COMMUNITY LIVING STANDARDS

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

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

As adults, we are responsible for our behavior and are fully accountable for our actions. We take responsibility for our own awareness and actions surrounding racism, sexism, ageism, xenophobia, homophobia, heterosexism, and other forms of oppression.
The residential community is staffed with people who work to serve you in a variety of ways. There are a number of students and full-time staff members who work in Residential Life specifically to make sure your life outside of the classroom is supported.

**Area Coordinator (AC)**

A full-time professional Area Coordinator (AC) oversees each Residential Community. These professionals are skilled in conflict resolution, advising, crisis intervention, resource referral, and administrative management. They can be contacted through your front desk. These managers supervise an Assistant Area Coordinator and a staff of student Resident Assistants including those with a Special Interest community.

**Residential Coordinator (RC)**

The RC is responsible for facilitating student participation in a specific Residential Life community through programming efforts. These programs will enhance the students’ classroom experience by bringing academic concepts, reflective learning opportunities, personal and social growth opportunities outside the classroom.

**Resident Assistants (RAs)**

Resident Assistants (RAs) are students who have experience living in residential communities and are familiar with what it takes to make the most of your experience here. Your RA has been carefully selected on the basis of his/her 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, and referral agents. Your RA is someone who can answer your questions. If they can't answer your question, they will refer you to the person who can. Remember, our program exists so you, the resident, will be challenged and supported to learn and grow.

**Community Assistants (CAs)**

The Community Assistant (CA) brings a student staff perspective for developing policy, procedure, and solutions for residential community issues. The primary responsibility of the CAs is the development of the Peer Conduct Review Boards which consist of students who volunteer to hold their peers accountable for the decisions they choose to make while living in university housing. The CAs primary focus is to help create an environment within the community that displays respect for the rights and privacy of others and promotes consideration of individual needs in a group living environment.

**Resident Services Assistants (RSAs)**

The Resident Services Assistant (RSA) is responsible for the 24-hour daily operations of the Residence Halls front desk by providing quality customer service for the residential community.

**Lead Resident Services Assistants (LRSAs)**

The Lead Resident Services Assistant (LRSA) is a peer supervisor within each residential community and supervises the Resident Services Assistant staff. Each Lead Resident Services Assistant provides peer leadership and supervision for approximately 15 to 30 student assistants.

**David Rourke**

**Director of Residential Life**

The Director of Residential Life is responsible for the comprehensive administration of the Residential Life program and works closely with the University community to develop resources and services within the Residential Community. The Director of Residential Life also sets the tone for the department and serves as the visionary in leading the Residential Life staff in providing meaningful experiences for the students residing on-campus. The Director of Residential Life oversees the general administrative supervision of the Resident Service Program and the service incorporated within these areas desks. The Director also oversees the Conduct Coordinator and is responsible for directing and monitoring the administrative, emergency, and judiciary concerns within the Residence Community.

**Jessica Robinson**

**Associate Director of Residential Education & Leadership**

The Associate Director of Residential Education and Leadership provides comprehensive supervision of the Area Coordinator staff, inclusive of indirect supervision of the Resident Assistant staffs. The Associate Director also represents Residential Life through the Division of Student Affairs/Enrollment Management, working to create and maintain a symbiotic relationship in an effort to develop our student residents in a holistic manner.
Patrick McFall  
Conduct Coordinator

The Conduct Coordinator is responsible for overseeing the Residence Community Conduct System. The Conduct Coordinator provides direct supervision of the Community Assistant staff and the Conduct Review Boards to uphold community standards and safety. The Conduct Coordinator also supports the Area Coordinator staff in the overall administration of the Conduct process and case management. The Conduct Coordinator works closely with the Office of Student Conduct.

Johana Duarte  
Interim Assistant Director of Residential Life

The Assistant Director of Residential Life oversees programs and administrative processes that contribute to the functioning of the Residential Life program. This would include oversight of the assessment of programs and services in Residential Life, oversight of the Residential Life website and other marketing efforts, reconciliation of the Residential Life budget, oversight of staff selection and training, communication with internal and external constituencies, oversight of health and wellness initiatives with a particular focus on alcohol and other drugs education, crisis response, managing the review of policies and procedures, and developing and facilitating an ongoing professional development program for professional staff.

Karla Castillo  
Clinical Counselor

The Residential Life Counselor is a clinical counselor/faculty member who provides individual, couples and group counseling for residents in our community. The Counselor also coordinates resident programs on mental health and well-being, the effects of alcohol and substance abuse, and other health and wellness related issues. In addition, the Counselor runs our Let’s Talk drop-in advice program for all residents. (Go to the following link to learn about Let’s Talk and its hours of operation: http://www.sfsu.edu/~reslife/letstalk.html).

Vacant  
Project Coordinator

The Residential Life Project Coordinator provides direction, oversight, and focus on emergency preparedness training, education and response, leadership and community service initiatives, and other special projects for the residential community. The Project Coordinator also assists the Residential Life Conduct in addressing conduct issues and concerns within the residential community and actively responds to crisis, student wellness, and emergency issues within the residential community.

Katie Koho  
Area Coordinator for Resident Services

The AC for Resident Services oversees multiple community service desks that serve a population of 2,400 students residing in two traditional residence halls and three apartment style buildings. This staff member has oversight with regard to key handling and inventory, US mail and package processing; training, scheduling and supervision of the Resident Services Assistant staff.

Aaron Kitashima  
Administrative Assistant

The administrative assistant reports primarily to the Director of Residential Life, and also provides support to the Associate Director of Residential Life. The administrative assistant works on special projects as well as providing support for the daily program operations.

The following campus resource guide is provided to help you find your way through the campus network of support services and offices. If you still have questions about SF State, your Resident Assistant or Area Coordinator will be glad to help.

**Campus Resources**

**Advising Center**
The Advising Center is a university service staffed by professional counselors, interns, and peer advisors committed to providing guidance and information to help undergraduate students enjoy a successful college experience.

Administration Building, 211  
Phone: 415-338-2103  
http://www.sfsu.edu/~advising/

**Health Promotion & Wellness**
Provides health education on topics related to alcohol and other drugs. This includes workshops and training to volunteers who work with other students, faculty, and staff to assist in creating a campus environment that reinforces healthy lifestyles.

Cesar Chavez Student center, M113  
Email: hpw@sfsu.edu  
http://wellness.sfsu.edu/alcohol-tobacco-and-other-drugs

**Institute for Civic & Community Engagement (ICCE)**
The ICCE is an experiential education and community service program that works throughout the region.

Health & Social Sciences Building, 206  
Phone: 415-338-6419  
http://icce.sfsu.edu/
Counseling & Psychological Services Center
Counseling services are confidential and free of charge to all currently enrolled students. Students come to the center for reasons as varied as the people themselves; personal problems involving relations with parents or peers, emotional or social difficulties, relationship conflicts, anxiety or depression, sexuality and orientation, concerns about academic progress or direction, and other issues.

Student Services Building, 208
Phone: 415-338-2208  http://www.sfsu.edu/~psyservs/

Disability Programs & Resource Center
The DPRC collaborates with SF State's diverse community to ensure that all aspects of campus life - learning, working and living - are universally accessible. The DPRC provides the University with resources, education and direct services in order that people with disabilities may have a greater opportunity to achieve social justice and equity.

Student Services Building, 110
Phone: 415-338-2472  http://access.sfsu.edu/home

Financial Aid
Student Services Building, Ground Floor
Phone: (415) 338-7000  http://www.sfsu.edu/~finaid/

Graphics and Printing
Campus Graphics provides standard black/white color printing, high-end digital copying, print design, and bindery services.

Phone: 415-338-2434
http://www.bkstr.com/sanfranciscostatestore/store-info-contact-us

J. Paul Leonard Library
The newly renovated library provides expanded study and computer space as well as a centralized location for most of SF State’s 1,107,880 books. Also including the Media Access Center, which is the University’s collection of videotapes, videodiscs, software, audiotapes, compact discs, films, and slides. Computers are available for student access to course-related software.

Phone: 415-405-4328  http://library.sfsu.edu/

Campus Recreation
Provides exciting and fun sport, fitness, and informal recreation opportunities for students, faculty and staff. Whether you are interested in playing an intramural sport, grabbing a quick workout, or training for a triathlon, Campus Rec has something for you! Check out the new Mashouf Wellness Center, which includes a sauna, pool, climbing wall, and state of the art equipment.

Phone: 415-405-9355  recsfsu@sfsu.edu

Office of International Programs (OIP)
The Office of International Programs provides campus-wide leadership and coordination in implementing the university's goals for international education and exchange. It works closely with faculty, staff, students, scholars, the local community, and international alumni in supporting initiatives to internationalize the campus.

Village at Centennial Square C, 1st Floor
Phone: 415-338-1293  http://oip.sfsu.edu/

Parking
Parking on campus is limited. We strongly encourage students to leave their vehicle at home and use a bike, public transportation, or Zipcar. All vehicles parked on campus must display a valid permit. Parking permits can be purchased at the University Bursar’s Office. Bring your vehicle registration and Student ID card with you, and fill out an application.

Packing/Transportation Office, North State Dr.
Phone: 415-338-1441  http://www.sfsu.edu/~parking/

Student Health Center
Student Health Service (SHS) can help you maintain good health so you get the most out of your education. The Student Health Center offers services to all students, whether or not they have purchased health insurance from the university.

Phone: 415-338-1251  http://health.sfsu.edu/

Student Activities & Events
Student Activities & Events (SAE) is an integral campus resource for leadership development opportunities, major programs, and events. We support SF State students, faculty, and staff by providing leadership opportunities, student organization resources, and event coordination and consultation. Student Activities & Events facilitates transformative learning and student engagement by developing strong leaders and conscientious citizens within SF State’s diverse community and beyond.

Phone: 415-338-1761  http://sfsu.edu/~sicc/index.html

Career Center & Leadership Development
The Career Center helps students and alumni in developing, evaluating, and/or implementing self-directed career, education, and employment decisions and plans.

Phone: 415-338-1761  http://careerservices.sfsu.edu/

Testing Center
The Testing Center is available to administer a variety of academic tests to students including proctoring tests from other courses at other US colleges

HSS Building, 206  Phone: 415-338-2271
http://www.sfsu.edu/~testing/
Located in the lobby of the Student Services Building the One Stop Student Services Center is a single location where students can take care of a range of school-related business, in one place. Voice Response System: 415-338-2350

The following services are available there:

- Advising Center: Quick advice about General Education, graduation requirements, degree progress.
- Bursar/Cashier: Pay fees, ask questions about fees and payment, and get a personal financial statement
- Career Center: Find out about services offered by the main Career Center.
- College of Extended Learning: Pick up catalogs and brochures listing hundreds of continuing education classes.
- Financial Aid: Talk to a financial aid counselor about loans, grants, scholarships, and work study; pick up an Employment Eligibility form; apply for financial aid; find out when to expect your financial aid check.
- One Card: Get your student I.D.; add money to your One Card
- Registrar: Register for classes, access your records, order transcripts, check grades, file a change of address, apply for graduation, and check your personal class schedule.
- Undergraduate Admissions: Apply to SF State, check your application status, and make an appointment for pre-admission advising.

One of the most important relationships you'll have this year is the one you cultivate with your roommate or apartment-mate relationship you should keep in mind:

1. Expectations: Each person may have different interpretations of what sharing space means.
2. Communication: Open lines of communication; talk to each other about needs and concerns.
3. Flexibility: Remain open to doing things differently than what you are used to.
4. Respect: Respect each other’s differences, needs and priorities.

If you experience conflicts within your room or your apartment that you cannot resolve together, please contact your RA or CA. They are trained to help.

Do You Live in a Room without a Roommate(s)?

If a vacancy occurs in your room or your apartment, the remaining occupant(s) will be expected to share the room with a new roommate. This means you should be prepared for a roommate at all times by using only your portion of the room. Depending upon the time of year that the vacancy occurs, you may be consolidated with another person who also does not have a roommate.

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

Resident Living Agreements

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

Room Changes

Should you and your roommate(s) encounter difficulties, we encourage you to contact your Resident Assistant or Area Coordinator. We strongly encourage residents to go through the mediation process with the Resident Assistant to begin to create an environment that fosters open dialogue in an effort to resolve room/apartment concerns. We believe sharing space and learning to respectfully co-exist despite our differences, are the hallmarks of a person’s development into adulthood.

If a room change is necessary due to roommate conflicts or financial matters, you will be instructed to fill out a Room Change Request form. The Room Change Request form will be accessible through the housing application and will be available September 4th.
Residents may be required to participate in mediation with their Resident Assistant or other Residential Life staff member before a physical move will be considered for approval. During mediation, all residents involved in the situation will be asked to discuss their concerns and attempt to find a mutually agreeable resolution with assistance from the staff member present.

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

Your Living Space
"territory" your belongings occupy.

Some Important Notes About...

Furnishings

Your room is furnished with a desk, chair, dresser, and bed. In addition, most windows will be equipped with a screen. You are responsible for the condition of these furnishings and you are required to keep all items in your room during your stay. In the Residence Halls (Mary Park and Mary Ward), your License Agreement is for a furnished room. If you live in the Towers, Village, University Park North (UPN) or University Park South (UPS), your apartment is furnished with common area furniture to include: a couch, lounge chair(s), living room tables, TV stands, kitchen table, kitchen chairs and kitchen appliances. In the Towers, your License Agreement is either for a one - or two - bedroom furnished apartment. In the Village, UPN, and at UPS, your License Agreement is for a furnished apartment. Due to the lack of storage space, the University does not store or remove furniture.

Unfurnished Options (UPN)

There is limited availability for UPN apartments that come without furnishings. The kitchen will still include large appliances (refrigerator, stove/oven) but the furniture in the bedrooms and common areas will have to be provided by the students on or after the move-in date. Internet and cable is also not provided; residents must set up service through Comcast/Xfinity on their own.

Suggested Furniture Dimensions:

- Bed: Twin Extra Long (80in x 39in)
- Dresser 83cm x 43cm (width x depth; no height requirement)
- Desk: 30in x 24in (width x depth; no height requirement)

Room or Apartment Condition Forms (RCF or ACFs) & Damages

While you have the freedom to arrange your room and apartment furniture to your liking (with the exception of furniture that is bolted down or to the wall), you and your roommate(s) are responsible for the condition of the entire room or apartment when you move out. At check-in, you will receive an Apartment/Room Condition Form describing the current condition of your room/apartment. Residents living in the Towers, Village, UPN, or UPS receive a RCF for their individual room and for the apartment common area. If there is any discrepancy between the way the room/apartment appears and its description on the form, please add a notation describing the discrepancy. After making any additional notations, sign the statement and turn it in to your RA within the first 10 days of residing in the community. At the end of the year, the rooms and apartments will be inspected again and you will be billed for any missing items or damages beyond “normal wear-and-tear.” Failure to return your room condition form may result in improper check-out charges of $50.00.

Walls

Just about any method you use to attach something to the walls will cause some damage. Nails are going to leave holes and tape will sometimes remove paint or will leave marks which will need to be painted over. There are many other methods (i.e., blue tape, poster putty) of attaching posters and pictures to the walls; none of them are guaranteed to leave the walls undamaged. The cost of repairing and repainting damaged room walls will be billed to the residents of the room unless the wall is in a common area in which case all apartment-mates are responsible. University Housing recommends the use of blue painters tape, or 3M “Command” Strips for hanging.

Doors

Your room/apartment door is considered part of your room. Mounting posters, signs, or other items on your door can invite vandalism and is a fire hazard. Damage to a door will be the responsibility of the room's/apartment’s occupants when the originators of the damage cannot be identified.

HDCS Service Desk

If you need the services of Housekeeping, Grounds, or Maintenance, contact the Housing Service Desk (contact information listed below). Provide your room/apartment number and building, a phone number where you can be reached, an email address, and a detailed description of the problem. Staff will enter your room/apt to assess your situation. We record this information and track ongoing problems, enabling us to perform preventive maintenance projects throughout the year.
To contact the HDCS Service Desk either:

Phone: (415) 405-0579
Web: http://sfstatehousing.sfsu.edu/housing/content/service-request-form
Email: rpm@sfsu.edu

Your requests will be processed the next business day. When you need emergency assistance IMMEDIATELY contact the On-Duty Resident Assistant, by going to your community desk or refer to the Duty Board posted in the lobby of your community.

Remember, emergencies other than Grounds, Housekeeping, and Maintenance should be called into the University Police Department (UPD).

Cleaning Supplies

Residents are expected to bring their own cleaning supplies including vacuum cleaners.

Cleaning Expectations

At the end of each semester, you and your roommates are responsible for a thorough cleaning of your residence hall room or apartment bedroom and common areas.

Here’s a list of cleaning tips:

Bathroom (Towers, Towers Jr. Suites, Village, STTC, UPN and UPS)

⇒ Use a mild detergent and soft scrubbing sponge for bathroom sink, bath, and toilet.
⇒ Sweep and damp mop the floor.
⇒ Don’t use chlorine bleach or abrasive powdered cleansers

Kitchen (Towers, Village, UPN and UPS)

⇒ Defrost your refrigerator and empty all contents.
⇒ Don’t use any sharp or pointed objects when cleaning the refrigerator, freezer, or stove.
⇒ Use a mild detergent and soft scrubbing sponge to wash the kitchen sink, the inside and outside for the refrigerator, microwave oven, and stove top.
⇒ Don’t use abrasives or acids on any fixture or sink.

Living Area & Bedrooms (All Communities)

⇒ Wipe off all furniture and return it to its original position
⇒ Vacuum carpeting.
⇒ Clean walls and floors.
⇒ Remove all trash and recycling.
⇒ Be certain all windows and doors are closed and locked, securely.

Pest Control

Keeping your room or apartment clean and storing food properly will keep pests away. If you have unwanted visitors of either the insect or rodent variety, the Housekeeping staff can help: contact the Housing Service Desk at 415-405-0579. In addition, you can take a few precautions to help us keep your kitchens, bathrooms, shared spaces, and floor free of pests:

⇒ If you need to throw food away, dump it in the trash container in the trash closet on your floor.
⇒ Don’t bring food into the common area bathrooms or throw it into a bathroom waste container.
⇒ Don’t leave wet towels on the floor in the shower or bathroom.
⇒ Don’t leave food out overnight.
⇒ Report cracks and crevices to the Housing Service Desk.
⇒ When you recycle, rinse all cans and food debris before placing in your recycle bin.

Following these simple precautions will help avoid attracting pests to our Residence Community. Please dispose of any recyclables in designated recycling closets located on each floor or throughout the community.

Heat

Heat is available continuously in all student apartment and residential hall rooms in the residential community. You can regulate the heat by utilizing the in-room thermostats (Mary Park, Mary Ward, Village, Science and Technology Theme Community (STTC), and Towers), by regulating the thermostat in the living room (UPS), or adjusting the wall heat unit in the living room and bedrooms (UPN). Remember to properly ventilate your rooms daily. With all the coastline fog, we encounter a lot of humidity. Proper ventilation by opening windows, particularly on sunny and dryer days, is essential. Mildew forms easily along the coast and ventilation hinders that growth.

Refrigerator

Please note refrigerators larger than 5.5 cubic feet (not supplied by University Housing) are not permitted in the Residence Halls (Mary Ward and Mary Park, STTC). The Village, Towers, UPS, and UPN all come furnished with refrigerator/freezer units.

Staff Entering Your Room/Apartment

Your residential hall room or apartment is yours to use and we will not intrude unnecessarily on your privacy while you are here. We limit entering your room or apartment to these occasions:

⇒ Your request or agreement
⇒ Emergency situations such as an activated smoke detector, the smell of smoke coming from your room or apartment, or concerns for your well-being (or the well-being of others in the room or apartment).
⇒ Safety inspections
⇒ Inspection and cleaning when you or your roommate move out
⇒ For the management of applicable rules and regulations

Should staff enter your room or apartment while you are away a note will be left notifying you of our entry.
Residence Community Conservation

Live a sustainable lifestyle and think green! In addition, with the high cost of electricity, gas, and water in mind, please help us conserve energy. Our energy cost savings are directly related to your room and board costs.

The following mechanical and other controls were installed in our buildings to help all of us meet our conservation responsibilities. If you can suggest other techniques or equipment, please let us know.

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

General Conservation

Here are some things you can do to save resources and directly reduce future room rates:

⇒ Do not let water run continuously while shaving, washing, or brushing your teeth.
⇒ Close faucets tightly. Report leaky faucets by contacting the Housing Service Desk at rpm@sfsu.edu or 415-405-0579. A leaky faucet can produce a loss of 430 gallons of water per month.
⇒ Reduce the length of showering to save water and the energy consumed in heating the water.
⇒ When possible, plan full loads before doing laundry. Use the cold water cycle whenever you can.
⇒ Regulate the use of window blinds to take full advantage of sunlight and contain heat in your room.

Recycling & Composting

Do Your Part - Recycle your aluminum and tin cans, glass and plastic bottles, and paper products! Recycling bins are provided on each floor and outside each building; please place recycling in the appropriately designated receptacles. Composting is available on designated floors in your community, available for all residents in University Park North & South, Café in the Park, The Bricks, and at the Cesar Chavez Student Center.

PLEASE NOTE: Plastic bags cannot be recycled with our recycling services—do not put any type of plastic bag into the recycling containers. If you collect your recycling in plastic garbage bags, empty them into a recycling container and reuse the bag or throw it in the trash. Thank you in advance for your assistance with this

Donate

Please donate any items you no longer need. There are Goodwill bins located outside of the Village at Centennial Square and by the Residential Life office in University Park North. Many charitable organizations will be happy to take used books, clothing, furniture and electronics.

Your One Card and Keys

Your Keys

Your keys are valuable and you should make every effort not to misplace or lose them, even if it means wearing them around your neck on a lanyard. Keeping your keys with you and locking your door at all times is the safest way to avoid problems. Residents are required to show their keys to the Resident Services Assistant (RSA), every time they enter a building. The RSA must be able to see the code stamped on your key. Any resident that refuses to show their keys to the front desk member may be written up and may undergo the Residential Life judicial process.

In order to maintain the security of our community, lost keys will result in a mandatory lock change and a non-negotiable charge of $50.00. Additional key replacement is $5.00 per key.

Mary Park and Mary Ward Hall
You will be issued two [2] keys on move-in day. One [1] key will open your room and your communal room mailbox. The other key will open the bathroom on your floor. Your OneCard will be activated on move-in day to allow you access to your building.

Towers at Centennial Square and the Towers Jr. Suites
You will be issued two [2] keys on move-in day. One [1] key will open your door, and the other key will open your communal apartment mailbox. Your OneCard will be activated on move-in day to allow you access to your building.

Village at Centennial Square
You will be issued three [3] keys on move-in day. One [1] key will open your apartment door, and the other key will open your communal apartment mailbox, and one [1] key will open the exterior building doors.

University Park South
You will be issued two [2] keys on move-in day. One [1] key will open your apartment door, and the other key will open the laundry room on your block.
University Park North

You will be issued 3-4 keys on move-in day. One [1] key will open your apartment door, one [1-2] key(s) will open your communal apartment mailbox, and one [1] key will open the exterior door and laundry room for your block.

Lockouts

If you lock yourself out of your room or apartment, or lost your apartment key, you may request access to your space from the Community Front Desk. To ensure only you and your roommate(s) have access to your apartment when locked out, Resident Services will verify your identification and room number prior to providing you access to your space.

Residents are provided a ONE [1] courtesy lockout per academic semester. Any subsequent lockouts will be deemed excessive, and for safety and security reasons, may warrant a lock change, which will be charged to the resident at a cost of $50.00 per lock change. If you have requested an excessive number of lockout keys, you and your roommate may be required to verify possession of your room keys. Additionally, excessive lockouts may necessitate a meeting with the Area Coordinator for Resident Services due to the increased security risk to the community.

If you are locked out of your room, you will be assisted within a time frame that is reasonably possible, but you must be prepared to wait for available staff. Resident Services Assistants do not have access to individual room/suite/apartment keys.

Temporary Keys

A temporary key is a key that is loaned to you for no more than 72 hours. A temporary key is only available if you do not have access to your original keys received at move in. If your temporary key is not returned to the desk within 72 hours of the time you checked it out, an automatic lock change may be initiated for security purposes and $50.00 will be charged to you. We will change the key cores in your room door and mailbox (Mary Park and Ward residents only), and will notify you and your roommate(s) to pick up the new keys at the Resident Services Community desk.

Lockout Hours

Monday - Friday If the lockout occurs between 9:00 a.m. and 5:00 p.m. the resident may request help at their Community Front Desk. Staff are available to assist the resident from 10:00 a.m.—11:00 a.m. and 2:00 p.m.—3:00 p.m.

Monday - Sunday Lockouts between 5:00 p.m. to 8:00 a.m. residents should request help at their Community Front Desk and the appropriate staff member will be contacted. If available, the resident will be assisted, if not, waiting will be required.

Sunday - Thursday No temporary room keys are given after 12:00 a.m. A Resident Assistant on duty will provide access to the resident’s space and temporary keys may be requested in the morning.

Friday & Saturday No temporary room keys are given after 2:00 a.m. A Resident Assistant on duty will provide access to the resident’s space and temporary keys may be requested in the morning.

Lost Keys, Lock Changes, and your One Cards

If you lose the key to your room or apartment, go to the Resident Services Community Front desk in your community and request a lock change. If you believe your personal safety and security are at risk, please make this clear to the Resident Services Assistant at your community desk in order to expedite your lock change request. The charge for a lock change is $50.00.

Your SF State One Card provides access to your resident meal plan and 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.

Possession of a non-assigned key is a misdemeanor. Section 469 of the California Penal Code states: “Any person who knowingly makes duplicates, causes to be duplicated, or uses or attempts to make duplicates, or causes to be duplicated, or use, or has in his possession any key to a building or other area owned, operated, or controlled by the State of California... without authorization from the person in charge.

Your Mail

Delivery

If you live in Mary Park or Mary Ward Hall, your room key will open your letter mailbox. For students in the Towers at Centennial Square, Towers Junior Suites, and the Village at Centennial Square, there will be a separate key provided that opens your mailbox. Mailboxes are located on the main floor of all communities. Mail is delivered Monday through Saturday except for Postal Service holidays, and is usually
placed in the boxes by 6:00 p.m. University and Housing correspondence will be sent to your Residential community mailbox. It is important that you check your mailbox on an ongoing and regular basis.

Packages delivered by certified mail carriers can be picked up at the Towers front desk (Marys and Towers residents only) and Village Mail room (Village residents only). Packages are processed by Resident Services Assistants and you will receive an email sent to your University email address notifying you that your package is ready to be picked up. Please allow for longer processing time during high volume package times, such as the beginning of each semester. Your student ID is required when picking up packages. If you do not pick your package up after two weeks from the first notification, the package will be returned to the sender.

UPS & UPN residents receive letter mail directly to their unit by the United States Postal Service. Packages are left at your front door. If you do not feel comfortable with the possibility of the package being left at your door unattended, you may have your package delivered to the Community Front Desks of each property (listed below). Please note, UPN and UPS Community Front Desks are open for limited hours each day. In this case, packages are processed by resident services and you will receive an email sent to your University email address notifying you that your package is ready to be picked up. You will be responsible for picking up the package at the Community Front Desk. If you do not pick your package up after two weeks from the first notification, the package will be returned to the sender.

**Your new address:**

Your Name & last five digits of your SFSU ID  
Mary Park Hall, Room #  
796 Font Boulevard  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
Mary Ward Hall, Room #  
796 Font Boulevard  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
Towers Jr. Suites, Room #  
798 Font Boulevard  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
Towers at Centennial Square, Apt. #  
796 Font Boulevard  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
Village at Centennial Square, Apt. #  
750 Font Boulevard  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
University Park South  
Number and street address  
San Francisco, CA 94132-4036

**If you choose to have packages sent to the University Park South Community Front Desk, please address your package to:**

Your Name & last five digits of your SFSU ID  
University Park South  
1703 Holloway Ave  
San Francisco, CA 94132-4036

Your Name & last five digits of your SFSU ID  
University Park North  
Number and street address  
San Francisco, CA 94132-4036

**If you choose to have packages sent to the University Park North Community Front Desk, please address your package to:**

Your Name & last five digits of your SFSU ID  
University Park North  
21 Buckingham Way  
San Francisco, CA 94132-4036

**Outgoing Mail**

The nearest U.S. Mailbox is on Font Boulevard between Mary Park and Mary Ward Halls (picked up at 10:00 a.m.). Check the times posted on the mailbox because they may change. The nearest Post Office is in the Lakeshore Plaza off of Sloat Boulevard. We are unable to hold packages in our offices or Resident Services Community Desks for UPS, FedEx, etc. pick up. To access university mail services please contact (415) 338-1515.
Forwarding of Mail

Residents of Mary Ward, Mary Park, Towers Jr. Suites, Towers

University Housing does not forward resident mail. Upon moving out of the community, contact banks, magazines, cell phone companies, and any other agencies that you receive mail from in order to change your address directly with them. You are strongly encouraged to change your address with all necessary agencies before moving out to avoid any complications. To update your address with the university so that university refunds or invoices reach you in a timely manner, go to www.sfsu.edu/student.

Should you receive mail in your mailbox which is addressed to someone else, simply give it to the Resident Services Community Desk.

Residents of Village and UPS/UPN:

Mail for residents at these locations is processed through the United States Postal Service. Therefore, forwarding information must be completed with USPS after move out. The necessary form can be found online at https://www.usps.com/umove/.

If you live in the Village and receive mail which is not addressed to you, please place it in the nearby Returned Mail slot.

If you live at UPS and receive mail which is not addressed to you, please write “Unable to Forward” on the envelope and place it back in a nearby mailbox.

Technology

Your E-mail

All currently enrolled students at San Francisco State University are eligible for, and required to have and regularly check, a free e-mail account with the University. To apply for an Internet account, you must use a World Wide Web browser and fill out the SF State Internet Account Application form available at https://www.sfsu.edu/online/sfueemail.htm. You will need your SF State ID and SF State Password. University Housing will use your official University email account to send you updates and information pertaining to the Residential Community. Also, your University e-mail address will be the official way the campus will contact you and provide you information. Please check your SF State e-mail regularly.

Your Phone

Each apartment or residential hall room is equipped with a telephone. You may receive calls from on and off campus. It is important to answer your phone, as the university will contact you through your on campus phone. All core campus residents’ telephone numbers begin with the (650) area code. To call off campus, dial the area code and the number. If you are dialing another telephone number in the (650) area code, then simply dial the 7 digit number. If you are dialing from your room or apartment phone, and want to call a campus telephone number, you will need to dial (415) and then the telephone number for the campus office. All campus business or office phone numbers begin with 415 area codes.

You have the ability to dial the following numbers free of charge:

- On campus extensions: Dial 415 area code and 7 digit number
- Emergency on campus: 911
- Campus operator: 415-338-1111
- Local calls in the 415, 510, and 650 area codes
- Toll free numbers (800, 888, etc.)

If you would like to activate your long distance calling you can obtain a long distance code from Apogee free of charge by calling 888-478-8864

To use a calling card:

- 800/888 numbers: Dial 800/888 number listed on the card

Internet and TV Service on the Main Campus

University Housing offers a network system in partnership with Apogee Telecom, Inc. which allows each resident living in the Residential Community direct access to the Internet via an Ethernet connection in their room or via wireless throughout the residential community.

The connection provides access to the Internet as well as to special online resources only available to SF State students. Each room is covered by wireless signal and equipped with multiple network jacks. All you need is a computer or device with wifi built in or an Ethernet port connected with a standard Ethernet cable to the RJ-45 jack in the room. (Please Note: If you decide to use an Ethernet port, a 30’ cable may be necessary depending on your desk location).

To sign up for an Apogee account, renew or upgrade your service online, or register an additional device visit: http://www.myresnet.com.

Internet and TV at University Park North and University Park South

In University Park, internet and TV services are handled by the on campus ResNet team, using Comcast as a service provider. You will notice a few pieces of equipment in your apartment, usually mounted to the wall somewhere in your living room. Please do not move or unplug this equipment.

Apartments in University Park do NOT use myresnet.com to connect like they do on the main campus. In order to get online you will need a wifi password to connect to the network and then a voucher code to activate your devices. Your Area
Coordinator will provide you with the wifi password and your personal voucher code once you return your room condition form and complete the check-in process. Your voucher code is good for up to 8 devices. If you need additional devices, please open a support ticket (see below).

Students in unfurnished units in UPN will have to set up their own internet and phone connections through Comcast/ Xfinity on their own.

Certain game systems and wireless printers have trouble using the voucher code system. If you’re having trouble connecting one of your devices, please open a support ticket (see below).

If you have any connectivity issues with your wireless or TV services please open a support ticket by calling the toll-free 24/7 support line at (888) 478-8864. Make sure to tell them you’re in University Park and provide them with your full street address, apartment number (if applicable), phone number, and SF State email address.

Keeping Your Computer Safe

ResNet is part of the SFSU campus network. By their nature, academic networks are very open. You must take certain steps to keep your computer free of viruses and other forms of computer compromise.

Install the free SFSU licensed McAfee antivirus software on your computer before you connect to ResNet. Go to this web address to download your free copy. [http://www.sfsu.edu/~doit/sw.htm](http://www.sfsu.edu/~doit/sw.htm). (Have your SFSU ID and password).

Perform automated daily system updates and antivirus signature updates. Only daily updates will adequately protect your computer.

Support a User Friendly Network

Follow these simple tips when using the ResNet:

- Turn off your computer when not in use.
- Do not set up a router or wireless access point. The campus runs a high density wireless network which requires a lot of planning and fine tuning to keep working smoothly. If you try setting up your own wireless router you will cause interference for your neighbors, slowing them down or causing them to lose access all together.
- Do not share copyrighted materials illegally. The Recording Industry Association of American (RIAA) and other copyright holders have been tracking campus illegal file sharing and pursuing legal action.
- Perform routine scans for viruses.
- Remember, ResNet is a shared community resource.

Appointment/Support

Our Apogee Powered ResNet features a toll-free 24/7 telephone support line (888) 478-8864. In-house support staff is also available for problems that require a house-call. Call the Apogee number above to make an appointment.

Residential Computer Labs

ResNet runs two computer labs for use by residents and their guests. The 24 hour computer lab in Mary Park Hall provides 7 PC’s and 3 Macintosh systems along with a laser printer. The 24-hour computer lab in the Tower’s Jr. Suites Community provides 20 PC’s and a laser printer. The TJS lab is scheduled for classes and events at certain times. Class hours are posted at the lab. A variety of application software is available in both labs, including Microsoft Word, Excel, and PowerPoint. There is a charge for laser printing.

Illegal Downloads and Other Violations

It is vital for all our residents to comply with our campus computer use policy, particularly concerning use of copyrighted materials. Misuse of computer facilities or resources includes:

- Unauthorized entry into a file, for any purpose
- Use of another’s identification or password
- Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University Community
- Unauthorized routers (wireless or hardwired)
- Use of computing facilities and resources to send obscene or intimidating and abusive messages
- Use of computing facilities and resources to interfere with normal University operations
- Use of computing facilities and resources to download music, videos and films in violation of copyright laws.
- Violation of a campus computer use policy.

Unauthorized distribution of copyrighted material, including peer-to-peer file sharing, may subject a student to civil and criminal liabilities, including fines of up to $250,000 per offense.
Getting Connected

For further information on getting connected see the Quick Start Guide: https://www.myresnet.com/pdf/Get-Connected-Guide.pdf

Your Cable TV

Cable TV by Apogee is included for all residents living in the Residential Community. This channel line-up includes programming customized for SF State students, including several channels available in HD.

You can view the channel line-up online at https://www.myresnet.com/pdf/channels_sfsu.pdf or check the current programming on Channel 31.

Residents that have an ‘HDTV’ or ‘HD-capable’ television (requires an ASTC tuner receiver) can view many channels on the line-up available in High Definition.

For help setting up or troubleshooting your TV connection see the Connection Guide at https://www.myresnet.com/pdf/connection_tips.pdf.

Residents in University Park North and South have Xfinity (Comcast) for Television service.

Hall Government

Each residential community has a Hall Government that serves as the liaison to RHA. Similar to class representatives in high school student government organizations (i.e., ASB), Hall Government serves as the voice of those in a particular residential community. This is a great opportunity for ANY student resident to get involved! Through this leadership opportunity you can serve as an advocate for your peers, and create and sponsor events and programs for the community in which you reside.

Contact: reslife@sfsu.edu

Conduct Review Board

The Residential Life Conduct Review Board serves a vital role for students in the residential community. The Conduct Review Board helps to identify and uphold the standards of the community in a fair and objective manner. Board members balance the needs of the community with the needs of students in the community without championing one group or person over another. The Conduct Review Board is an opportunity for residents to get involved and help maintain community standards. For more information, contact: Patrick McFall (pmcfall@sfsu.edu)

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.

Contact: reslife@sfsu.edu

NRHH (National Residence Hall Honorary)

NRHH is dedicated to serving the community we live in through service, recognition, leadership and scholastics. NRHH gives residents the ability to grow personally, academically and professionally through providing community service and hands-on leadership opportunities, as well as academic and social programming. Membership in NRHH is by application. Only the top 1% of student leaders living in the residential community are selected for participation.

Contact: reslife@sfsu.edu

Black Residents United in Housing (BRUH)

B.R.U.H 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. We strive to foster the development of administration. All students living in the residential community are members of RHA and are encouraged and welcome to attend RHA meetings. For more information, contact: Johana Duarte (jduart@sfsu.edu).

Community Involvement

Residential Housing Association (RHA)

RHA sponsors numerous activities to enhance your living/learning experience on campus. Some of the programs that RHA has sponsored include the Holiday Extravaganza Party, Manicure For A Cure, Jell-O Days, and a variety of other programs, some including excursions into downtown San Francisco.

In addition to providing great activities/events for you to participate in, RHA is the voice of the students. The mission of RHA is to represent the views of the undergraduate and graduate residents to Residential Life, University Property Management, Associated Students, and University Administration. All students living in the residential community are members of RHA and are encouraged and welcome to attend RHA meetings. For more information, contact: Johana Duarte (jduart@sfsu.edu).
awareness and knowledge from the Afro-Centric viewpoint, creating personal growth through discussions of educational, social, and community-based experiences. B.R.U.H. aims to create a community of appreciation and understanding, bringing together peers and allies alike.

Contact: reslife@sfsu.edu

Living Learning Programs (LLP)

The Living Learning Programs (LLP) at SF State play a pivotal role in the residential student experience. The primary objective of residential learning and theme housing is to provide an environment where students can explore the interconnected relationship between what is learned and what is lived. Living Learning Programs connect, and integrate students to residential and academic components. Students residing in a Living Learning Community are required to take a course with their floor mates in the Fall and Spring Semesters. Courses are assigned by the Department of Residential Life.

Theme floors:

Mary Park Hall
- M.V.P. (Music, Visual, & Performing Arts) Learning Community
- Health & Wellness/Fitness
- Emerging Leaders (ELF)
- Hip Hop Floor

Mary Ward Hall
- Freshman Accelerated Success Track (FASTrack) Learning Community
- Afrocentric
- Civic & Community Engagement (CCE)
- Asian American & Pacific Islander Retention & Education (ASPIRE)
- Journeys
- LatinX

University Park South
- Rainbow 2nd Year

Learning Communities:

Towers at Centennial Square
- Let’s Play
- Living Fit Environment (LiFE) Learning Community
- STTC

Towers Junior Suites
- Rainbow
- Science and Technology (STTC)

Village at Centennial Square
- Building C: Global Village

Residents are encouraged to bring forth proposals for theme floors which meet the core goals of our residential program. Proposals will be reviewed by Residential Life professional staff, and will be evaluated on the following criteria:

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

Contact the Department of Residential Life at reslife@sfsu.edu if you are interested in learning more about the Theme Floor application process.

Your Laundry

Laundry machines are available in each building/community. Mary Park and Mary Ward Hall

Laundry rooms in Mary Ward and Mary Park Halls can be found on the fourth floor. Mary Park Hall has an additional laundry room on the first floor.

Towers at Centennial Square and Science and Towers Jr. Suites

All laundry machines for the Towers at Centennial Square and the Towers Jr. Suites are located on the entry level of the Towers at Centennial Square. These laundry machines accept coins only.
Village at Centennial Square

Laundry machines for the Village are located on the third floor of buildings A and B (next to the sun deck) and on the second floor of building C. These laundry machines accept coins only.

University Park South

Laundry Rooms are located throughout UPS and are unlocked with a key issued to each apartment. Laundry in UPS requires a Web card that is available for purchase in laundry rooms in Block 1 or 42 or in the Parkmerced grocery store [33 Cambon Drive].

University Park North

Laundry Rooms are located throughout UPN and are opened by the common area key. Laundry in UPN Requires a Web card that is available for purchase in the Tower laundry rooms or in designated front entrances of gardens.

If you encounter a problem you may request a refund through any Resident Services Community Desk.

How Does Laundromate Work?

With the Laundromate system, all the machines in your laundry room are connected to a single computerized monitoring device which is in turn connected to a dedicated phone line. When you call, Laundromate will announce the number of machines available. If there aren't any machines available, it will prompt you for a phone number and call when the requested number of machines is available. With Laundromate, you can keep track of your laundry while you study or relax in your own apartment or room. The number is 415-405-9383.

Lounges

Lounges exclusively available for study and group work are available to residents of Mary Park Hall, Mary Ward Hall, and Village at Centennial Square.

The Lounge in Mary Park Hall has comfortable furniture for both studying and visiting. A limited number of study tables are available. Located on the main floor, the lounge is the center for many of the social and educational programs planned to enrich community living in Mary Park and Mary Ward halls.

Study rooms are also available in Mary Park and Mary Ward halls. The rooms are located on the first floor in both buildings. Please see a community desk worker for more information on how to access these rooms.

The Village at Centennial Square has lounges on Floors 2, 3 and 4 of Building A (above The Market Place) and on Floor 3 of the International Theme Community in Building C. These lounges are equipped with furniture for studying and socializing. There is TV lounge located in Building B on the 2nd floor. A limited number of study tables are available in some of the lounges and these spaces will be the center of many of the social and educational programs planned for the Village community this year.

There is a small lounge on the ground floor of the Towers at Centennial Square.

Student residents of Towers, UPN, and UPS are permitted to utilize these lounges and study rooms. For access to one these locations, visit the community desk for that particular building.

Community Kitchen

The kitchen in Mary Park Hall (adjacent to the main Lounge) is for the use of residents of Mary Park and Mary Ward Halls. There is a two-hour time limit for use. Kitchen cleaning is the responsibility of the people using it. If we find the kitchen not being adequately cleaned after use, those responsible may be prohibited from using it again, or, depending on the extent of the problem, the kitchen may be closed. The key for the kitchen may be checked out at the community desk in Mary Park Hall. Students must provide their own cookware.

Trash, Recycling, and Composting* Rooms

All floors in the residential community have a trash and recycling room conveniently located for resident use.

- Mary Park and Mary Ward Halls: Trash rooms and recycle rooms are located on each wing next to the restrooms. (Some rooms are trash and recycle only and others are joint) Compost bins are located behind the buildings exiting through the middle/ center stairwells.
- Towers at Centennial Square: All trash and recycle rooms (separate rooms) are located by the elevators on every floor. Compost bins are in the 1st floor lobby only.
- Village A,B,C: All floors have a trash chute and recycle cans. The trash rooms are usually located by the elevators. (For village A only the central internal elevator, we do not have trash chutes and recycle rooms by the exterior elevator) Only on first floor is where the compost bins are located.
- Towers Jr. Suites: All trash and recycle bins are located down the hall of every floor. (Joint room) Compost bins are located on first floor trash/ recycle room only.
- University Park South: We have enclosures on a couple of places. Trash, compost and recycle bins are usually by the parking area by the carports.
- University Park North Garden Units: We have now certain enclosures where people take their trash, recycle and compost.
- University Park North Towers: We have a trash chute and recycle cans on every floor of every building, next to the elevator. Compost bins are located behind the buildings of only three addresses 265 BW, 235 BW (by car ports next to laundry rooms) and 285 BW (by carport located next to the lobby back door entrance). The rest do not have compost bins behind and will need to carry their compost to the nearest area.

For more information contact the Service Desk at rpm@sfsu.edu
Bathrooms

In Mary Park and Mary Ward Halls, there is a community bathroom on each wing of every floor. Your key will open the bathroom on any floor which corresponds to your gender. The bathrooms are cleaned daily and schedules are posted in restrooms. Cleaning times are approximate and may change due to unforeseen circumstances.

For the courtesy and comfort of all who are living on the floor and their guests, the bathrooms are single gender. Please respect the privacy of others and use the bathroom designated for your gender.

For safety and privacy, do not tamper with the locks on the bathroom doors. These doors are to remain locked. Residents in the Towers, the Towers Jr. Suites, the Village, UPN and UPS are responsible for the upkeep of their own bathroom.

Change Machines

Change machines are located in the vending areas of the residential halls, the Towers and the Village. The most machines will change both one and five dollar bills. Change is not available at the Resident Services community desks.

Lost and Found

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

Bicycles

Residents who own a bicycle will need to register it and obtain a permit from the Housing Business Office. There are bicycle racks available in many areas of the residential community which require you to supply your own lock.

Please note University Police prohibit the use of bicycles or skateboards on on-campus roadways and pedestrian walkways. They are only permitted on the perimeter roads.

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. They will be removed and donated to charity. University Property Management and Residential Life will not hold your bicycle in storage after it has been declared abandoned.

Emergency Procedures

Power Outages

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

In the Event of a Power Outage

- Be prepared.
- Make every effort to conserve energy at all times.
- Take advantage of natural light during the day and reduce use of electric lighting.
- Get a flashlight and have fresh batteries on hand or use light “glow” sticks.
- Have an alternative to an electric alarm clock.
- Have a battery-operated radio with fresh batteries.
- Turn off your computer during Stage Three Alerts.
- Frequently save any work you are doing on your computer.
- Only use the elevator if you must. The elevator will shut down and will stay where it is until the power is restored. The doors to the elevator will NOT automatically open if there is a blackout.
- When the power goes off, there will be some emergency lighting in the hallways and stairwells from 20 minutes to two hours. 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.
- Be prepared to stay abreast of your academics without the use of electronic equipment.
- Seek out the Residential Life Staff if you need some extra support during the black out.
- Have games, cards, books on hand to pass the time.
- Do not drink alcohol, use drugs, or have unprotected sex as a way to ward off boredom. These activities will increase your risk of compromised health and safety.

Fire Safety

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 codes (1988 UBC, Section 3305h1) require doors to be self -closings. The California State Fire Marshal requires that no doors be propped open with any object or dismantling of any door-closing device.

Please know, pulling a FALSE fire alarm as a prank will result in your eviction.

Fire Drills and Safety

Fire alarm pull stations are located in every public area of the Residential Community. If you become aware of a fire, go to a station and pull the lever to activate the building alarm. After pulling the lever, immediately evacuate the building.

In University Park South there are also Fire Alarm boxes
outside on each block. If a fire condition exists on the block, you may pull the alarm on the box to alert fire safety personnel. It is also recommended that you call 9-1-1 from any landline to report the incident to safety personnel.

To discourage false fire alarm pulls, protective covers have been installed over the fire alarm pull stations in some areas. To use the pull station, first pull up the cover. This will set off a local alarm in the pull station. This does not activate the building alarm. To activate the building alarm, you must then pull down the lever inside the protective cover.

In accordance with the University policy, a fire drill is conducted in your building each semester. Staff members take part in the drill and help evacuate the building. The purpose of these fire drills is to familiarize residents with the correct procedures should an actual evacuation be necessary. Evacuation procedures for each individual building are posted on bulletin boards. Take the time to read and understand the procedures so you will know the location of all emergency exits in your building. Evacuation guidelines are also posted on the back of most resident room or apartment doors.

**Fire and Evacuation Information**

**At the First Indication of Fire...**

Set off the nearest fire alarm. Do not try to fight a fire yourself.

1. Dial 911 to report the fire from the nearest telephone.
2. Before passing through any doors, feel the door with your hand. DO NOT touch the doorknob. If the door is hot, DO NOT OPEN THE DOOR.
3. Before opening the door, brace yourself against the door and open it slightly. If heat or heavy smoke is present, close the door and stay in the room.
4. Leave the building immediately through the main fire exit indicated in the map displayed on the back of your door or building bulletin board. Do not use the elevators. Do not assume a fire alarm is false. Do not stop to take valuables.
5. Because stairwells may also draw smoke, only designated fire exit stairwells should be used. The center stairwells in Mary Park and Mark Ward Halls are designed to provide adequate ventilation, and should be relatively free of smoke. They are safer than the end stairwells and should be used unless access to them is impeded. Residents of the Towers and the Village should use the end stairwells in case of a fire.
6. Remain away from the building until the Police, Fire Department, or senior staff member give the all clear.
7. Follow instructions of the University Police Department and University officials at all times.
8. Residents who do not immediately evacuate the building during a fire alarm are subject to disciplinary action.

**If You are Trapped in Your Room/Apartment During a Fire...**

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

There are two (2) rescue assistance areas located on the fourth (4th) floor of Mary Park Hall designed for residents with mobility issues who may not be able to easily evacuate the building. These rescue assistance areas are equipped with a magnetic fire door to block smoke and heat and an intercom system which connects anyone inside to the University Police dispatcher. If you are a resident with a mobility condition which limits your ability to easily evacuate the building, you may use these two rescue assistance areas to call for help.

**Earthquake Procedures**

**Before the Earthquake:**

1. Develop a plan. Prepare yourself, and your roommate(s).
2. Know the evacuation routes and meeting locations for your hall.
3. Choose an out-of-state friend or relative whom separated family members and friends can call after the quake to report their whereabouts and condition.
4. Know the safe spots in each room: under sturdy tables, desks, or against inside walls. Physically place yourself in those spots to make sure you fit. Keep those areas clear so you can access them when an earthquake occurs. Do not store boxes or books under your desk or bed if you are using these spaces as your safe zones.
5. Know danger spots: windows, mirrors, hanging objects, tall bookshelves and unsecured furniture.
7. Learn first aid and CPR from local Red Cross or community agencies.
8. Keep a list of emergency numbers. (Campus directory, staff roster)
9. Keep breakables and heavy objects on bottom shelves.
10. Secure heavy tall furniture that can topple: bookcases, or wall units.
11. Maintain emergency food, water and other supplies: flashlight, portable radio, extra batteries, medicines, first aid kit, and clothing.

**During the Earthquake:**

1. Stay calm. Do not run and try not to panic. If you take proper precautions, chances are you will not get hurt.
2. Stay where you are. If outdoors, stay outdoors. If indoors, stay indoors. Most injuries occur as people are entering or leaving buildings.

3. If the earthquake strikes when you are indoors, take cover under a desk, table, and bench or against inside walls or doorways. Stay away from glass windows and outside doors.

4. If in a high-rise, stay away from windows and outside walls. Get under a table. Do not use elevators.

5. If in a crowded place, do not rush for the doors. Move away from display shelves containing objects that could fall.

6. If driving, pull over to the side of the road and stop. Avoid overpasses and power lines. Stay inside the car until the shaking stops.

7. Do not use candles, matches, or other open flames during or after the quake; there may be gas leaks.

8. If the quake catches you outside, move away from the building and utility wires. Once in the open - stay there.

9. Do not run through or near buildings. The greatest danger is from falling debris just outside doorways and close to outer walls.

**After the Earthquake:**

1. Check for injuries. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury.

2. Check utility lines and appliances for damage. If you smell gas, open windows and shut off main gas valve. Leave the building and report gas leakage to authorities. DO NOT re-enter the building until a utility official says it is safe.

**Evacuations**

**The Disaster Coordination Point (DCP)**

To avoid risk factors such as glass from windows, and falling utility lines, the Residential Community evacuation site is the West Campus Green, located adjacent to Village at Centennial Square.

**EARTHQUAKE BAG**

One of the most sensible things you can do to prepare yourself for an earthquake is to have a pre-packed bag. This bag can be a duffel or gym bag. Keep this bag in your car. If you do not have a car, keep it next to your bed, door, or any easy to reach place.

**In the bag:**

- Extra change of clothing: pants/sweats, T-shirt, socks, underwear and shoes. Shoes are important because there may be rubble and broken glass and you will need good shoes to protect your feet.
- Medication: Birth control pills, insulin, heart medication, or any other medication which you must take daily or frequently, like asthma medicine. Aspirin should also be included.

- Small First Aid kit with water purifying tablets and tampons/pads, scissors, small knife.
- Toilet paper and pre-packaged baby wipes.
- Food: granola bars, candy bars, protein bars.
- Condoms.
- Telephone numbers.
- Cash.
- Flashlight with fresh batteries.
- Transistor Radio with batteries.
- A book or playing cards - if you are kept out of your room/home, there may be hours of waiting and a little entertainment is always nice.
- Water!! Water can be scarce. Keep a supply of bottled water on hand

Remember to change the water, medication, food and batteries every month to keep them fresh.

**Shelter-In-Place Guidelines**

Sheltering in Place is a protective action taken inside a building to protect the building occupants from external hazards, minimize the chance of injury and/or provide the time necessary to allow for a safe evacuation. Circumstances that may warrant a shelter-in-place action could include:

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

Practice general safety precautions at all times. Familiarize yourself with the Crime Prevention and Emergency Preparedness information provided on this website. If you observe any suspicious activity on campus, immediately contact University Police at 9-1-1 or use campus Emergency Phones. Call (415) 338-7200 for a non-emergency and if you are using a cellular telephone.

The notice to Shelter-In-Place will be issued by emergency personnel from University Police or the Emergency Operations Center and can be received in many ways. Building emergency personnel may receive notice to Shelter-In-Place, a message may be sent over the building or campus Public Address System, or notice may be sent using our campus wide Emergency Notification System via text messaging, email, cell and other phones numbers you have listed.

**In the event of an active shooter:**

- If you can leave the area safely, do so quickly.
- 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.
- Take shelter in another university building if possible.
If you cannot leave the area:

- Close and lock the door.
- Move furniture to barricade the door if possible.
- Turn off the lights. Block any windows that provide a view of the room to the outside.
- Stay away from the windows and doors if at all possible.
- Seek protective cover of some kind under or behind furniture.
- Take a moment to switch all cell phones to vibrate so they don’t alert anyone of your presence.
- Do NOT answer the door under any circumstances.
- Do NOT leave the room until directed to do so by emergency personnel.
- Work to remain calm and develop a plan to escape should it become necessary.
- If police enter the room, follow their instructions.

For severe weather and civil unrest that poses a physical threat:

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

For an external chemical, biological or radiological incident:

- Stay inside and move to an inner corridor or office.
- Close windows and turn off air conditioners and fans.
- Move to higher levels of the building if possible to reduce the transfer of contaminated air from outside to inside.
- Move higher in the building since many chemical agents are heavier that air and tend to hug the ground.

Shelter-In-Place At Home:

- Select a small interior room with no or few windows.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air conditioning systems, and close the fireplace damper.
- Bring your family disaster supply kit and make sure the radio is working.
- Bring your pets into your shelter area.
- It is ideal to have a hard-wired telephone in the room you select (cellular telephone equipment may be overwhelmed or damaged during an emergency).
- Use duct tape and plastic sheeting (heavier than food wrap) to seal all cracks around the door and any vents into the room (during biological, radiological, chemical exposure and pandemic outbreak).
- Listen to your radio or television for further instructions and updates.
- If you are in your car, close windows and turn off vents and air conditioning.

For more information visit the SF State Emergency Preparedness website: http://upd.sfsu.edu/

Review Part III of the Terms and Conditions of your License Agreement.

Your Responsibilities

One of the most important parts of your on-campus living experience relates to the education you will receive from living in a large community of residents with diverse interests, backgrounds, and needs. Part of learning to live successfully within this diversity is becoming well acquainted with the policies and guidelines which can help make your community supportive and peaceful. Read the following section carefully, as it makes clear the policies and procedures all community residents are expected to abide. For clarification, the term “residential community” refers to all buildings located within the residential area of campus including: Mary Park Hall, Mary Ward Hall, the Towers at Centennial Square, the Towers Jr. Suites, the Village at Centennial Square, City Eats Dining Center, The Bricks, Café in the Park, Seven Hills Conference Center, University Park North, and University Park South.

Housing Regulations

Although not an exhaustive list, the following regulations are in place to support a comfortable, safe, and secure living environment. A full list of community standards and expectations may be found in Part III of the License Agreement located at http://sfstatehousing.sfsu.edu/sites/sites7.sfsu.edu.housing/files/assets/forms/2015-2016_Student_Housing_License_Agreement_Terms_and_Conditions.pdf

Alcoholic Beverages

As all residents in the Residential Halls, Towers Jr. Suites, and Towers at Centennial Square are under 21 years of age, with the possible exception of some staff members, these facilities should be free of alcohol in accordance with state law. In the Village at Centennial Square, University Park South, and University Park North, the use of alcoholic beverages must be in compliance 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). Residents under the age of 21 are not permitted to host in their room guests or residents of any age who are in possession of alcohol. Residents over the age of 21 who host guests, roommates, or residents under the age of 21 in their rooms will have their alcohol dumped out and all non-registered guests will be asked to vacate the apartment. Kegs, other similar over-sized containers, and/or large stockpiles of alcoholic beverages are expressly prohibited in or around the residential community. Possession of alcohol paraphernalia (empty bottles, cans, cocktail shakers, shot glasses, etc.) connotes alcohol consumption and is therefore not permitted in residential community buildings. Possession of a keg, or large stockpile of alcoholic beverages, may result in eviction.
Combustibles
Gas-filled engines such as motorcycles or other gasoline-powered vehicles may not be parked or stored in or near the buildings.
No highly flammable materials or open flame items are permitted in the Residential Community.

Computer Policy
Your access to the Residential Network [ResNet] is an agreement between you and University Housing and is subject to the University’s Appropriate Use Policies. Some expectations should be followed:
File sharing is considered theft and expressly prohibited under the Digital Millennium Copyright Act [DMCA].
Any egregious violation of these expectations will result in a suspension of your internet privileges and meeting with a Residential Life staff member.
Violations occurring on the University network may result in additional review through the Student Conduct Office.

Cooking
If you live in the residential halls, Mary Ward or Mary Park Halls, you may use a small appliance without an open element to cook in your room (such as a microwave). Students who do not have the proper cooking appliances are allowed to cook in the residential hall kitchen in Mary Park Hall.

Courtesy and Quiet Hours
Because you are living in both an academic and residential community, it is important to acknowledge and respect the rights and needs of others. This is especially true in reference to noise.
• **Courtesy Hours** - The buildings operate under 24-Hour “Courtesy Hours,” meaning, regardless of the time of day, you should limit any activity loud enough to disturb those nearby. In our academic and residential community, the right to quiet supersedes the right to make noise.
• **MPH, MWH, TCS, Towers Jr. Suite, and VCS: Quiet Hours** - “Quiet Hours” refer to the designated times each day in which noisy activities should be restricted and conversations, televisions, and stereos in particular should be reduced to a level that does not interfere with your neighbors.
  • Quiet Hours are in effect from 11:00pm - 9:00am Sunday through Thursday.
  • On Fridays, Saturdays, and nights preceding holidays, Quiet Hours begin at 12:30am and extend until 9:00am. Quiet Hours sometimes vary from floor to floor, and can be changed with the approval of the Area Coordinator.
• **UPS and UPN: Quiet Hours** - “Quiet Hours” refer to the designated times each day in which noisy activities should be curtailed and conversations, televisions, and stereos in particular should be reduced to a level that does not interfere with your neighbors.
  • Quiet Hours are in effect from 10:00pm - 8:00am Sunday through Saturday.
• **Finals Week Quiet Hours** - To help students prepare for final exams at the end of each semester, the residential community adopts 24-Hour Quiet Hours beginning the Friday before final exams and continuing throughout final exams. Policy violations during finals week may result in you being asked to vacate the community immediately.

Damages
Any damage or loss to a resident room, apartment, or other area within the residential community will be charged to the responsible parties. In instances of damage to a student room where the responsible party is not identified, 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. Administrative and legal action also may be taken against anyone found to be damaging or destroying residential community equipment, furnishings, or any facilities. This includes group damages being applied to dining center and other residential community common areas.
Damages to any common area will be charged to all students found responsible. In cases where the responsible parties cannot be determined, charges may be assigned to all students who have access to the shared space. This includes damage done to lounges, wings, floors, the dining center, or any other common areas.
Food fights are dangerous and expensive. Each resident who is in the dining center at the time a food fight occurs will be assessed charges for damage and loss. Criminal charges will be pursued as well as referrals to the campus student conduct officer and holds placed on academic records for those who are found participating in a food fight.

Drugs
SF State is strongly committed to a drug-free environment. Residents found in possession of illegal drugs or prescription drugs not prescribed to the person in possession of them, in the residential community directly violate state and federal laws and University regulations. University policy specifically outlines that any student found in possession of an illegal substance or non-prescribed prescription drug, is subject to prosecution under applicable state and federal laws and could lose all forms of student financial aid if convicted of an offense. Possession of illicit drug paraphernalia (glass pipes, drug baggies, bongs, etc.) can imply drug use and is therefore not permitted in residential community buildings. Any paraphernalia found will be confiscated.
Medical Marijuana is not permitted, and medical marijuana cards are not recognized on campus or in our residential facilities.
Electrical Appliances

- UL-approved Automatic electric coffee makers are permitted.
- UL-approved irons and hair dryers are permitted.
- Household-size refrigerators are not permitted in the residential community unless provided to you in your apartment. Small (5.5 cubic feet or smaller) units with low wattage and UL approval are permitted.
- Microwaves are permitted.
- UL-approved popcorn poppers with a contained heating element and an automatic turn-off feature are permitted.
- UL-approved toasters are permitted within the apartment community only.
- No other electrical cooking appliances are permitted.

Endangerment

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

Filming and Photography

For the comfort and privacy of our residents and in accordance with your license agreement Part 3 – Housing Facility Rules & Regulations: 1.06 Commercial Solicitation, Advertising, and Transactions, 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 University Property Management. This rule covers all forms of technology [video cameras, camera phones, etc.] used in filming or photography for commercial use or publication.

Guests and Non-Resident Use of Facilities

Guests & Hosts Defined

A guest is defined as any person who is not an assigned resident of the University student room/suite/apartment being visited.
A host is defined as a person(s) who is assigned to the particular University student room/suite/apartment being visited.

Guest Policy

All residential facilities are reserved for the exclusive use of residents and their individual guests. For clarification of this general policy, the following guidelines are offered:
It is the basic right of every student to have privacy in his/her assigned room or apartment. The right of a student to live in reasonable privacy takes precedence over the right of his/her roommate to entertain guests.

Students are permitted to have guests 24 hours a day, (with any individual guest limited to ONE overnight monthly visit with a maximum of two consecutive nights per visit) and the guest(s) must be accompanied by their host at all times.

The number of residents and guests may not exceed a room or apartment occupancy limit. (e.g. 2 person rooms or apartments are allowed a total of 5 people. In 4 person apartments, are allowed a total of 9 people.) All guests are expected to abide by the rules and regulations of the State of California, San Francisco State University (SF State), and the offices of Residential Life University Property Management (University Housing).

Should a guest be a disruption to members of the room/apartment/floor, or the University staff, a guest may be required to leave the premises.

In order to maintain a living environment that respects the privacy of all residents, guests must adhere to the following specific policies:

a. Guests are subject to the same rules, regulations and expectations as a resident, and the host is responsible for informing his or her guests of the rules, regulations, and expectations in advance.

b. The needs of roommates/apartment mates to sleep, study, and otherwise be free from interference and disruption as well as the right to privacy are paramount, and supersedes the right to host a guest. Roommates reserve the right to reasonably refuse guests at any time.

c. Hosts assume full responsibility for the behavior and activities of their guest(s) regardless of whether the host is present to observe the behavior of the guest(s). However, hosts are expected to, whenever reasonably possible, and in compliance with these Community Living Standards, accompany their guests at all times.

d. For safety and security reasons, guests must be escorted at all times and in all areas of the residence by his/her host of the building.

e. Guests may only enter the building if they are accompanied by a host who is a resident of the building. The guest will be required to present a picture ID and sign in to gain entrance to the building.

f. During the course of their visit, guests are expected to behave in a way that positively contributes to the residential community, showing respect and consideration for others and for property.

g. Guests who are acting inappropriately may be asked to leave the residence.

h. Guests will not be issued keys or electronic door access, nor are residents to permit guests to use keys or electronic door access. Guests will not be issued, nor are they to be given, bathroom keys.

i. All guests who will be in the residential areas between the hours of 10:00PM and 8:00AM are required to register their presence in the residential areas through their host at the Community Front Desk. Additionally, all guests who have not registered their presence in a residential area and do not have in their possession a valid guest registration form between the hours of 10:00PM and 8:00AM may be considered trespassers and subject to arrest.

j. Residential, non-residential SF State students, and non-students are required to be registered as a guest by a resident student to enter any residential facilities at the conclusion of a University sponsored event. Any individual authorized to use computer labs in residential facilities is required to register as the guest of a resident student, should he or she remain in the residential area upon leaving a computer lab.
A resident host may not have more than one registered guest during the registration process; the resident host must provide his or her identification, and be present at all times during their stay.

A guest's host must reside in the hall where the guest is being registered, provide his or her identification card at the Community Desk and will receive a guest registration form, which must be picked up upon the guest checking out. This includes walking out of the building to go to the dining center or other campus venues.

Except during the hours of 8AM-10PM, the guest and the host must leave their identification card at the Community Desk and can pick it up upon the guest checking out. This includes walking out of the building to go to the dining center or other campus venues.

During the hours of 10PM-8AM, the guest and the host must leave their identification card at the Community Desk and will receive a guest registration form, which must be carried at all times during their stay.

Groups of Non-Residents - Non-Resident groups may not use the Residential Hall facilities. Campus and off-campus groups cannot use residential facilities for their meetings. Clubs, fraternities, and sororities may not meet in the buildings. Inquiries regarding facility use should be directed to the Director of Residential Life.

Non-Approved Guests - Building entrances are posted with signs indicating the buildings are closed to the public and only Residents and their approved guests may enter. These signs give you and the Residential Life Staff the right to ask non-approved guests to leave and subject violators to possible arrest. The residential facilities are living quarters for students who pay to live here; they are not public buildings and are not accessible to non-residents and the public. If you permit a non-approved guest to stay in the facilities, you may be charged a fee for that guest.

Guest Registration Policy
All residence hall guests visiting a student resident must check in at the Community Front Desk.

All guests must provide a valid photo identification card and the following information:
Name, date of birth, emergency phone number
During the hours of 8AM-10PM, the guest and the host must leave their identification card at the Community Desk and can pick it up upon the guest checking out. This includes walking out of the building to go to the dining center or other campus venues.

During the hours of 10PM-8AM, the guest and the host must leave their identification card at the Community Desk and will receive a guest registration form, which must be carried at all times during their stay.

A guest’s host must reside in the hall where the guest is being registered, provide his or her identification, and be present during the registration process; the resident host must provide their full name, room number, and phone number.
A resident host may not have more than one registered guest at a one time. Request for an exception to this policy must be made in writing addressed to the Area Coordinator at least 3 business days in advance.

A resident host may not loan their room key or University identification card for any reason (see key policy).

Meal Plans
Your meal plan is an agreement between you and Dining Services and is for your sole use. Some expectations should be followed:

- Should you wish to purchase a meal for a guest, you may do so by using Gator Dollars or cash to purchase the value of the meal.
- Because your University ID is also a key to many of the main doors of our facilities, it is inappropriate to provide your University ID to another resident or person.
- Food should be eaten solely in the Dining Center. No food should be taken ‘to go’ unless purchased through Café in Park, The Bricks, or other such vendor who allows ‘to go’ meals.
- Any egregious violation of these expectations will result in a suspension of your meal privileges and meeting with the Conduct Coordinator.

Open Flames
In accordance with California State Fire Codes, open flames are prohibited. The burning of candles, incense or any other item requiring an open flame is prohibited. Arrangements may be made with the Area Coordinator for special purposes that may require the use of an open flame.

Payments
Review Part II of the Terms and Conditions of your License Agreement.
http://sfstatehousing.sfsu.edu/sites/sites7.sfsu.edu.housing/files/assets/forms/2015-2016_Student_Housing_License_Agreement_Terms_and_Conditions.pdf

Payments for your Student Housing License Agreement are due on the payment date outlined in Part 2 of the License Agreement. Failure to meet the appropriate payment date will result in a late charge of $20.00 and possible legal action to collect delinquent housing fees.

Returned Checks
Your student housing fees are payments to the State of California. California Civil Code, Chapter 522, Sec. 1719 states if your check bounces you could be liable for three times the amount of the check, or $100.00, whichever is more, plus any court costs.

For each returned check there is an immediate "Returned Check Fee" of $20.00 that must be paid in addition to the amount of the returned check or declined credit card payment. Payment for returned checks must be in the form of a cashier’s check, money order or cash. A personal check may not be used to clear a dishonored check or declined credit card payment. If you are aware the check with which you made
your Housing payment is going to be returned by the bank, contact University Housing at 415-338-1067, so we may advise you as to the proper procedure to clear the check.

If a check is returned on your account, whether it is your check or someone else’s check, it remains your responsibility to clear the obligation. Until the obligation is cleared, a hold is placed on your University record, which withholds University services including registration, grades, and transcripts. Additionally, a returned check places you in violation of your Student Housing License Agreement. It must be cleared immediately to prevent termination of your License Agreement and subsequently being required to move out of the Housing Community.

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

**Pets**

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

**Service Animal Ownership Guidelines**

1. Appropriate documentation must be submitted to Disability Programs & Resource Center (DPRC) to verify the need of the service animal on campus.
2. The service animal/owner must wear/carry a leash, harness, medallion or cape that identifies the animal as a service animal when on duty anywhere on campus.
3. As part of this agreement, the following documents are required:
   a. The animal must have all required vaccinations up to date. Proof of current vaccinations is required as part of this agreement.
   b. Animal will be spayed or neutered at the appropriate age. Proof of the spay/neuter certification is required.
   c. Animal must be licensed/registered. A copy of the license/registered certificate is required.
4. The service animal must be trained to do/provide a specific task/service.
5. The service animal must be maintained at all times under a method of restraint when outside the resident’s room or apartment.
6. The animal’s waste must be disposed of properly. It is the owner’s responsibility to immediately remove feces or any other form of waste from campus grounds, dispose of them in a sealed plastic bag, and then place that bag directly in a dumpster.
7. Owner shall be responsible for, indemnify and hold harmless University, from and against any and all lost liability, expense, claim, costs, suites and damages of every kind, nature and description arising from any property damage or personal injury caused directly or indirectly by service animal.
8. The owner is responsible for the animals wellbeing included, but not limited to, regular feeding, watering, bathing, grooming, flea/tick treatment and veterinary care.
9. The Area Coordinator, Resident Assistants and the residents of the Hall/Apartment Building must be immediately notified of the service animal’s presence through floor meetings or letters.
10. Service animals must not interfere with the quality of life of other residents. If there is a concern, it will be the owner’s responsibility to address and rectify the issue.
11. Service animals must be under supervision at all times. Licensee may not be gone more than 24 hours without service animal unless arrangements are made for the care of animal and Area Coordinator must be notified.

**Physical Abuse**

Physical abuse of a person or property of any member or the University community or the threat of such abuse will result in Administrative or legal action and/or University discipline. Physical abuse of a member of the residential community may result in immediate eviction from the residential community and a criminal complaint filed with the University Police Department.

**Room and Lounge Furniture**

Your room and apartment furniture must remain in your room and should not be placed in common areas. In turn, furnishings from lounges or other common areas may not be put in your room. Violations of this policy may result in a $50.00 charge.

Additionally, violators will be expected to return furniture to its proper location and will be subject to administrative action, up to and including, Student Housing License Agreement revocation for the removal of State property from a University contracted room or University building.

**Shopping Carts**

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

**Smoking**

The University is a smoke-free campus. Pursuant of the California State University Chancellor’s Executive Order 599 and the California State law, smoking is prohibited in all state buildings. Smoking is not permitted in any location (student room or common area) in or around the residential community. SF State Housing defines “smoking” as the inhaling, exhaling, burning, or carrying a lighted cigarette, cigar, pipe, e-cigarette, e-hookah, hookah pen, vape pen or other apparatus used to smoke tobacco, nicotine, or any other organic or non-organic material. Smoking is prohibited on University owned or lease property, except for officially posted designate smoking areas. Please honor designated smoking areas, described online at http://www.sfsu.edu/~news/announce/smokemap.htm
Social Gatherings

Parties are prohibited in the residential community. At the discretion of Residential Life Staff, large gatherings may be requested to disperse, and nonresidents escorted out of the building or community.

Staff Requests

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

Stereo Speakers

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

Throwing Objects

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

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

Window Use

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

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

Violence

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

Your Possessions

The University is not responsible for possessions lost or stolen from your room, apartment, or from any other area of the residential community. Keep your keys with you at all times and lock your door and windows when you leave your room/apartment. Do not store your belongings outside your room or window. Items placed outside your room will be discarded without prior notification. We recommend you to obtain renter's insurance.

Sexual Harassment Policy

University Policies

TITLE IX NOTICE OF NON-DISCRIMINATION

San Francisco State University does not discriminate on the basis of sex, gender, or sexual orientation in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination on the basis of sex in all education programs and activities operated by the university (both on and off campus). Title IX protects all people regardless of their gender or gender identity from sex discrimination, which includes sexual harassment and violence:

Safety of the SF State Community is Primary

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

Information Regarding SF State, Criminal and Civil Consequences of Committing Acts of Sexual Violence

Individuals alleged to have committed sexual assault may face criminal prosecution by law enforcement and may incur penalties as a result of civil litigation. In addition, SF State employees and students may face discipline/sanctions. SF State employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements. SF State students charged with sexual discrimination, harassment or violence will be subject to discipline, pursuant to the CSU Student Conduct Procedures (see Executive Order 1073) and will be subject to appropriate sanctions. In addition, during any investigation, SF State may implement interim measures in order to maintain a safe and non-discriminatory...
educational environment. Such measures may include immediate interim suspension from the university, required move from university-owned or affiliated housing, adjustment to course schedule, or prohibition from contact with parties involved in the alleged incident.

For more information on Title IX, visit: http://titleix.sfsu.edu/

Your Resident Conduct System

Expectations

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

Sections 41 301 through 41 304 of Title V, California Code of Regulations (the University's Code of Conduct specifies those terms and is included in Appendix B of the University Bulletin);

- The Housing License Agreement: in addition to individual resident copies, reference copies are available through the Housing Business Office in Mary Ward Hall;
- The guidelines included in this handbook and reflected in the University Housing web page. All University rules and regulations now or later in effect.

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

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

Initiation of the Resident Conduct Process

1. Alleged violation occurs and your name is cited as being a witness or possible involved party. Most often this is in the form of an incident or police report.
2. You are provided information that the incident may reflect a violation of Housing or University Policy. Usually, this is a letter sent to you requesting you to schedule an appointment to discuss the incident with your Area Coordinator, the Residential Life Conduct Coordinator, other housing official, or the Resident Conduct Review Board.
3. You will have a meeting with your Area Coordinator, the Residential Life Conduct Coordinator, or other housing official or Resident Conduct Review Board to determine the level of your involvement and/or responsibility for the incident and policy violation.
4. If it is determined you are not responsible for the incident or policy violation, no further action will be taken. You will receive a letter stating you are not being held responsible.

Resident Conduct Administrative Fee

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

Issues of Concern

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

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

Types of Official Responses

Informal Action

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

Formal Action

Administrative Review [First Level Violations]

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

**Administrative Meetings [Second Level Violations]**

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

**Cancellation of the Housing License Agreement [Eviction Offenses]**

A meeting outcome which recommends cancellation of the Housing License Agreement usually initiates an automatic meeting with the Residential Life Conduct Coordinator or the Associate Director of Residential Education (or designee). Exceptions to the automatic meeting (as a second step prior to finalizing termination decisions) include compelling circumstances when the quality of community life may be in serious and immediate jeopardy, therefore a residents 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 not less than 72 hours written notice to the resident. Notice is either served personally upon the student or posted in a suitable place within the housing facility of the resident. Cancellation of the License Agreement or the resident's abandonment of the premises does not release the resident from paying any obligation due the University.

**Referrals and Additional Action**

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

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

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

### Your Rights and Responsibilities

#### Your Rights
- It is your right to understand the process and how it impacts you.
- To be aware of and have access to the University Housing policies and regulations which you are asked to uphold.
- To see any charges or allegations against you in writing.
- To be able to state your response to a University Housing official.
- To receive a written outcome of the case upon resolution.
- To appeal the outcome based on appropriate criteria for appeal.

#### Your Responsibilities
- You are responsible for knowing and adhering to University Housing policies.
- You are responsible for reading your University Housing License Agreement and the Community Living Standards.
- You are responsible for scheduling and keeping appointments scheduled pertaining to the Resident Conduct Process.
- You are responsible for being honest and accurate when providing information to University Housing officials.

#### Steps Involved in the Resident Conduct Process
- If you have been identified as having allegedly violated a University Housing policy, Community Living Standards, or other University policies, residential life staff will generate an incident report and forward it to appropriate professional staff for review. If the alleged violation is significant or requires the involvement of the University Police Department, both an incident report and a police report will be written.
- After initial review of the incident report, you will be provided with written documentation that outlines the alleged policy violations noted in the report. This documentation will likely be a request to meet with a hearing officer (Area Coordinator, Assistant Area Coordinator, Residential Life Conduct Coordinator, or the Resident Conduct Review Board) to discuss the incident in detail.
During the meeting residents will have an opportunity to share information about the incident and respond to questions asked by the hearing officer. After all necessary information has been gathered, the hearing officer(s) will determine the level of your involvement, if any, and/or responsibility for the incident or policy violation(s).

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

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

- Residential Life Conduct process
- Office of Student Conduct process
- Criminal process

Possible Sanctions and Outcomes

If it is determined you are not responsible for the incident or policy violation, no further action will be taken. You will receive a letter stating you are not being held responsible.

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

- You may receive a written warning.
- You may be asked to perform some type of community service, restitution, community involvement, which may include dispute mediation.
- You may receive probation (meaning future policy violations may result in cancellation of your University Housing License Agreement).
- You may be relocated out of your current apartment or building.
- You may be referred to the University Police Department for criminal investigation.
- You may be removed from University Housing (eviction).
- You may be referred to other campus support services for intervention, education and support.
- You may be referred to the Director of Student Conduct for further conduct review.
- You will receive an official letter outlining the policy violations for which you are being held responsible and the sanctions resulting from said violations. You will also receive your appeal rights and procedures.

Appeal Procedures

Requests for an appeal must be made in writing by the resident whose actions were the subject of the initial hearing or review. The appeal request must provide justification and explanation for one or more of the following:

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

Gender Identity / Expression

Housing Dining and Conference Services (HDCS) and Residential Life (Res Life) at San Francisco State (referred to hereafter as “SF State Housing”) 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.

Following are the SF State Housing policies related to gender identity/expression that apply to all residents and staff in our community:

Accommodation Policy

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. SF State Housing understands that going through the application can be stressful and confusing for students with issues around gender identity. SF State Housing will not ask for any more
information than is required to meet students' housing needs and all information is strictly confidential. SF State Housing will make every effort to honor all reasonable accommodation (s) requests; however, accommodation requests will not circumvent the housing waitlist. All applicants are housed on a first come first served basis (first year students) or on a lottery system (if returning to the community). Questions about the application process can be directed to the Project Coordinator Residential Life: Johana Duarte, jduart@sfsu.edu or (415)405-8078

**Gender Inclusive Housing Option**

Gender inclusive housing opportunities are available within SF State Housing. While any student may request gender-inclusive housing, placement priority will be given to students who notify SF State Housing that they require accommodations based on their gender identity or expression. Gender inclusive housing generally exists in the Rainbow Floor Theme Communities located in the Towers Junior Suites for first year students and University Park South for returning students; however gender inclusive housing options may be available in other floors and is determined on a case by case basis. Gender inclusive housing allows same-gender roommates, opposite-gender roommates, or other gender-identity roommate pairings, regardless of biological sex. To clarify, gender identities are numerous and include man, woman, transgender, and gender non-conforming. All residents within gender inclusive housing, like those of any other SF State residential hall, must adhere to common standards of civility and respect regarding diverse gender identities/expressions.

**Policy related to use of preferred versus given name**

Students wishing to request a change from the name listed in their Housing account to a different preferred name can contact the Housing Business Office. Requests must be made in writing either by emailing housing@sfsu.edu or coming into the Housing Business Office located in Mary Ward Hall. It is important to note that when a student chooses to change their name regarding their Housing account, some complications, while not common, can occur, including the following:

i) The SF State Onecard (University ID cards) is issued based on a student’s “legal name” used on their University application. If a student changes to a preferred name at Housing, it may contradict what is on your Onecard and/or your state issued ID.

ii) Any refund from the SF State Bursar’s office related to Housing may be delayed if a student has changed from a “legal name” to a preferred name within Housing. To prevent such a delay, it is recommended that if a student who has changed to a preferred name in Housing is expecting a refund from the Bursar’s office, the student should change the name back to the legal name at Housing to insure the refund is returned in a timely manner.

iii) At times, Housing sends mail to parents of students. Students who change to a preferred name should be aware that such mail would be forwarded to the students’ parents with the preferred name changed in the Housing database.

**Intimidation/Bullying/Harassment concerns:**

SF State Housing supports a community where all residents are able to exist free of harassment, bullying, and intimidation. Harassment is unwelcome conduct found threatening or disturbing to an individual that is engaged in because of a protected status of that individual, which includes race, color, religion, national origin, ancestry, age, sex, sexual orientation, marital status, veteran status, physical disability, mental disability, or medical condition. "Sex" includes, but is not limited to: the victim's actual sex; the harasser's perception of the victim's sex; or the harasser's perception of the victim's identity, appearance, or behavior, whether or not that identity, appearance, or behavior is different from that traditionally associated with victim's sex at birth. Harassment can be written (in print or electronically), verbal, visual, or physical. Examples of harassment include:

- Written communications, such as sending inappropriate jokes or comments in print or by e-mail.
- Verbal communications, such as making graphic or degrading comments about an individual and/or body or personal characteristics, or using epithets, derogatory comments or slurs.
- Physical acts, such as unwanted touching, physical interference, or even assault.
- Visual acts or displays, such as derogatory cartoons, drawings, or posters, or inappropriate gestures.
- Making unwelcome sexual advances or propositions, or offering employment benefits or giving preferential treatment in exchange for sexual favors.
- Making or threatening reprisals after a negative response to unwelcome conduct.

Bullying is abusive treatment, the use of force, or coercion to affect others, particularly when habitual and involving an imbalance of power (social and/or physical power). It may involve verbal harassment, physical assault, or coercion and may be directed persistently towards particular victims, perhaps on grounds of race, religion, sex, gender identity or expression, sexual orientation, national origin, age, or ability. Intimidation is intentional behavior "which would cause a person of ordinary sensibilities" fear of injury or harm. It is not necessary to prove that the behavior was so violent as to cause terror or that the victim was actually frightened.

Residents of SF State Housing do not need to tolerate harassment, bullying, or intimidation towards themselves or others. If you or someone you know is experiencing such behavior, SF State and SF State Housing are available to assist and support you. Students feeling as though they have been
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. The staff is available to assist if you wish to have a mediation or conversation with your roommates about expectations in your living space.

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

Resources

Resources for our residents can be found at the following links:

**On-campus resources**

- Gender neutral bathrooms are located in Humanities 133, Fine Arts 255, Business 100, Student Health Center, and the lobby of some of the residential buildings (MWH, MPH, and TCS).
- PRIDE Committee ([http://www.sfsu.edu/~pride/](http://www.sfsu.edu/~pride/)): PRIDE at SF State is a committee of faculty, staff and students that is committed to making San Francisco State University a safe and welcoming community for people of all sexualities and gender identities. You can contact the Committee at pride@sfsu.edu.
- EGAY at SFSU: EGAY (Everything Great About You) is the Residential Life Gay, Lesbian, Bisexual, Transgender, and Ally network. EGAY organizes meet and greets and has events for the residential community at SFSU. From discussion groups to excursions to events (such as Pride Prom and Sexhibition), EGAY does much for the LGBTQA community in the SFSU Residential Life program. You can contact EGAY at reslife@sfsu.edu

**Off-campus resources**

- The Center ([http://www.sfcenter.org/index.php](http://www.sfcenter.org/index.php)): The mission of the San Francisco Lesbian Gay Bisexual Transgender (LGBT) Community Center is to connect our diverse community to opportunities, resources and each other to achieve our vision of a stronger, healthier, and more equitable world for LGBT people and our allies. The Center’s strategies inspire and strengthen our community by fostering greater opportunities for people to thrive; organizing for our future; celebrating our history and culture; and building resources to create a legacy for future generations. The contact information for The Center is: 1800 Market Street, San Francisco, CA 94102; Phone: (415) 865-5555; Email: center@sfcenter.org.
- Dimensions Clinic ([http://www.dimensionsclinic.org/](http://www.dimensionsclinic.org/)): The mission of the Dimensions Clinic is to increase the physical and mental health and wellness of LGBTQ young people in a culturally competent environment. Dimensions has a weekly transgender & gender-variant support group. This group is run by trans-counselors and transgender/gender variant facilitators. Young people 25 and under are welcome to attend on a drop-in basis. The group is held at Dimensions Clinic every Thursday from 6:30-7:30pm. More information about the group can be found at: [http://www.dimensionsclinic.org/transgroup.html](http://www.dimensionsclinic.org/transgroup.html).
- Lyric ([www.lyric.org](http://www.lyric.org)): LYRIC’s mission is to build community and inspire positive social change through education enhancement, career trainings, health promotion, and leadership development with lesbian, gay, bisexual, transgender, queer, and questioning youth, their families, and allies of all races, classes, genders, and abilities. You can reach Lyric at: 127 Collingwood Street, San Francisco, CA 94114; Phone: (415) 934-7789; Email: dimensionsclinic@gmail.com.

If at any time anyone needs to speak to someone for information or support, contact the Associate Director of Residential Life, Jessica Robinson, at jrobinson@sfsu.edu or (415) 338-1067.

SFSU Residential Dining Program

**Where to Dine**

We would like to take this opportunity to welcome you to your San Francisco State University Residential Dining Services Program. The Residential Dining Program provides a variety of dining experiences. Below is information about SF State Dining Services available through your meal plan. If you have questions after you’ve reviewed it, please feel free to talk to any member of the Residential Dining Services Staff with any suggestions or concerns you may have. The Dining Center Office number is (415) 405-2279.
City Eats Dining Center

City Eats Dining Center is our main residential dining center, conveniently located directly across from Mary Ward Hall. It features an all-you-care-to-eat environment with a variety of well-balanced food choices offered at seven platforms. Your dining experience is more than great food. It is community experience centered on culinary expertise, fresh ingredients, and healthy options. Additionally, throughout the semester we feature events and theme nights such as “Battle of the Chefs”, Moonlight Breakfast, Taco Tuesdays, and many, many more. Use your meal plan or Gator Dollars here.

There are a few requirements we ask you to observe at the City Eats Dining Center:

1. Leave your valuables in your room! When you come in, the cashier will ask you to check your bag into a free locker, or hang it up on a hook. Locker space is limited – please leave it home if you can.

2. You may leave with 1 fruit or dessert item. You must be finished eating everything else before you walk out the door. If you are in a rush, please visit the Bricks or Café in the Park for a to-go option, or plan ahead and make time to sit, eat and socialize with your friends.

3. For your visiting friends or family, or for classmates who live off-campus who do not have meal plans; you cannot buy them a meal on your meal plan (it’s just for you), but you can use your Gator Dollars or cash/credit card. Even better, encourage them to purchase a voluntary meal plan themselves and enjoy eating together often.

4. Please make sure you bus your table when your meal is complete. All plates, glasses, and napkins are to be left at the dish rack where our staff is trained to compost 100% of your leftovers.

Café in the Park

Cafe in the Park is a great location to grab a quick bite to eat. From salads to sandwiches to fair-trade drip Starbucks coffee drinks, Café in the Park offers a variety of food perfect for the student on-the-go. Café in the Park accepts Gator Dollars, cash, and credit.

The Bricks at Mary Ward

Bricks offers customers a delicious assortment of made-to-order pizza, quality tossed pastas, we even have gluten-free crust. Bricks has a sports-themed environment with roomy booths and large plasma TV screens showing current games. Use your Gator Dollars here.

Meal Plans

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

Participation in a meal plan is mandatory for all residents in the Residential Halls, the Towers at Centennial Square, the Towers Jr. Suites, and the Village at Centennial Square. Students who live off-campus may purchase a meal plan.

Residential Halls, Towers Jr. Suites, Towers at Centennial Square All students living in Mary Park and Mary Ward Halls, TJS, the Towers, and the Village contractually choose one of these meal plan options:

336 Block or 240 Block

Enjoy a total of 336 meals or 240 meals (also known as swipes or blocks) for each semester. One meal will be deducted from the student’s meal plan upon entry. Unused blocks roll-over from semester to semester, but do expire at the end of the academic year.

7 Day Continuous or 5 Day Continuous

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

Returning & Transfer Resident Meal Plans

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

112 Block or 80 Block

Enjoy a total of 112 or 80 meals (also known as swipes or blocks) to use during any meal period at City Eats. Unused blocks roll-over from semester to semester, but do expire at the end of the academic year. These meal plans are designed for guests who have a full kitchen and want to balance eating out with the variety of options at City Eats.

University Park North and South

Students living in the University Park Apartments are not required to purchase a meal plan. However, voluntary meal plans are available if desired.
There are four voluntary meal plan choices to select from. Each block offers the convenience to dine in City Eats at any time. Blocks do not expire and can be used from semester to semester as long as you are actively enrolled as a student at SF State. You can also use your voluntary meal plans at Café in the Park and Bricks.

150 BLOCK . . . . . . . . . . . . . $1,265.00  
The 150 Block has the best value of all voluntary meal plans and provides 150 meals to use in City Eats. Use your meals for any period: breakfast, lunch, afternoon break, dinner, and even special theme dinners. Each time you enter City Eats one meal will be deducted from your plan.

110 BLOCK . . . . . . . . . . . . . $1,019.00  
Mix up your dining out with a little on-campus dining fun. Enjoy 110 meals to use in City Eats and dine when the time is right. Each time you enter City Eats one meal will be deducted from your plan.

70 BLOCK . . . . . . . . . . . . . $769.00  
The 70 Block packs convenience in your lunch bag if you prefer cooking at home, but seek last-minute meals. This plan includes a total of 70 meals to be used at City Eats.

300 COMMUNAL BLOCK . . . . . $1889.00  
Dine with your roommates and friends on this exceptionally cool plan. Share the cost of this meal plan with up to three of your friends. Enjoy a meal together or separately because with this meal plan there are no bounds. When purchasing, please identify the student id number of other participants in the comments box. Blocks will be divided equally.

TO PURCHASE
Visit us online at [https://sfstate.sodexomyway.com/dining-plans/voluntary.html](https://sfstate.sodexomyway.com/dining-plans/voluntary.html).

Meal Plan Change

Requests to lower the number of meals per week on your meal plan may only be done to a specific date each semester, please review the calendar for dates. Requests to increase your meal plan may be made at any time during the academic year. In order to request a change of meal plan, the Licensee must sign a “Change of Meal Plan Request Form” at the University Housing Office before the indicated deadlines.

Gator Dollars

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

Your University Card / Residential Dining Card

Your meal card is also your Residential ID card and must be shown to any University Staff member upon request. Please carry your Residential ID with you at all times.

If your card is lost, stolen, or damaged for any reason, you will be required to replace your card for a fee at the One Card Office in the Student Services Building. You will not be able to use your meal plan without a One Card.

Special Diets or Dietary Restrictions

In our continuing effort to meet residents' needs, we give special consideration to students who have medical or religious dietary concerns. Please contact the Dining Center office at (415) 944-7805 and they will do their best to accommodate your needs.

If You Aren’t Feeling Well and You’re Hungry...

Your RA or a Residential Life Staff member can pick up your meal for you. Please have them call the Dining Center office at (415) 944-7805 and ask for a Meal Take-out Request Form (or pick up at the cashier stand at the Dining Center), to authorize letting them pick up a meal for you. You must give them your student ID to do this, and as much advance notice as possible is always appreciated.

Vending Services

In an effort to provide a well-rounded service to the resident students, the Vending Service Program allows students to use both cash and Gator Dollars to purchase products from all vending machines in the residential halls.

Vending machines are located:
Towers at Centennial Square Laundry Room · Second floor of buildings in the Village.

Your Housing Contract

Your Student Housing License Agreement is for the entire academic year. It is a signed legal agreement between you and the Trustees of the California State University. It is expected and agreed that you will remain in the residential community for the entire academic year. In order to gain approval for a license cancellation, you must provide 30 days notice AND meet one of the following criteria to be approved for cancellation:

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

Marriage or Domestic Partnership - marriage certificate or domestic partnership certificate is required.
Hardship or extraordinary circumstances occurring subsequent to signing of the Student Housing License Agreement and determined by the University to be beyond your control. Written verification is required. This means, whatever hardship case occurred after you signed your contract and was not within the scope of your control to avoid or resolve you must provide verifiable documentation supporting your case.

**Dining Center Hours of Operation for Fall 2016:**

- **City Eats:**
  - Monday-Sunday
  - Breakfast: 7:00 am-10:00 am
  - Continental Breakfast: 10:00 am-11:00 am
  - Lunch: 11:00 am-2:00 pm
  - Late Lunch: 2:00 pm-5:00 pm
  - Dinner: 5:00 pm-8:00 pm
  - Brunch (offered Saturday and Sunday): 10:00 am-2:00 pm

- **Bricks:**
  - Monday-Sunday, 5:00 pm-12:00 am

- **Café in the Park:**
  - Monday-Friday, 7:00 am-2:00 pm

The following are common misperceptions students have regarding canceling their license.

**Please read this portion carefully:**

- Students believe all that is required for approval to cancel their Student Housing License Agreement, is to provide 30 days notice. *This is not true.* Approval is only given if the students meet the stated criteria. Students who meet the criteria, especially for hardship, often neglect to provide verifiable documentation along with their Intent to Vacate form (ITV). Documentation must be objective or verifiable and support the criteria for requesting a cancellation, for example, if a student says he or she will need to cancel their Student Housing License Agreement because they are withdrawing from school, they need to provide a copy of their withdrawal form.

- Students often assume, if they meet the criteria, they do not need to provide 30 days notice. *Thirty days notice is required* in addition to meeting the criteria for approval.

- As per the Intent to Vacate form, University Housing will respond to ITV requests in writing within two weeks of receiving the form in the business office. Some students do not wait for a response and move out prior to a written decision. *Moving out with unapproved request may result in being charged for the entire term of the contract.*

- All Intent to Vacate Forms must be submitted to the University Housing Office in Mary Ward Hall.

- Most importantly, do not assume your Student Housing License Agreement will be cancelled and you are approved to move out unless you have an official written response from the University Housing Office. There are only a few people in the department who have the authority to grant approval for cancellations and they always do it in writing.

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

**Winter Break and Spring Recess**

**Winter Break: Residential Halls and Towers Jr. Suites**

License Agreements for Mary Ward, Mary Park, or TJS do not cover the Winter Break Period. See calendar for dates. Therefore, the Licensee is not permitted to occupy the assigned space during Winter Break. It is important you take everything you need with you during this period. If you wish to retrieve something from your room during this time, you may call your Area Coordinator to arrange an appointment. See contact list at the beginning of this document.

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

During Winter and Spring Break, mail will be placed in mailboxes in preparation for your return to the residential community. Mail Service is suspended during the campus’ closure. Residents are encouraged to contact any bill collectors or senders of date sensitive mail to have these items forwarded to their winter break address. Residents will not have access to their mailboxes during the winter break period.

**Winter Break: The Towers, the Village, UPS, and UPN**

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

**Thanksgiving Break and Spring Break: All Communities**

Your Student Housing License Agreement allows occupancy over Thanksgiving and Spring Break. Residential Dining Services will not be available during these time periods.

As noted earlier, the University and University Housing assumes no responsibility for your personal possessions. We recommend you obtain Renter’s Insurance for your valuable belongings and to take them home with you during break periods.
End-of-Year Checkout

At the end of the Spring Semester in May, residents must be checked out of the residential community no later than 8 PM on Friday, May 20, 2016.

Portable Storage Containers are not permitted anywhere on campus.

"Checking out" means:

1. Returning your room or apartment to its original condition;
2. Making an appointment to have your Resident Assistant complete a final inspection of your room or apartment;
3.Returning to your room or apartment and mail key, and mattress pad;
4. Settling any outstanding balances to your University Housing financial account;
5. Submitting checkout paperwork.
6. Updating personal mail to an alternative mailing address. This can be completed at a local Post Office or online at www.usps.com.

Prior to checking out, you are responsible for returning your room or apartment in order and that your belongings are where they should be. There are charges associated with not fulfilling your responsibilities when you move out. You will be charged for an improper checkout if you fail to make an appointment and meet your Resident Assistant.

Charges can be applied for the following (this is not an all-inclusive list):

1. Not checking out properly.
2. Not returning key(s).
3. Missing/damaged furniture.
4. Leaving belongings/objects in room.
5. Damaged walls (holes, paint, stains, etc.).
6. Cleaning.

Please note: If you have an outstanding conduct record from the academic year, you may be required to vacate your room or apartment prior to the Friday, May 20, 2016 at 8:00 PM check out date. If you violate any of the terms of your License Agreement and/or Community Living Standards, you may be required to move out within 24 hours of your last final or you may be asked to move out immediately to insure you are not a distraction to other residents who still need to complete their finals. Conduct violations occurring during finals week, which are not adjudicated before the resident leaves, will be placed on hold until the resident returns to campus. The decision of your pending case could affect your standing in Housing for the next academic year.

Intent to Vacate

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

End of Student Status: certification from Registrar’s Office is required. Failure to provide proof of withdrawal from the University, or continued enrollment at SFSU may result in your student account being assessed for the full financial term of the contract. If withdrawing from all currently enrolled classes - if approved, you will be required to vacate within 72 hours after the decision letter is sent to you, and be subject to a 30-day notice charge.

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

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

Hardship or extraordinary circumstances occurring subsequent to signing of the Student Housing License Agreement and determined by the University to be beyond your control. Written verification is required. This means, whatever hardship case which occurred after you signed your contract and was not within the scope of your control to avoid or resolve, you must provide verifiable documentation supporting your case.
# Important Phone Numbers

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>David Rourke</td>
<td>Director of Residential Life</td>
<td>415-338-1822</td>
</tr>
<tr>
<td>Jessica Robinson</td>
<td>Associate Director of Residential Education &amp; Leadership</td>
<td>415-338-2729</td>
</tr>
<tr>
<td>Johana Duarte</td>
<td>Interim Assistant Director of Residential Life</td>
<td>415-405-8028</td>
</tr>
<tr>
<td>Aaron Kitashima</td>
<td>Administrative Assistant of Residential Life</td>
<td>415-405-2227</td>
</tr>
<tr>
<td>Patrick McFall</td>
<td>Conduct Coordinator</td>
<td>415-405-8028</td>
</tr>
<tr>
<td>Karla Castillo</td>
<td>Residential Life Clinical Counselor</td>
<td>415-405-4415</td>
</tr>
<tr>
<td>Jayme Brunner</td>
<td>Towers &amp; Towers Junior Suites Area Coordinator</td>
<td>415-405-9378</td>
</tr>
<tr>
<td>Jonathan Gomez</td>
<td>Mary Park &amp; Ward Halls Area Coordinator</td>
<td>415-338-7024</td>
</tr>
<tr>
<td>Katie Koho</td>
<td>Area Coordinator for Residential Services</td>
<td>415-405-9382</td>
</tr>
<tr>
<td>Jack Korpob</td>
<td>Village at Centennial Square Area Coordinator</td>
<td>415-405-8008</td>
</tr>
<tr>
<td>Jorge Sierra</td>
<td>University Park North Area Coordinator</td>
<td>415-682-2125</td>
</tr>
<tr>
<td>Vacant</td>
<td>University Park South Area Coordinator</td>
<td>415-859-5726</td>
</tr>
<tr>
<td>Philippe Cumia</td>
<td>Director, Student Housing Program</td>
<td>415-338-1866</td>
</tr>
<tr>
<td>Jordan Murray</td>
<td>Residential Administrative Services Coordinator</td>
<td>415-405-2283</td>
</tr>
<tr>
<td>Heebong Hyun</td>
<td>Resident District Manager</td>
<td>415-338-2849</td>
</tr>
<tr>
<td>Jeny Valdez</td>
<td>Director of Logistics and Facility Services - HDCS</td>
<td>415-405-4416</td>
</tr>
</tbody>
</table>

## In Case of Emergency Call

Dial 911 from any campus phone to be connected directly to University Police.

From a cell phone, dial 911 and ask the dispatcher to be connected to San Francisco State University Police.

Non-Emergency: 415.338.7200

### Housing Service Desk
Phone Number: (415) 405-0579
Email: rpm@sfsu.edu

### Residential Administrative Services
Housing Business Office: (415) 338-1067

### Residential Life
Hours: Monday through Friday, 9am - 5pm
E-mail: reslife@sfsu.edu
Phone: (415) 338-1067

### Other Important Numbers
ResNet/Apogee (24 Hrs): (888) 478-8864
Student Health Center: (415) 338-1251

### Resident Dining Services
Dining Center: (415) 338-2923

### Facilities Operations
Monday - Friday
Office Hours: 8 AM - 5 PM
Key Pick Up: 8:30 AM - 3:30 PM