeback Plan together.sfsu.edu
General Campus COVID-19 Inquiries covid19@sfsu.edu
San Francisco Department of Public Health sfoph.org/coronavirus
Centers for Disease Control & Prevention cdc.gov/coronavirus

MANDATORY REQUIREMENTS
Wash your hands often with soap and warm water for at least 20 seconds or use an alcohol-based hand sanitizer that contains at least 70 percent alcohol.

PAGE 3 | SF STATE COMMUNITY LIVING STANDARDS

Reminder
FACE COVERINGS
SF State continues to require face coverings to be worn indoors unless an individual is alone in an enclosed space with a door that can be closed. Face coverings are not required outdoors on campus.

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Professional Staff & Student Leadership

The residential community is staffed with students and professional staff members that are dedicated to serve you in a variety of ways and help you be successful outside of the classroom.

**Student Leadership**

**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.

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

**Program Assistants (PA)**
Program Assistants (PA) are students who are specifically selected to facilitate learning, programming, and outreach in designated learning topics such as: Social Justice, Community Programs, Academics, and Wellness. They collaborate with RAs to meet residents’ needs around their assigned focus area. PAs are trained to provide resources, support residents, and collaborate with campus partners to bring different education opportunities to their respective residential communities.

**Professional Staff Leadership**

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

**Residential Coordinators (RC)**
There are two types of Residential Coordinators (RC): Residential Education and Community Desk.

- **Residential Education RC**
  Full-time professional team members who supervise Resident Assistants in a specific community.

- **Community Desk RC**
  Full-time professional team members who aid in overseeing each residential community desk and supervise a team of Lead Desk Assistants. They can be contacted through your front desk.
Things to know about your living space

The University is respectful of your privacy and will limit entering your apartment or room to the following occasions:
- Your request or agreement
- Emergencies
- Health and safety inspections
- Management of applicable rules and regulations
- Inspection and cleaning when you or your roommate moves out
- Any lawful purpose

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

Decorating your living space

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). Since you and your apartment-mates will likely be sharing an apartment for the entire year, you should talk about how you want to arrange and decorate. Together, you should be able to set up your living space so you can live in it comfortably.

Decorating reminders

- Just about any method you use to attach something to the wall will cause some damage. We recommend that you use blue painter’s tape or 3M “Command” Strips for hanging; however, none of these methods are guaranteed to not damage the walls. Any damage charges are the responsibility of the resident(s).
- Mounting posters, signs, or other items on your door is prohibited as it is a fire hazard and can invite vandalism.
- Your room and apartment furniture must remain in your room and should not be placed in common areas. In turn, furnishings from lounges or other common areas may not be put in your room. Violators will be expected to return furniture to its proper location and will be subject to a fee and/or administrative action such as the cancellation of your Student Housing License Agreement.

Keeping your living space clean

When living with roommates, it’s 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 roommate(s) are responsible for a thorough cleaning of your living space. At move-out, your living space will be inspected and you will be billed for any missing items or damages beyond “normal wear-and-tear.”

Cleaning tips

Empty trash regularly

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

Clean on a regular basis

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

Use the right cleaning supplies

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

Use a soft sponge or cloth

Do not use any sharp objects when cleaning surfaces, especially the stove, refrigerator or freezer.
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 roommate(s) about expectations in your living space.

RESOLVING ISSUES
If you encounter problems with your roommate, we strongly encourage you to go through the mediation process with the Resident Assistant to begin creating an environment that fosters open dialogue in an effort to resolve room/apartment concerns. We believe sharing space and learning to respectfully co-exist despite our differences, are the hallmarks of a person’s development into adulthood. During mediation, all residents involved in the situation will be asked to discuss their concerns and attempt to find a mutually agreeable resolution with assistance from the staff member present.

ROOM CHANGES
For health and safety reasons due to COVID-19, room changes will be minimized. Every effort should be made to resolve any conflicts with your roommate and avoid changing rooms. If you feel that the differences are too extreme or that your safety or security are a concern, speak with your Area Coordinator about options that may be available. If a room change is necessary, you will be instructed to fill out a Room Change Request form on the housing portal. The Room Change Request form will be available two weeks after move-in.

KEYS TO SUCCESSFUL ROOMMATE RELATIONSHIPS

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.

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

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

VACANCIES IN YOUR APARTMENT
If a vacancy occurs in your apartment, you should expect to receive a new roommate. This means you should be prepared for a roommate at all times by using only your assigned bedspace and keeping your apartment clean.

If you will be receiving a new roommate, the Student Housing Office staff will notify you of their arrival. Residents who fail to have their room prepared for a new roommate at the time of their 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 “Resident Conduct”).

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”.

Sharing YOUR LIVING SPACE
You and your roommate(s) will be required to complete an Apartment/Roommate Worksheet. Your RA will explain how to fill it out at your first floor meeting.
Things to Know About
YOUR BUILDING

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

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

RESIDENCE COMMUNITY CONSERVATION

The following controls have been installed to help the University meet our conservation responsibilities:
- Aerators are installed in showers and sinks to reduce the amount of water used without reducing water pressure.
- Water temperatures are reduced to 120°-130° Fahrenheit.
- Toilets have been reduced to a 1.6-gallon flush.

DO YOUR PART TO CONSERVE

- Regulate the use of window blinds to take full advantage of the sunlight to warm your room.
- Reduce the length of your showers to save water and the energy used in heating it.
- Close faucets tightly and report leaky faucets.
- When possible, wash full loads of laundry and use the cold water cycle.
- Don’t leave the water running while shaving or brushing your teeth.

PARKING

VEHICLES
Due to limited parking on campus, we strongly encourage students to use a bike or public transportation. Any vehicle parked on campus must display a valid permit. For more information, visit parking.sfsu.edu.

BICYCLES
Be sure to properly lock all parts of your bicycle to the bike rack.

BIKE RACK LOCATIONS
TCS, VCS, MWH, UPS, & UPN | Near the front entrance of each building.
MSQ | Ground level near the parking garage.

TRASH & RECYCLING

LOCATIONS
MSQ | Near elevators or at the end of the hall
TCS | All floors near the elevators
TJS | All floors at the end of the hall
UPN | Gardens: near the carports
UPS | Near the carports
VCS | All floors near the elevators

LAUNDRY ROOMS

$1.75/wash and $1.25/dry. Support information and instructions available in each laundry room.
At MSQ, all laundry machines are coin operated. A credit or debit card can be used through the Wash Connect App. Laundry machines in all other communities require a credit or debit card to operate.

LOCATIONS & ACCESS
MSQ | Main level near the front desk. Access: iButton
TCS | 1st floor
TJS | 1st floor TCS
UPN | Throughout North neighborhood. Access: external door key
UPS | Throughout South neighborhood. Access: laundry door key
VCS | 3rd Floor of Bldg. A/B & 2nd Floor of Bldg. C
Keep your computer free of viruses and other forms of computer compromise by running current antivirus/anti-malware software.

**Services & Amenities**

**Connecting to the Internet**

Internet is provided by either Apogee or MyCampusNet, depending on the building you live in. Detailed directions on how to connect will be emailed to your SF State email account at check-in.

Please Note: Not all smart devices are compatible in our environment. If you have trouble setting up a device, contact your provider for assistance.

**Important Network Requirements**

- 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 altogether. 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.

**Connection & Support Information**

**MSQ**

- **Network**: MyCampusNet
- **How to Connect**: Log in with your MyCampusNet account or use the default password/key: internet. Visit housing.sfsu.edu/tech-services for additional information.
- **Support**: (833) 548-4746 or email support@MyCampusNet.com

**MWH, TCS, TJS, VCS & UPN** (furnished units at 1-197 and 225-235 Buckingham)

- **Network**: Apogee
- **How to Connect**: Visit myresnet.com and register your account using your SF State ID.
- **Support**: (888) 478-8864

**UPS & UPN** (furnished units at 200-399 Buckingham & 400-460 Winston)

- **Network**: Resnet
- **How to Connect**: A password and voucher was sent to your SF State email address at check-in. Visit its.sfsu.edu/service/ oncampusresidentwifi for information about voucher codes.
- **Support**: (415) 338-1420 or submit a service request at its.sfsu.edu/help.

**Outgoing Mail**

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

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

**Forwarding Mail**

University Housing is unable to forward mail. To avoid any complications, be sure to change your address directly with the Post Office (usps.com/unwave) and all agencies that you receive mail from before moving out. In addition, be sure to update your address with the University so that University refunds and/or invoices reach you in a timely manner.

**Letter Mail**

Letter mail will be delivered to your assigned mailbox in your building. Mail boxes are located in the lobby area of all communities and can be accessed with your mailbox key. Please Note: If you receive mail in your mailbox addressed to someone else, please return it to your community desk.

**Package Delivery**

To ensure proper delivery, your packages should be addressed to:

- [Full Name]
- [Last 5 digits of SF State ID]
- [Building address with apartment/unit number & space letter/number]
- San Francisco, CA 94132

**MSQ | 2 Varela Avenue**

**MWH | 800 Font Boulevard**

**TCS | 796 Font Boulevard**

**UPN & UPS | Various**

**VCS | 750 Font Boulevard**

**Package Pick-up**

Once your package is ready for pick up, you will be notified via your SF State email address. Packages are generally processed within 72 hours of receipt and must be retrieved within 48 hours of processing. Please allow for longer processing time during high volume package times, such as the beginning of each semester and holidays.

**Pick-up Locations**

- **MSQ**
  - Packages are delivered to lockers on the main floor.
  - The pick-up code from your email notification is needed for pick-up.

- **MWH, TCS, TJS, and VCS**
  - The mail room is located at the Towers Community Desk.
  - Your SF State ID is needed for pick-up.

- **UPN and UPS**
  - Packages are delivered directly to each apartment. Some packages may be left outside if the package carrier is unable to access the building.

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SERVICES & AMENITIES

FACILITIES CONTACT INFORMATION
TCS, VCS, MWH, UPS, & UPN
Email | facilities@sfsu.edu
Phone | (415) 405-0579
To submit a service request visit: sfsu.meta.bin.com

MSQ
Email | ManzanitaSquare@AmericanCampus.com
Phone | (415) 338-0510
To submit a service request visit: acc.emaint.com/ManzanitaSquare

REPAIRS & MAINTENANCE
For any facilities-related issues in your living space, you will need to put in a service request. Unless it is an emergency, service requests will be processed the next business day.
For facilities-related emergencies, contact the on-duty Resident Assistant by going to your community desk.
For all other emergencies, contact the University Police Department (UPD) at (415) 338-2222.

PEST CONTROL
If you have pest control issues or notice abnormal cracks or crevices that pests may be able to exploit in your room or apartment, please submit a service request.
All residents should take the following precautions to help ensure that your living space is free of pests:

Renters Insurance
As a benefit of living on campus, residents will have $100,000 in liability insurance provided for them through SF State and GradGuard. Liability coverage is now included in your housing fees and protects you financially from unintentional damage due to fire, water and other causes of loss to University property caused by your negligence.

Optional Personal Property Insurance
In an effort to provide residents with a quality personal property insurance option, SF State has partnered with GradGuard. If you choose to obtain coverage for your personal property on an optional basis, GradGuard can provide protection from fire, water damage, theft and other causes of loss for about $11/month.
For more information about GradGuard, visit gradguard.com/renters-insurance/
partners?school_id=5712.
The University will not be financially responsible for replacement of any damaged or stolen items or for a resident’s liability unless it is a direct and proximate result of the University’s negligence.

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

Lost Keys & Lock Changes
Your keys are valuable and you should make every effort to keep them secure and in your possession at all times. It is a violation of your License Agreement to duplicate and/or distribute your keys to others.
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

Lockout Procedure
If you lock yourself out of your 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 time frame, an automatic lock change may be initiated for security purposes and you will be charged a lock change fee.
When checking out a temporary key, staff will need to verify your identity and bedspace prior to providing you access to your space.
Please Note:
► Residents are provided 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 time frame that is reasonably possible, but you may need to wait for available staff.

Renters Insurance

Optional Personal Property Insurance

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► When locked out, you will be assisted within a time frame that is reasonably possible, but you may need to wait for available staff.
San Francisco State Dining Services is focused on serving healthy and sustainable food options using fresh ingredients and our culinary expertise.

MEAL PLAN PARTICIPATION

Participation in a meal plan is mandatory for all Licensees residing in the following communities:

- Mary Ward Hall
- Towers at Centennial Square
- Towers Junior Suites
- Village at Centennial Square
- University Park North

Residents at Manzanita Square and University Park South may purchase voluntary meal plans at: sfstate.sodexomyway.com.

YOUR MEAL CARD

Your meal card is also your SF State ID card and will be swiped every time to pick up a meal. If your card is lost, stolen, or damaged, go to One-Stop Student Services Center to replace it. Because your Student ID is also a key to many of the main doors of our facilities, it cannot be given to another resident or guest to purchase a meal.

COVID-19 PRECAUTIONS

Residential Dining Services has taken several precautions to minimize risk of exposure to COVID-19 including: frequent disinfecting of all surfaces, wearing face coverings and gloves, the installation of hand sanitizers stations, and a clear protective barrier at the cashier’s station.

WHEN DINING IN-PERSON OR PICKING UP YOUR MEAL

WEAR A FACE COVERING

Face coverings are required at all times (except when eating).

MANAGE YOUR DISTANCE

Maintain as much distance as possible when around others.

MEAL PLAN OPTIONS

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<thead>
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<th>Flex Dollars</th>
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* University Park North residents only.

Flex dollars can be used to purchase additional meals or retail items at City Eats or Bricks and are disbursed in two increments (half the total amount in fall and half in spring) after the deadline to change your meal plan each semester.

GATOR DOLLARS

Gator Dollars work just like cash at residential dining facilities and can be used to buy additional meals or snack and beverage items at the Bricks for yourself or a guest. Gator Dollars may be purchased online at: onecard.sfsu.edu.

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Please Note:

- Meals cannot roll over from week-to-week and are not transferrable.
- For mandatory meal plans, unused meals (swipes) expire at the end of Saturdays and load on Sunday for the new week.

CHANGING YOUR MEAL PLAN

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

- Fall 2021: August 30, 2021
- Spring 2022: February 7, 2022

For instructions on how to change a meal plan go to housing.sfsu.edu/change-or-cancel-meal-plan.

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MEAL PLAN OPTIONS

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Please Note:

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CHANGING YOUR MEAL PLAN

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

- Fall 2021: August 30, 2021
- Spring 2022: February 7, 2022

For instructions on how to change a meal plan go to housing.sfsu.edu/change-or-cancel-meal-plan.

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Although there are limited in-person community programs this semester due to COVID-19, there are still a number of ways you can get involved in your community. One way is through our virtual learning communities in the areas of Wellness, Academic Success, and Social Justice. For details, check your floor newsletter or contact your RA. There are also numerous organizations available through the Residence Hall Association and an abundance of leadership opportunities available at the campus level within Residential Life.

Get Involved in your Community

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, and leadership. 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 organizations 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 residents-allies who want to gain a deeper understanding of the Black community.

RESIDENTIAL HOUSING ASSOCIATION (RHA)
RHA sponsors numerous activities to enhance your living/learning experience on campus. In addition to providing great activities and events for you to participate in, RHA represents the student voice.
RHA’s mission is to represent the views of undergraduate/graduate residents to Residential Life, Housing, Dining & Conference Services, Associated Students, and the University. If you are interested in joining any of these groups, contact rhaboard@sfsu.edu or check with your RA.
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. For details on how to pay, visit housing.sfsu.edu/payments.

Returned Checks

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

Please Note:

- Your Housing fees are payments to the State of California. Therefore, if your check bounces you 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.

- A returned check places you in violation of your Student Housing License Agreement and must be cleared immediately to prevent termination of your License Agreement and subsequently eviction.

- Until the financial obligation is cleared, a hold will be placed on your University record, which restricts you from University services including registration, grades, and transcripts.

- Payment for returned checks can only be in the form of a cashier’s check, money order or cash.

CANCELLATION DURING THE FEE PERIOD

A request to cancel a Student Housing License Agreement during the License Term requires thirty (30) days’ notice prior to the date that the Licensee intends to vacate the facilities. A Licensee whose request is approved shall owe an amount equal to a prorated charge for each day from the beginning of the fee period, through the end of the required notice period unless otherwise indicated in the Agreement. The University may grant or deny the request to cancel. The determination will be based on the following standards with appropriate verification:

- End of Student Status – certification from Registrar’s Office required.
- Marriage or Domestic Partnership – marriage or domestic partnership certificate required.
- Hardship or Extraordinary Circumstances

When occurring subsequent to the signing of the Student Housing License Agreement determined by the University to be beyond the control of Licensee. Appropriate documentation may be required. If the request does not meet the above conditions, it will not be approved, and:

- If the University is able to find a suitable replacement for the Licensee so that the overall occupancy of the facilities is not adversely impacted, and if the 30-day notice requirement has been met, the Licensee will be released from the License Agreement and shall owe an amount equal to a prorated charge for each day from the beginning of the fee period through the end of the required notice period.

- If the University is not able to find a suitable replacement for the Licensee, to the effect that the overall occupancy of the facilities is adversely impacted, the Licensee will be charged for room and board fees through the end of the fee period or a lesser fee as determined by the University.

CANCELLATION PROCESS

If you meet the cancellation criteria and are eligible to cancel your License Agreement, you will need to provide 30 days’ notice by submitting an Intent to Vacate form (ITV), which can be found on the housing portal. Supporting documentation will need to be received within 3 business days. Failure to provide documentation will result in your ITV request to be denied.

The Student Housing Office will respond to ITV requests within 3 to 5 business days of receiving the form.

COMMON MISCONCEPTIONS ABOUT CANCELLING

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

Providing 30-days’ notice is not the only requirement for cancellation. Approval is only given if the students meet the stated criteria AND provide 30-days’ notice. Students who meet the criteria must provide verifiable documentation along with their ITV form. Documentation must be objective or verifiable and support the criteria for requesting a cancellation. For example, if a student says 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.

MOVE-OUT STEPS

1 PREPARE FOR MOVE-OUT

Review the move-out instructions at housing.sfsu.edu/ move-out-information.

2 RETURN KEYS

Fill out check-out paperwork at your community desk & turn in all of your keys & parking pass.

3 PAY YOUR BALANCE

Pay any outstanding balances for Housing on your account.

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

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

IMPROPER CHECKOUT

In order to avoid 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):

- Not returning your room or apartment to the same condition
- Not returning key(s) at time of check out. (Do not mail your keys)
- Missing/damaged furniture
- Leaving belongings/objects in room
- Improper cleaning
EMERGENCY PROCEDURES

For your safety and that of others, please practice general safety precautions at all times. To familiarize yourself with University Police Department’s Crime Prevention and Emergency Preparedness information visit upd.sfsu.edu. If you observe any suspicious activity on campus, immediately contact the University Police Department.

UPD CONTACT INFORMATION

EMERGENCIES
- 911 (from campus phone line)
- (415) 338-2222 (from cell phone)

NON-EMERGENCIES
- (415) 338-7200

FIRE SAFETY, RULES & REGULATIONS

IN THE EVENT OF A FIRE
1 | NOTIFY
Call UPD to report the incident.

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

TO USE A PULL STATION
Fire alarm pull stations are located in every public area of the Residential Community.
- Pull up the cover. This will set off a local alarm in the pull station, but does not activate the building alarm.
- To activate the building alarm, pull down the lever inside the protective cover.

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

IMPORTANT REMINDERS
- Do not assume a fire alarm is false.
- Do not stop to take valuables.
- Before passing through any door, feel the door with your hand. If the door is hot, DO NOT touch the doorknob and DO NOT open the door.
- If it appears safe to open the door, brace yourself against the door and open it slowly.
- If heat or heavy smoke is present, close the door and stay in the room.
- Leave the building immediately through the main fire exit as shown on the map on the back of your door or building bulletin board. Do not use the elevators.
- Because stairwells may also draw smoke, only use the designated fire exit stairwells. Residents of TCS should use the end stairwells.
- Remain away from the building until the Police, Fire Department, or staff member gives the all clear.
- Follow instructions of the University Police Department and University officials at all times.
- Please Note: Residents who do not immediately evacuate the building during a fire alarm are subject to disciplinary action.

RULES & REGULATIONS
- Fire codes (1988 UBC, Section 3305h1) require doors to be self-closing. The California State Fire Marshal requires that no doors be propped open with any object or dismantling of any door-closing device.
- It is against University, State, and Federal regulations to tamper with any part of a building fire alarm system, including smoke detectors, fire hoses, or extinguishers. Any person sending a false fire alarm or violating any provision of the State fire laws is subject to University disciplinary action (revocation of 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 to familiarize residents with the correct procedures should an actual evacuation be necessary.

WHAT TO DO IF YOU ARE TRAPPED DURING A FIRE

PREVENT SMOKE FROM ENTERING THE ROOM
Place a towel at the base of the door to prevent smoke from entering the room.

KEEP LOW TO THE FLOOR
Keep low to the floor if there is smoke in the room. The majority of oxygen is present near the floor.

NOTIFY
Call the University Police Department immediately and report your situation. Be sure to give the name of your building and your room number.

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

EMERGENCY PROCEDURES

IN THE EVENT OF AN EARTHQUAKE
1 | BE PREPARED
- Develop a plan for yourself and your roommate(s) and conduct practice drills.
- Know the evacuation routes and meeting locations.
- Keep an earthquake bag with:
  - Water
  - Extra change of clothes and shoes
  - Flashlight with fresh batteries
  - Transistor radio with batteries
  - Medication and aspirin
  - Small first aid kit with water purifying tablets, scissors, small knife
  - Toilet paper and pre-packaged baby wipes
  - Granola bars, candy bars, protein bars
  - Cash
- Remember to change the water, medication, food and batteries every month to keep them fresh.
- Keep a list of emergency numbers. Choose an out-of-area friend or relative whom separated family members and friends can call after an earthquake to report their whereabouts and condition.
- Know the safe spots in each room: under sturdy tables, desks, or against inside walls, etc. Keep them clear of obstruction.
- Physically place yourself in those spots to make sure you fit.
- Keep those areas clear so you can access them when an earthquake occurs.
- Know danger spots such as windows, mirrors, hanging objects, tall bookshelves and unsecured furniture.
- Learn first aid and CPR.
- Keep breakables and heavy objects on bottom shelves.
- Secure heavy tall furniture that can topple: bookcases, or wall units.

2 | TAKE ACTION
- STAY CALM. Do not run or panic. If you take proper precautions, chances are you will not get hurt.
EMERGENCY PROCEDURES

- **STAY WHERE YOU ARE**
  - If you’re in a crowded place, do not rush for the doors. Most injuries occur as people are entering or leaving buildings.
  - If you’re outside, move away from the building and utility wires. Once you are out in the open, stay there.

- **TAKE COVER**
  - If the earthquake strikes when you are indoors, take cover under a desk, table, and bench or against inside walls or doorways.
  - If in a high-rise, stay away from windows and outside walls. Get under a table. Do not use elevators.
  - The greatest danger is from falling debris just outside doorways and close to outer walls.

3 | **ACT ACCORDINGLY**

- After an earthquake, do not attempt to move seriously injured persons unless they are in immediate danger of further injury.
- Check utility lines and appliances for damage. If you smell gas:
  - Close and lock the door.
  - Turn off all fans, heating and air conditioning systems, and close the outside doors.
  - Be sure to close all doors connecting exterior offices to the corridor.
  - For extreme weather, relocate to lower levels in the building.

**POWER OUTAGES**

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

**IN THE EVENT OF A POWER OUTAGE**

1 | **BE PREPARED**

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

2 | **TAKE PRECAUTIONS**

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

3 | **BE AWARE**

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

**ADDITIONAL REMINDERS**

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

**OTHER EMERGENCIES**

**IN THE EVENT OF AN ACTIVE THREAT**

1 | **TAKE ACTION**

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

- Close and lock the door.
- Barricade the door with furniture if possible.
- Turn off the lights.
- Block any windows that provide a view of the room to the outside.
- Stay away from windows/diors.
- Seek cover of some kind under or behind furniture.
- Switch your cell phone to vibrate so it doesn’t alert someone of your presence.
- Do NOT answer the door under any circumstances.
- Do NOT leave the room until directed to do so by emergency personnel.
- Remain calm and develop a plan to escape should it become necessary.

2 | **NOTIFY**

- Contact 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.

**SEVERE WEATHER OR 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.

**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 the outside.
- Move higher up in the building since many chemical agents are heavier than air and tend to hug the ground.

**SHELTER-IN-PLACE**

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

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

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

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

**GUIDELINES:**

- Select a small interior room with no or few windows.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air conditioning systems, and close the fireplace damper.
- Bring your disaster supply kit and make sure the radio is working.
- Bring your pets into your shelter area.
- Use duct tape and plastic sheeting (heavier than food wrap) to seal cracks around doors and vents during biological, radiological, chemical exposure, and pandemic outbreaks.
- Listen to your radio or television for further instructions and updates.
**GENERAL HOUSING POLICIES & REGULATIONS**

**ALCOHOL**

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

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

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

**COMMON SOURCES, SALE, DISTRIBUTION, AND MANUFACTURING**
- Sale or distribution of alcoholic beverages to any person under the legal drinking age may lead to License Agreement revocation.
- Kegs and other similar oversized “common source” containers are expressly prohibited in or around the residential community.
- Possession of a keg or accumulation of alcohol deemed as “common source”, purchasing alcohol for minors, or providing alcohol to others may result in termination of the License Agreement.

**BICYCLES, HOVER BOARDS, SKATES, SCOOTERS, & SKATEBOARDS**
University Police prohibits the use of skateboards, skates, and scooters on campus grounds and bicycles can only be ridden on designated routes. Bicycles, skates, scooters and skateboards may be confiscated if ridden or left in unauthorized areas or secured to an object, building or tree on campus. For bike routes and parking information visit parking.sfsu.edu/biking.

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

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

**CANDLES, FLAMMABLE MATERIALS, INCENSE AND OPEN FLAMES**
- In accordance with California State Fire Codes, open flames are prohibited.
- Possession or burning of flammable materials is prohibited inside the residential community.
- No fuel powered motor vehicles or associated parts are permitted within residential community for use, maintenance, repair, or storage.
- Arrangements may be made for special purposes that require use of an open flame through the Director of Residential Life or designee.

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

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

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

Please Note: For the comfort and privacy of our residents and in accordance with your license agreement, filming and photography are prohibited in the residential community facilities unless prior approval has been granted by the Director of 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.

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

**DAMAGES OR MISUSE OF PROPERTY**
It is a violation to damage, misuse, alter, or vandalize University property. University property includes all furnishings and structures in the residential living spaces and public areas. Violations include, but not limited to, removing public area furniture from the intended location, tampering with television, phone, or computer connections, chalking or marking on sidewalks or buildings, unauthorized removal of items from bulletin boards, hanging items or coverings from exterior surfaces, flushing of non-flushable items such as Clorox wipes, cleaning wipes, and feminine products, and removal of window screens.

Residents found responsible for violations may be assessed an administrative charge for replacement, repair, or removal of items or damage.
Please Note:
- Any damage or loss to a resident’s room, apartment, or other area within the residential community will be charged to the responsible parties. When a student room or apartment is damaged, the residents of the room or apartment share the charge.
- Administrative and legal action may be taken against any individual who defaces University property by graffiti or any other means or who is found to be damaging or destroying residential community equipment, furnishings, or any facilities. This includes group damages being applied to the dining center and other residential community common areas.
- Damages to any common area will be charged to all students found responsible. In cases where the responsible parties cannot be determined, charges may be assigned to all students who have access to the shared space. This includes damage done to lounges, wings, floors, the dining center, or any other common areas.

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

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

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

Please Note:
- SF State is strongly committed to a drug-free environment. Residents found in possession of illegal drugs or prescription drugs belonging to another person will be:
  - In direct violation of state and federal laws as well as University regulations.
  - Subject to prosecution under applicable state and federal laws. Residents could lose all forms of student financial aid if convicted of an offense.
- Possession of illicit drug paraphernalia (glass pipes, drug baggies, bongs, etc.) can imply drug use and are therefore not permitted in residential community buildings. Any paraphernalia found will be confiscated.
- Medical marijuana is not permitted and medical marijuana cards are not recognized anywhere on campus.

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

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

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

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

Please note: Students with financially delinquent accounts are not eligible for student housing.

**GAMBLING**
Gambling is prohibited in the residential communities unless it is a University sponsored event.

**GUESTS AND VISITORS**
Residents can have 1 guest/visitor with the approval of their roommate(s). All guest/visitors must be affiliated with the university and accompanied by their resident host at all times. Overnight guests are permissible. This policy is updated from the current License Agreement and may change in response to current COVID-19 conditions.

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

**LOCKS**
- Licensee(s) shall NOT change any lock or place additional locking devices upon any door or window of the Premises without the prior written consent of the University.
- Keys to the Premises are the exclusive property of the University. Licensee(s) shall not consign keys to the Premises to any other person without the University’s written consent.
- In the event keys to the Premises are lost or locks are changed to secure the property, Licensee(s) shall be liable for the entire cost of all key and lock replacement.
- All keys must be returned to The University when Licensee(s) vacates.

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

It is vital that all residents comply with the campus Computer Use Policy (available at its.sfsu.edu/guides/copyright-law), particularly the use of copyrighted materials. Misuse of computer facilities or resources include:
- File sharing is considered theft and expressly prohibited under the Digital Millennium Copyright Act.
- Unauthorized entry into a file, for any purpose.
- Use of another’s identification or password.
- Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University Community.
GENERAL HOUSING POLICIES & REGULATIONS

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

ROOM, APARTMENT-MATE, AND COMMUNITY EXPECTATIONS

In accordance with residential community policies, all Licensees are expected to consistently demonstrate the ability and willingness to maintain reasonable relationships with their roommates and neighbors. Licensees are expected to participate in conflict mediation and resolution as outlined on page 9.

COMMUNITY VIOLATIONS

Licensees who anticipate or observe violations of residential community policies are expected to remove themselves from participation and are encouraged to report the violation to staff. Licensees and/or their guests who are present during any residential community policy violation are considered involved via condoning, supporting, and/or encouraging the policy violation, and will be held responsible for the violation.

LIVING AGREEMENTS

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

ROOF, LEDGES, WINDOWS

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

SAFETY

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

PHYSICAL VIOLENCE

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

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

BULLYING

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.

DISCRIMINATION

- 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.

ENDANGERMENT

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

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, gender identity, gender expression, and/or disability.

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

QUIET HOURS

- Daily | 10:00 PM to 8:00 AM
- Finals Week & Study Periods | 24 Hours
- Quiet hours sometimes vary from floor to floor and can be changed with the approval of the Area Coordinator. Noise levels during quiet hours should be low enough to be conducive to serious study and sleep.

COURTESY HOURS

- Daily | 24 Hours

The buildings operate under 24-Hour “Courtesy Hours,” meaning you should limit any activity loud enough to disturb those nearby regardless of the time of day.

NOISE POLICY REMINDERS

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

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

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

FIRE SAFETY EQUIPMENT
Licensee acknowledges the Premises are equipped with operable smoke detectors. Tampering with fire equipment, activating false alarms, creating a fire hazard, or reckless burning, including the use of firecrackers may lead to revocation of the License Agreement.

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

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

SF State Housing defines “smoking” as the inhaling, exhaling, burning, or carrying a: 
- Cigar, cigarette, cigarillo or pipe
- Electronic cigarette (e.g. vapes)
- Hookah
- Other tobacco products (e.g. chewing tobacco/snuff)
- Plant products (e.g. marijuana)
- Misuse products (e.g. synthetic marijuana)
- Any component, part, or accessory of a tobacco product

Pursuant of the California State University Chancellor’s Executive Order 1108 and the California State law, residents must abide by the following:
- Smoking is prohibited in all buildings.
- Smoking is prohibited in any location (student room or common area) in or around the residential community.
- Smoke can is prohibited on University owned or leased property.

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

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

STAFF/TEAM MEMBER REQUESTS
Residents are expected to comply with reasonable requests from any Residential Life team member and/or University staff. Uncooperative behavior e.g. providing false information, and/or failure to identify oneself to University officials or law enforcement officers acting in the performance of their duties is prohibited.

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

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

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

Pursuant of the California State University Chancellor’s Executive Order 1108 and the California State law, residents must abide by the following:
- Smoking is prohibited in all buildings.
- Smoking is prohibited in any location (student room or common area) in or around the residential community.
- Smoke can is prohibited on University owned or leased property.

REPORTING CONCERNS
SF State Housing supports a community where all residents are able to exist free of intimidation, bullying, and harassment. If you or someone you know is experiencing such behavior, we 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
For more information, visit vpsaem.sfsu.edu

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

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

USE OF PREFERRED VS. GIVEN NAME
Students who wish to change from the name listed in their Housing account to a different preferred name must submit a request in writing to the Student Housing Office at housing@sfsu.edu.

Please Note: Student who choose to change their name on their Housing account, should be aware that the following (while not common) may occur:
- Your SF State Student ID card (OneCard) may contradict your OneCard and/or government-issued ID. A student’s OneCard is issued based on the “legal name” used on their University application.
- Any refund from the SF State Bursar’s office related to Housing may be delayed. To prevent such a delay, it is recommended that the student change their name back to their legal name at Housing to ensure a timely refund.
- Your parent(s) or guardian(s) may receive communication from Housing with your preferred name. Housing sends mail to parents on occasion.

It is likely that it will include the preferred name that has been changed in the Housing database rather than your legal name.
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 titleix.sfsu.edu.

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

the conduct process

conduct initiation

1. alleged violation occurs and your name is cited as being a witness or possibly involved. most often this is in the form of an informational report or police report.
2. you are provided information that the incident may reflect a violation of housing or university policy violations. usually, this is a letter sent to you to discuss the incident with your area coordinator (ac), resident coordinator (rc), or residential life administrator/professional.
3. you will have a meeting with your ac, rc, or residential life administrator/professional to determine the level of your involvement and/or responsibility for the incident and policy violation.

possible sanctions and outcomes

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

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

appeal procedures

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

- the incident/activity in question was not a violation of the student housing license agreement, the university’s student code of conduct, the guide to community living handbook, or any other university rule or regulation.
- the resident’s student rights were violated by the administrative process.
- the findings were unsubstantiated.
- the sanction or outcome was inconsistent with prescribed sanctions/outcomes for similar cases, or additional, relevant information has become available since the hearing that is sufficient to alter the hearing decision.

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 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:

- Possessing Common Source Containers of Alcohol: e.g. kegs, large containers of alcohol or massive quantities of alcohol exceeding personal consumption.
- Intent to sell or distribute illegal or prescription drugs.
- Theft: Theft of state or personal property.
- Endangerment to Self or Others: Threats or physical assault of a member of the campus community, including harm to self or others, such as physical violence, attempted suicide or creating a situation which threatens the physical safety of a person or the community.
- Expelling or Throwing Objects from a Window: Expelling objects of any kind from a window, regardless of the nature of the object.
- Tampering with Fire 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.

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

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

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

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

YOUR RESPONSIBILITIES | You are responsible for:

- Knowing and adhering to campus and housing policies.
- Reading your housing license and Community Living Standards Guide.
- Attending your appointments with Student Housing and/or Residential Life.
- Being truthful when providing information to campus officials.
- Providing campus officials with verification of your identity (SF State ID).
Learn here.
Live here.
Love it here.