

Welcome to Fall 2011!

Dear Parents and Family Members:

On behalf of the Residential Life and University Property Management team, I welcome you to the SF State residential community. With the new 2011-2012 academic year, we hope your student is acclimating to campus life and has made the residential community a home away from home. This newsletter is intended to give you information on a variety of topics from the residential community and the campus at large that affect your student academically and in their new home.

In the current economic climate, we know how monitoring your student's finances and ensuring their well-being is critical. We have asked our Financial Advisor to give you information on planning for campus expenses and understanding Financial Aid in the context of residential housing.

In this issue, we highlight residential food services and new concepts that will be implemented this semester as well as the many special dining events that are planned for your student.

In the realm of technology, you must be aware of the dangers of spam, viruses and other malware that students might not always know how to avoid in their daily life on campus.

This semester, we report on a new initiative that brings parents closer to the University by being involved in the new Parents' Council presided by the parent of one of our first-year resident.

Many activities are traditionally planned throughout the University and in the residential community. We highlight some of these calendar events and make sure you keep tab of student life initiatives.

As a reminder of important fall semester dates, we highlight the housing calendar and, in preparation for Fall Recess and for those residents going home for the Winter Break, what is involved from the resident perspective.

There are other topics in this newsletter that we hope you will enjoy reading to stay aware of the many activities promoted through the offices of Student Life, Residential Life and University Property Management. We appreciate your feedback and staying in touch with our operations. More information is available at the following web sites:

www.sfsu.edu/~housing

www.sfsu.edu/~life

www.sfsu.edu/~parent

Again, welcome to the new semester.

Philippe Cumia, Associate Director, University Property Management.

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Housing Office Information



Business Office:

Phone: (415) 338-1067
Email: housing@sfsu.edu
Hours: M-F 9am-5pm

- Make payments
- Meal plan changes
- Ask Housing financial questions
- Request Intent to Vacate and Room Change forms

Service Desk:

Phone: (415) 405-0579
Email: rpm@sfsu.edu
Hours: M-Th 8am-8:30pm
F 8am-6:30pm
S-Su 9am-6pm

- Maintenance
- Housekeeping
- Grounds

Buildings:

Mary Ward Hall: (415) 406-5703; 24 hours daily

Mary Park Hall: (415) 406-5702; 24 hours daily

Towers: (415) 405-9360; 24 hours daily

Village: (415) 405-8000; 10a-8a daily

- Packages
- Lockouts*

*University Park residents use Towers for lockouts



Housing: facebook.com/sfstatehousing

ResLife: facebook.com/sfstatereslife



Housing: [@sfstatehousing](https://twitter.com/sfstatehousing)

Reslife: [@sfstatereslife](https://twitter.com/sfstatereslife)

Calendar

Please have students speak to their RA for more detailed information on Residential Life activities. Information will be posted in the Housing Community as dates draw nearer.



October

- 9th-16th: Homecoming
- 28th: Noise Complaint dance party
- 31st: Halloween Party at the Dining Center



November

- 11th: Veterans Day observed; Housing Business Office closed; no classes
- 17th: Thanksgiving Dinner at the Dining Center
- 19th-27th: Dining facilities closed for Fall Recess
- 21st-25th: Fall Recess; Residence Community remains open; no meals served



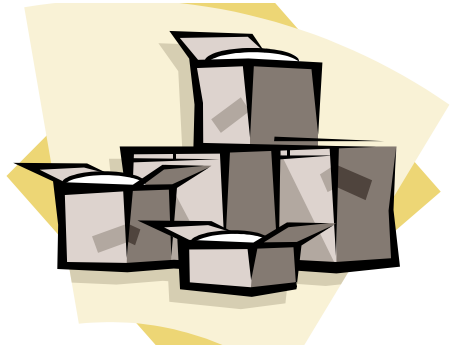
December

- 13th-19th: Final Exams and 24-hour Quiet Hours
- 15th: Holiday Dinner at Dining Center
- 19th: Last day of Final Exams. Dining facilities closed after lunch. Residence Halls and STTC close for Winter Break; all other buildings remain open
- 26th-Jan 3rd: Campus closed

Early Move-Out

If your student wishes to leave SF State Housing before the end of the academic year in May, please keep in mind the following:

Your student's Housing License agreement is for the entire academic year. It is a signed, binding legal agreement between you and the Trustees of the California State University. It is expected and agreed that your student will remain in the Residence Community for the duration of the academic year. In order to gain approval for a license cancellation, your student must provide 30 days notice **AND** meet one of the following criteria to be approved for cancellation:



- 1) **End of student status**
- 2) **Marriage or Domestic Partnership**
- 3) **Hardship or extraordinary circumstances**

Further explanation of the above criteria can be found on the Intent to Vacate (ITV) form located on our website at: <http://www.sfsu.edu/~housing/forms/index.html>.

Please note that 30 days notice is required. Pro-rated charges for 30 days will be calculated based on the date of the approved ITV. Students who choose to move out before the 30 days have elapsed will still be charged for the entire 30-day notice fee.

Students who choose to leave Housing despite having their ITV denied may remain obligated for their full academic-year contract and may be charged accordingly.

Students ending student status at the end of the semester due to transfer or graduation must still go through the ITV process. While students are not allowed to live in the Housing community if they end student status with the university, ending student status does not end their contractual obligation to SF State Housing.

If you have questions on the Intent to Vacate Process, please call or email the Housing Business Office.

Parents' Council

<http://www.sfsu.edu/~parent/council.html>

SF State University and parents of SF State students have come together to form a Parents' Council.

"Established on August 8, 2011, the Parents' Council is led by its founding president, Janice Gumas (SF State Alumna, BS '85).

The SF State Parents' Council acts as a well-informed resource for the University. Members assist in academic recruiting, promote fundraising and advocacy efforts, and offer the parents' perspective to key administrators in the University."

The Parent's' Council holds meetings with university staff, volunteers at parent events during new student orientation and helps with recruitment at campus outreach events.

For more information, email parent@sfsu.edu.



The SF State University Housing office recommends that parents and students start financial planning early. While we encourage our residents to become financially responsible, it is equally important for parents and guardians to forecast college expenses. Financial responsibility is a part of the overall education experience, so plan ahead and be mindful of the cost to attend college.



Installment Payment Plan

Residents must pay by the third business day of the month to avoid a \$20.00 late fee.

Use the *Installment Payment Form* when mailing in an installment payment. This form is available at http://www.sfsu.edu/~housing/forms/PaymentFormAY11_12.pdf.

Financial Aid and Loans

Apply: The FAFSA 2011-2012 priority filing period was January 1 - March 2, 2011. However, students may still apply for Pell grants and loans. To apply, go to www.fafsa.ed.gov, SFSU Title IV Code: 001154. Students with questions should see the SF State Financial Aid website: <http://www.sfsu.edu/~finaid/>.

Check Status Online: Check your financial aid status, view and accept your financial aid offer at **myFinAid** on the web through the SF State Portal at <https://inside.sfsu.edu/portal>

Student Loans: First time borrowers must complete both the Master Promissory Note and Entrance Loan Counseling at www.dl.ed.gov

Parent Loans: PLUS loan borrowers must complete the steps below after accepting the parent PLUS loan as part of the financial aid award offer.

Go to <http://www.sfsu.edu/~finaid/newplus.html> , complete the *Federal Parent PLUS Loan Request Form* and return to the Financial Aid Office .

Apply online for the PLUS loan at <https://studentloans.gov>.

Complete parent *Master Promissory Note* if approved by the Department of Education

Other Options

Request additional student loans: If other resources are not available for the cost of attendance, a student can submit a written request for additional unsubsidized loan at the Office of Student Financial Aid located in the Student Services building.

Scholarship Opportunities: Start applying spring 2011 for the next academic year! For self-help process, workshops, scholarship applications and more, go to www.sfsu.edu/~finaid/scholarships/.

Switch to Installment Plan: First make sure all your financial aid has disbursed for the semester. If so, follow the directions above.

Things to know

Keep University Email Current: Make sure the University has the student's most current email address for University notifications.

Returning Resident Day: Residents can apply for housing for the 2012-2013 academic year by submitting their *2012-2013 License Agreement* on March 2, 2012. The initial payment of \$1,200 will be due by the first week in May 2012.

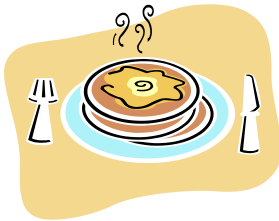
Happy Fall Semester from the Residential Dining Kitchen!

Chartwells at SF State is excited to kick off this new semester with fresh, new concepts in the residential dining facility, City Eats Dining Center, for your student.

“**Wild Greens**” is our made-to-order tossed salad station, with items such as California Steak, Cobb and Asian Shrimp Noodle as well their choice of extra toppings and dressings. Tossed right then and there, it’s been a huge hit so far. Who would’ve thought students would *choose* to eat better?



Our new “**Gator Diner**” station feeds your student’s late night comfort-food cravings.



Open after dinner from 8pm – 11pm, your student should never go to bed hungry. The Diner concept was borrowed from classic San Francisco diners such as Mel’s and Lori’s, but this is an added bonus to their meal plan and has been extremely popular from the start. We have typical grill items like patty melts, burgers (turkey and garden, too), meatloaf, mashed potatoes, and all-night breakfast mainstays like egg scrambles and pancakes are much-loved. We’re up just as late as they are and will see that they’re well-fed.

These new concepts are additions to our always growing and changing operations here at SF State. Your student doesn’t have to worry about eating fresh and delicious every day, or cleaning afterwards. We always have our huge salad bar, sandwiches, fruits, veggies and balanced hot entrée stations as well as Asian dishes at Sunset Noodle daily. Our two other outlets, Cantina Pizza and Café in the Park Burritos are always packed for more eat-in or on-the-go options and offer well-balanced and fresh Italian and Mexican dishes. Chartwells always offers variety and choice for every dining mood.



Your student’s dining places offer community and fun too. We hope they’ll join us for our weekly and holiday events, such as our **Halloween Party**, **Thanksgiving**, **Super Bowl Party** and other special menus.



Catch up with our menus and events on the web at www.dineoncampus.com/sfsu Lastly, don’t forget to let your student know you’re thinking about them and order them a **Birthday Cake**, a 3-A-Day Fruit Box or Energy Exam Box, or some freshly baked Cookies or Cupcakes to remind them of home. Find them on our website and click on the “Shop Online” link.

We strive to meet every dietary need and preference and it’s our goal to do our best to nourish and nurture your student while they’re with us. We appreciate any feedback you’d like to share. Contact our Director at (415) 338-2849 or email at dineoncampus@sfsu.edu.

Let’s Talk

Let’s Talk is a brief, informal, confidential, free consultation that is available to all student residents of University Housing. It’s a venue where students can talk about concerns and receive expert suggestions, or just have someone who can listen well and offer support.

Students can discuss sadness, academic stressors, family or relationship problems, or difficulties adjusting to a new school—no topic is off-limits.

Let’s Talk takes place in a private office accessible through the Mary Ward Hall lobby.

Hours: Wednesday 5pm-6pm and Friday 11am-12pm



Technology

Housing Technology Services

Spyware, worms, viruses, spam, illegal copyright lawsuits; it seems like every day we read a new article about something on the Internet that represents a potential danger or problem to our children. Do you feel overwhelmed when your student calls you and tells you there is something wrong with their computer that is keeping them from doing their schoolwork? "It just keeps rebooting" "Everything is frozen...." Even if you have some technical background it can be very difficult to fix a computer problem "at a distance." Fortunately, University Housing ResNet and our commercial partner Apogee Networks can assist your student with problems. ResNet and Apogee are responsible for the student resident network at SF State, and one of the primary responsibilities is the maintenance of a safe and functional computing environment.



We work to head off problems before they start and can step into action whenever a student has a problem with their computer that prevents them from connecting to the network. Your student can contact Apogee's 24x7 support center by calling 1-888-478-8864 or by sending an email to support@myresnet.com. Beginning this year, students can also text the word 'ResNet' to the number 84700 and an Apogee support representative will contact them at their convenience to provide phone assistance. When necessary, students can also schedule an appointment with an on-site coordinator to get hands-on support in their residence. A trained ResNet technician will visit their room and either fix their problem or advise them on the steps to take to fix it themselves. In very short order your student will be back on the Internet and focused on succeeding in school.

Sending Mail to Your Student

When mailing items to your students, please remember the following:

- ◆ Use the student's full legal name — nicknames make it hard for staff to find the student on a roster.
- ◆ Know which building the student lives in — each building has a different street address. Our staff can look up buildings, but it will take longer for your student to receive their item.
- ◆ Packages take longer to process than mail — while a postal or package carrier may report an item delivered at 10am, we must log all packages and then notify students, which might take a little more time.
- ◆ ADDRESSES: All addresses are in **San Francisco CA, 94132**



Mary Ward

800 Font Blvd.

Mary Park

802 Font Blvd.

Village at Centennial Square A/B/C

750 Font Blvd.

Tower at Centennial Square

796 Font Blvd.

Science & Technology Theme Community

798 Font Blvd.

University Park:

Use street address OR

Towers for packages only