



**HOUSING &  
RESIDENTIAL  
EDUCATION**

C H A N N E L  
I S L A N D S

# **Resident Handbook**

# Resident Handbook

## Table of Contents

---

<b>Welcome!</b> .....	<b>5</b>
<b>Mission Statements</b> .....	<b>6</b>
<b>Notice of Non-Discrimination</b> .....	<b>7</b>
<b>Housing &amp; Residential Education Staff</b> .....	<b>9</b>
➤ Main Office .....	9
➤ Residential Education .....	10
➤ Facility and Maintenance.....	13
<b>Important Contact Information</b> .....	<b>14</b>
➤ HRE Contact Information .....	14
➤ Campus Contact Extensions.....	15
<b>Housing Services Information</b> .....	<b>16</b>
➤ Cancellation of Housing Contract .....	16
➤ Check In/Out .....	17
➤ Minimum Charge Amounts.....	18
➤ Eligibility for Housing .....	19
➤ Fees Not Covered by Room and Board.....	19
➤ Housing Payments Options and Terms.....	20
➤ Removal from Student Housing.....	22
➤ Room Changes .....	22
➤ Town Center .....	23
➤ Questions and Answers .....	23
<b>Facilities and Maintenance</b> .....	<b>26</b>
➤ Caring for Your Suite or Apartment.....	26
➤ Common Areas in the Villages .....	28
➤ Custodial Staff .....	30
➤ Elevator.....	30
➤ Equipment .....	30
➤ Keys and Lock-outs .....	30
➤ Landscaping .....	31
➤ Laundry .....	31
➤ Maintenance.....	31
➤ Mail .....	32
➤ Parking .....	33
➤ Recycled Water .....	33
➤ Right of Entry into a Suite or an Apartment .....	33
➤ Room Alterations.....	35
➤ Trash and Recycling .....	35
➤ Utilities.....	35
<b>Safety Information</b> .....	<b>36</b>
➤ Disaster Preparedness .....	36
➤ Emergencies.....	36

➤ Emergency Evacuation and Drills.....	36
➤ Emergency Occupancy.....	37
➤ Missing Student .....	37
➤ Personal Safety Recommendations .....	37
➤ Sexual Discrimination/Assault/Harassment/Rape.....	38
➤ University Police .....	41
<b>Residential Education .....</b>	<b>42</b>
➤ Campus Resources.....	42
➤ Confidential Records.....	43
➤ Events and Activities .....	44
➤ Floor Meetings.....	45
➤ Immunization Requirements .....	45
➤ Lost and Found .....	45
➤ Residence Hall Association .....	45
➤ Roommate Mediation and Conflict Resolution .....	46
<b>Student Conduct Procedures .....</b>	<b>47</b>
➤ The Six Steps .....	48
➤ Student Conduct Reporting, Meetings, and Review Process .....	49
➤ Appeal Process.....	49
➤ Student Conduct Definitions.....	50
➤ Administrative and Educational Sanctions .....	51
➤ Assignment of Steps .....	52
<b>Community Living Standards .....</b>	<b>55</b>
➤ Access to Housing .....	55
➤ Alcohol .....	55
➤ Alcohol Edu .....	57
➤ Assault and Fighting.....	57
➤ Care of Room, Suites, and Apartments .....	57
➤ Care of Common Areas and Property .....	58
➤ Community Respect.....	59
➤ Computer and Internet Use.....	59
➤ Dangerous Behavior .....	59
➤ Drugs.....	59
➤ Elevators .....	59
➤ Energy and Water Conservation.....	60
➤ Fire Safety .....	60
➤ Floor Meetings.....	61
➤ Furniture .....	61
➤ Guests and Overnight Visitors .....	62
➤ Harassment.....	62
➤ Hookahs .....	63
➤ Identification.....	63
➤ Improper Check-out.....	63
➤ Improper Room Change.....	63
➤ Keys and Security .....	63
➤ Marijuana.....	64
➤ Non-Compliance .....	64
➤ Pets .....	64

➤ Pool and Spa .....	65
➤ Posting .....	65
➤ Quiet & Courtesy Hours .....	65
➤ Recording or Photographing Others .....	65
➤ Room Alterations .....	65
➤ Service or Emotional Support Animals .....	66
➤ Smoking .....	66
➤ Solicitation .....	67
➤ Storm Drain.....	67
➤ Theft.....	67
➤ Vandalism .....	67
➤ Vaporizing or Vaping .....	67
➤ Vehicles and Transportation .....	67
➤ Weapons and Dangerous Items.....	68
➤ Windows, Balconies, Ledges, and Roofs.....	68
➤ Wireless Routers .....	68

<b>Frequently Asked Questions (FAQ's).....</b>	<b>69</b>
--	-----------

## **Housing & Residential Education**

### **Anacapa, Santa Cruz, Santa Rosa, & Town Center**

---

#### **Welcome!**

On behalf of all the staff in Housing & Residential Education (HRE), please accept our sincere welcome to your new home away from home! We are here to serve you and to facilitate what we expect will be a significant and memorable part of your university experience at CSU Channel Islands.

While living on campus addresses a number of practical needs for you, we are committed to providing a residential experience which enriches your learning and development. We want your experience at CSU Channel Islands to be a better one because you've chosen to live in one of our communities. You will have opportunities to be involved in numerous academic, social, cultural, and recreational activities. You will experience life in a diverse community with people from a variety of backgrounds. You will meet and form relationships with people who will challenge you to consider what it really means to live effectively with others and this will help you develop the skills you will need to successfully relate to others beyond your university experience. And, if you're like most of the students who have lived on campus at CSU Channel Islands, you will have fun and enjoy the many resources available within walking distance from where you live.

Above all, we aim to be a true community, where collectively we care for and respect others. This is a big part of what it means to be a student at CSU Channel Islands, and we are proud of our graduates who have demonstrated that our commitment to leadership and character development have made them not only intellectually well educated, but also personally well-rounded when they leave CSU Channel Islands and pursue their future plans and dreams. You will get the most out of this experience by participating actively, addressing concerns in productive ways which make the community a better place to live, and stretching yourself to engage in ways that help you develop leadership and responsibility. Living with peers is a life-changing experience, and while it can be very rewarding, it is not always easy. We are here to support your efforts, to maximize your experience, and to work through challenges.

This Resident Handbook contains nearly everything from A to Z that you will need to know about living in Anacapa, Santa Cruz, or Santa Rosa Villages, and Town Center. Included are the expectations we have of all students who live in HRE communities so the community as a whole will be a positive and safe place for everyone. Our staff is committed to being supportive and responsive to your needs.

We hope this year is filled with powerful new relationships, learning, and growth. We are grateful that you have chosen to make your home with us this year!

Sincerely,

Cindy Derrico

Associate Vice President for Student Affairs

Housing & Residential Education (HRE), and Associated Students, Incorporated (ASI)

California State University Channel Islands

## Mission Statements

---

### **California State University Channel Islands Mission Statement**

Placing students at the center of the educational experience, California State University Channel Islands provides undergraduate and graduate education that facilitates learning within and across disciplines through integrative approaches, emphasizes experiential and service learning, and graduates students with multicultural and international perspectives.

### **Division of Student Affairs Mission Statement**

Placing students at the center of *their* educational experience, the Division of Student Affairs supports and enhances learning and the University community through quality co-curricular programs, activities, facilities, and services.

### **Housing & Residential Education**

Housing & Residential Education supports the mission of our University by providing facilities, services, and programs to ensure students live and learn in a secure, comfortable, and accessible environment. Our student-centered approach is designed to promote academic success, personal growth, responsible citizenship, and service to the community.

## Notice of Non-Discrimination

---

California State University (CSU) Channel Islands is committed to maintaining an inclusive community that values diversity and fosters tolerance and mutual respect. We embrace and encourage our community differences in age, disability, race, color, ethnicity, gender, gender identity or expression, nationality, religion, sexual orientation, Genetic Information, Veteran or Military Status, and other characteristics that make our community unique. All individuals have the right to participate fully in CSU programs and activities free from discrimination, harassment, and retaliation on the basis of any protected category. The CSU prohibits discrimination and harassment of any kind on the basis of age, disability, gender (or sex), Genetic Information, gender identity, gender expression, marital status, medical condition, nationality, race or ethnicity, religion or religious creed, sexual orientation, and Veteran or Military Status in the programs and activities that it operates, and is required by federal law not to discriminate.

The prohibition on harassment includes sexual harassment, as well as sexual misconduct, dating and domestic violence, and stalking. For more information regarding CSU Channel Islands' commitment to fostering an educational environment free of discrimination or harassment on the basis of gender or sexual orientation, including dating violence, domestic violence, sexual assault, and stalking, please contact the Title IX Coordinator or visit <https://www.csuci.edu/titleix/>.

The following people have been designated to handle inquiries and address reports or complaints regarding the University's non-discrimination policies, which can be accessed at <https://www.csuci.edu/titleix/> and <https://www.csuci.edu/inclusion/>.

Angela Portillo  
HR & Employee Relations Manager  
Interim Title IX Coordinator and Interim Discrimination, Harassment and Retaliation Administrator  
Phone: (805) 437-8423  
Office: Lindero Hall 2801  
Email: [angela.portillo@csuci.edu](mailto:angela.portillo@csuci.edu)

Laurie Nichols  
ADA Coordinator  
Phone: (805) 437-8425  
Office: Lindero Hall 2801  
Email: [laurie.nichols@csuci.edu](mailto:laurie.nichols@csuci.edu)

Questions may also be addressed to:  
Office for Civil Rights  
U.S. Department of Education  
50 United Nations Plaza  
Mailbox 1200; Room 1545  
San Francisco, CA 94102  
Telephone: (415) 486-5555  
FAX: (415) 486-5570; TDD: (800) 877-8339  
Email: [ocr.sanfrancisco@ed.gov](mailto:ocr.sanfrancisco@ed.gov)

### **Distribution Plan for Notice of Non-Discrimination**

In accordance with the Resolution Agreement, California State University Channel Islands (CSUCI) will publish the notice of nondiscrimination in the following locations:

- Inclusion at CI: <https://www.csuci.edu/inclusion/>
- The Employment Policies and Resources at Inclusion at CI: <https://www.csuci.edu/inclusion/employment-policies-resources.htm>
- Resident Handbook for Housing & Residential Education: <https://www.csuci.edu/housing/resources-forms.htm>
- Procedures and Policies for the Division of Student Affairs: <https://www.csuci.edu/studentaffairs/procedures-policies.htm>
- University Policies for the Dean of Students office: <https://www.csuci.edu/campuslife/student-conduct/university-policies.htm>
- New Employee Processing: <https://www.csuci.edu/hr/new-employee/new-employee-checkin.htm>
- University Catalog: [http://catalog.csuci.edu/content.php?catoid=46&navoid=2910&hl=discrimination&returnto=search#Non\\_discrimination\\_Policy](http://catalog.csuci.edu/content.php?catoid=46&navoid=2910&hl=discrimination&returnto=search#Non_discrimination_Policy)
- CSUCI will post hardcopy notices at various bulletin boards around campus, including Lindero Hall, Bell Tower and within Housing & Residential Education buildings.
- At the beginning of each academic year, a global email is sent to all CSUCI staff regarding mandatory training. This email will include the updated notice of nondiscrimination.



## Housing & Residential Education Staff

### Main Office

---

<b>Cindy Derrico, Associate Vice President for Student Affairs</b>	<b>Associate Vice President for Student Affairs – Housing &amp; Residential Education (HRE) and Associated Students, Incorporated (ASI)</b> is the chief administrator for on-campus housing. Associate Vice President is responsible for the oversight, administration, and direction of all housing functions, including Residential Education, Management and Operations, and Conference and Guest Housing. They also serve as the official HRE representative for the University.
<b>Cassandra Silic, Assistant to Executive Director</b>	<b>Assistant to Executive Director</b> provides administrative support to the Associate Vice President. They also manage the human resource functions of the department for both student and professional staff.
<b>Janel Suliga, Director, Housing Services &amp; Operations</b>	<b>Director of Housing Services &amp; Operations</b> oversees the facility operations and business administrative functions of HRE, ensuring that the buildings and grounds are developed and maintained and that all student business functions are handled effectively. The business side deals with student housing contracts, resident assignments, and budget monitoring. The facilities side is responsible for maintaining the facilities, ensuring they are safe and clean, making physical repairs, and upgrades to the facility.
<b>Rachel Tafoya, Associate Director, Housing Services</b>	<b>Associate Director of Housing Services</b> is responsible for the administrative functions and implementation related to housing applications, contracts, and assignments.
<b>Britney Huard, Occupancy Analyst</b>	<b>Occupancy Analyst</b> is responsible for supporting the administrative functions related to housing applications, contracts, and assignments. Also supports the facilitation room changes during the year and handles student housing-related account adjustments.
<b>Diana Venegas, Occupancy Clerk</b>	<b>Occupancy Clerk</b> provides administrative support regarding the student application process, assistance with posting of charges, review of student account inquiries, occupancy functions for the department, and processing of key-related work orders. They also coordinate the key and lock encoding tasks for student housing.
<b>Tanya Yancheson, Conference Services &amp; Marketing Initiatives</b>	<b>Lead Coordinator of Conference Services &amp; Marketing Initiatives</b> is responsible for the development and management of our Summer Conference program, guest housing during the academic year, and marketing for all student housing programs.
<b>Laurita Franklin, Operations Analyst</b>	<b>Operations Analyst</b> provides the first line of service to students with administrative or billing questions and concerns. They also are responsible for the completion of work requests and bookkeeping.
<b>Coming Soon, Facility Coordinator</b>	<b>Facility Coordinator</b> ensures our facilities are ready for residents to occupy and in operational working condition.
<b>Cynthia County Retention Support Specialist</b>	<b>Retention Support Specialist</b> is a resource to help students meet campus due dates, and navigate to campus resources.

## Housing & Residential Education Staff

### Residential Education

---

<b>Gary Gordon II</b> <b>Director, Residential Education</b>	<b>Director of Residential Education</b> facilitates the implementation of programs and initiatives that facilitate development of the student and the community within student housing. The DRE is also responsible for the supervision of all live-in professional and student staff, and serves as the chief judicial officer for issues which occur within the student housing.
<b>Venessa Griffith</b> <b>Coordinator of Residential Education</b>	<b>Coordinators of Residential Education (CREs)</b> are full-time, live-in professional staff members responsible for the development of a dynamic residential experience in their assigned Village. This includes a variety of programmatic and service functions, including advising the Community Resolution Team, providing oversight to Resident Advisors (RAs) and Assistant Coordinators of Residential Education (ACREs) and serving as HRE Student Conduct officers. CREs also serve in rotation as emergency Administrator On Call (AOC) staff members 24 hours a day, 7 days a week.
<b>Patrick Johnson, Ceci Solano, Izzy Wroblewski, and Jason Wojtylko</b> <b>Assistant Coordinator of Residential Education</b>	<b>Assistant Coordinators of Residential Education (ACREs)</b> are full-time, live-in professional staff members for supporting the development of a dynamic residential experience, as directed by the CRE in their respective village. This includes a range of programmatic and service functions including advising P.O.D. Squad, assisting in resident conflict mediation, facilitating academic support initiatives, supervising Resident Assistants, and serving as HRE Student Conduct officers. In addition, ACRE's also serve in rotation as an emergency Administrator On Call (AOC) staff member 24 hours a day, 7 days a week.
<b>Zoie Woishnis-Gilman,</b> <b>Residential Education Operations Assistant</b>	<b>Residential Education Operations Assistant</b> provides administrative support to the Residential Education Team (Director, CREs, ACREs, and CCP). They are also responsible for the staffing and organization of the Anacapa, Santa Cruz, Santa Rosa, and Town Center Village Offices, supervising the Desk Assistants (DAs).
<b>Resident Advisor</b>	<b>Resident Advisors (RAs)</b> are student leaders living in the residence halls. Their primary role is to help build community and serve as peer counselor, advisor, mentor, and friend to residents. They do this by planning social events that help residents get to know each other; providing programs to facilitate individuals' academic pursuits and success; facilitating an environment that is inclusive and respectful of different experiences and cultures; enforcing housing policies and serving as emergency on-call staff; and advising students on campus culture and resources.

The following table provides the primary building area the Anacapa Village RAs oversee and the corresponding RA's name.

Primary Area of Responsibility	Anacapa Village RAs
A1 Floor	Jenna Morad
A2 Floor	Alyssa Palafox
A3 Floor	Jacob Miller
B1 Floor	Alma Cornejo
B2 Floor	Noemi Alvarez
B3 Floor	Zakiyyah Willis
C1 Floor	Araseli Navarro
C2 Floor	Andrew Wyatt
C3 Floor	Sarah Porras

The following table provides the primary building area the Santa Cruz Village RAs oversee and the corresponding RA's name.

Primary Area of Responsibility	Santa Cruz Village RAs
D1 & D2 Floor	Yasmin Saxey-Santillo
E1 & G1 Floor	Carlo Flamenco
E2 & G2 Floor	Jasmine Santos-Orozco
F1 North	Erika Shoemaker
F1 South	Able Arevalo
F2 North	Yasmine Wyatt
F2 South	Andrew Bailey
H1 North	Valeria Prado
H1 South	Clarissa Gaeta
H2 North	Payton Lowe
H2 South	Brooklynn Martin

The following table provides the primary building area the Santa Rosa Village RAs oversee and the corresponding RA's name.

Primary Area of Responsibility	Santa Rosa Village RAs
K1 lower numbers, green	Jenna Skala
K2 lower numbers, green	Tia Nevarez
K2 larger numbers, blue	Gio Rojas
K3 lower numbers, green	Josh Columbus
K3 larger numbers, blue	Lauren Cueto
K4 lower numbers, green	Elise Espinosa
K4 larger numbers, blue	Victoria Joyce
L1 lower numbers, green	Nereida Leanos Mendez
L1 larger numbers, blue	Javi Rodriguez
L2 lower numbers, green	Alondra Bautista
L2 larger numbers, blue	Ray Munoz
L3 lower numbers, green	Jennifer Johnsen
L3 larger numbers, blue	Gianni Miller
L4 lower numbers, green	Hayley Hunt
L4 larger numbers, blue	Sarah Parker

The following table provides the primary building area the Town Center RAs oversee and the corresponding RA's name.

Primary Area of Responsibility	Town Center RAs
A and B	Marcus Cervantes
C and D	Stefania Hernandez Martinez

**Senior Community Assistant:** The Senior Community Assistant serves in a leadership capacity within the RA team. They have at least one year of experience as an RA. Their primary role is to help build community and serve as peer counselor, advisor, mentor, and friend to residents. They do this by planning social events that help residents get to know each other; providing programs to facilitate individuals' academic pursuits and success; facilitating an environment that is inclusive and respectful of different experiences and cultures; enforcing housing policies and serving as emergency on-call staff; and advising students on campus culture and resources. Their secondary role is to serve as a mentor to new and returning RAs.

**Desk Assistants (DAs):** Desk Assistants are responsible for performing administrative functions, issuing equipment, games, and other materials which are available to residents for check-out, forwarding emergency maintenance requests, and many other administrative tasks that keep the office running smoothly. They also provide assistance to visitors. The DA role is a paid position.

**Residence Hall Association (RHA):** RHA seeks to provide a representative body of student housing residents with authority and to act and implement on behalf of student housing interaction with other groups and organizations; initiate, implement, and coordinate programs designed to enhance the educational, cultural, and recreational experience of the residential students; and to organize and promote participation in events and activities of CSU Channel Islands and affiliated organizations. These are elected positions, which receive a small monthly stipend. The RHA is advised by Tanya Yancheson, Coordinator of Community Programs.

## Housing & Residential Education Staff

### Facility Services

---

**Maintenance, Custodial, and Grounds Staff:** These staff members report to our Facility Services department, but are important members of the team in HRE because they are specifically dedicated to the maintenance and upkeep of the Villages. They are:

- Mike McConnell, Facility Manager
- Jesus Miranda, Maintenance Mechanic
- Jose Lopez, Facility Worker
- Gus Gonzalez, Facility Worker
- Joel Racine, Lead Groundsworker
- Jehu Cazares, Groundsworker
- Shawn Barilone, Groundsworker
- Danny McDougald, Lead Custodian
- Joe Jacquez, Custodian
- Marco Navarro, Custodian
- Rafael Ramon Rodriguez, Custodian
- Juan Magana, Custodian
- Maria Miranda, Custodian
- Walter McDougald, Custodian

## Important Contact Information

### HRE Contact Information

The following table provides the primary HRE contact area and telephone number.

Contact	Telephone Number
Anacapa Resident Advisor On Duty	(805) 824-4522
Anacapa Village Office	(805) 437-3346
Santa Cruz Resident Advisor On Duty	(805) 312-0752
Santa Cruz Village Office	(805) 437-3343
HRE Town Center Office	(805) 437-3345
Town Center Resident Advisor On Duty	(805) 377-1910
Santa Rosa Village Office	(805) 437-3848
Santa Rosa Resident Advisor On-Duty	(805) 427-1657
Housing & Residential Education's Main Office	(805) 437-2733
University Police Department	(805) 437-8444

### HRE Staff Email and Telephone Number

The following table provides the HRE staff name, email and telephone number.

Name	Email	Telephone Number
Coming soon		(805) 437-3990
		(805) 437-3670
Cynthia County	cynthia.county@csuci.edu	(805) 437-1658
Cindy Derrico	cindy.derrico@csuci.edu	(805) 437-3340
		(805) 437-3851
Laurita Franklin	laurita.franklin@csuci.edu	(805) 437-3335
Gary Gordon	gary.gordon@csuci.edu	(805) 437-3235
Venessa Griffith	venessa.griffith@csuci.edu	(805) 437-3849
Britney Huard	britney.huard@csuci.edu	(805) 437-8577
		(805) 437-3852
		(805) 437-3342
Cassandra Silic	cassandra.silic@csuci.edu	(805) 437-3344
Ceci Solano	ceci.solano@csuci.edu	(805) 437-3851
Janel Suliga	janel.suliga@csuci.edu	(805) 437-3997
Britney Summerville	britney.summerville@csuci.edu	(805) 437-3996
Rachel Tafoya	rachel.tafoya@csuci.edu	(805) 437-3233
Diana Venegas	diana.venegas@csuci.edu	(805) 437-3561
Tanya Yancheson	tanya.yancheson@csuci.edu	(805) 437-3513

### HRE Social Media Information

HRE is active on social media. Residents are encouraged to view to get information, view pictures, and learn about involvement opportunities.

Facebook: [facebook.com/cihousing](https://facebook.com/cihousing)  
Instagram: [instagram.com/ci\\_housing](https://instagram.com/ci_housing)  
[instagram.com/cihousingevents](https://instagram.com/cihousingevents)  
Twitter: [twitter.com/CI\\_Housing](https://twitter.com/CI_Housing)  
Pinterest: [pinterest.com/csucihousing/](https://pinterest.com/csucihousing/)  
YouTube: [youtube.com/channel/UCeeLgU7555FlzRheArhz58g](https://youtube.com/channel/UCeeLgU7555FlzRheArhz58g)

## Campus Contact Extensions

---

University offices may be reached by dialing area code 805, pre-fix 437, and the four-digit extension. Included are the more frequently used University contacts corresponding telephone number extension.

Contact	University Extension
Admissions and Recruitment	8520
Campus Recreation	8902
Associated Students Inc. (ASI)	2622
ASI, Student Government	2759
ASI, Student Programming Board	2756
ASI, <i>CSUCI View</i> Student Newspaper	2753
ASI, <i>The Nautical</i> Student Yearbook	3121
Broome Library	8561
Career Development Services	3270
Educational Access Center	3331
Educational Opportunity Program	8939
Educational Talent Search	3172
Financial Aid	8530
Information Technology Help Desk	8552
Learning Resource Center	8409
Intercultural Services: Multicultural and Women's & Gender Student Center	8407
New Student, Orientation and Transition Programs	3160
Counseling and Psychological Services (CAPS)	2088
Student Business Services	8810
Student Health Services	8828
Student Leadership Programs	3141
University Writing & Multiliteracy Center	8934
University Outreach	3155
University Police Department	8444

## Housing Services Information

---

Many services and functions are coordinated through Housing & Residential Education (HRE) main office located in Santa Cruz Village, building E, in room E150. Housing Services include housing contract/licensing information, room assignments, housing fees, payments, work orders, and information center.

### 1. Cancellation of Housing Contract

The Housing & Residential Education License Agreement, or your housing contract, is binding for the entire academic year. The provisions for obtaining a contract release are outlined in your license agreement and provided below. All requests for release from your housing license must be accompanied by a *Request for Release from Student Housing License Agreement* form which is available on our Housing website at [www.csuci.edu/housing](http://www.csuci.edu/housing), from the HRE main office, or via signing onto myCI then select Student Housing.

A student may request release from their license agreement under the following circumstances:

- Cancellation more than 30 days prior to the beginning of the license. For the 2018-2019 academic year, this is on or before July 25, 2018. For those who join the residential community, and sign a license agreement only for spring semester, the cancellation deadline is December 19, 2018.
- Marriage during the term of the license.
- Student status change (you are, or will no longer be, a student at CSUCI); i.e. withdrawal from classes, graduation, medical withdrawal (except in cases of housing or University conduct violation).
- Personal or financial hardship – a situation which, in the judgment of the University, represents a significant change from the time the student entered the contract that makes it extremely difficult or impossible for him/her to meet the terms of the license. *Hardship cancellations WILL require supporting documentation from objective sources to demonstrate that the hardship truly exists. The documentation required will vary depending upon the hardship circumstances. Please provide any information you believe will prove that your hardship is significant and was unforeseeable at the time you signed the licenses.*

If you fall into one of the above listed categories, please fill out the *Request for Release from the Student Housing License Agreement* form. You must attach a letter which describes your circumstances and any additional documentation which verifies your request. Approved requests will be effective not less than 30 days after the date of the request, so early requests are advised.

### Appeals

Students who wish to appeal their license cancellation decision may direct their appeal to Cindy Derrico, Associate Vice President for Student Affairs – Housing & Residential Education.

*Please note that these provisions are reprinted and explained here for informational purposes. The official cancellation provisions and limitations are outlined in the license agreement.* Ultimately, the governing authority is California Education Code governing CSU Student Housing – Title 5, Division 5, Chapter 1, Subchapter 5, Article 5: Housing, and Article 6: Meals. These articles can be accessed via the following link (press CTRL key and click link):

<http://weblinks.westlaw.com/toc/default.aspx?Abbr=ca%2Dadc&Action=ExpandTree&AP=I67417180D48311DEBC02831C6D6C108E&ItemKey=I67417180D48311DEBC02831C6D6C108E&RP=%2Ftoc%2Fdefault%2Ewl&Service=TOC&RS=WEBL11.07&VR=2.0&SPa=CCR-1000&pb=DA010192&fragment#I67417180D48311DEBC02831C6D6C108E>

### 2. Check In/Out

Students are required to return their apartments and suites in the same condition they were in when they took occupancy, regardless of when check out occurs. Reasonable wear and tear is acceptable. Students are required at the end of their occupancy to remove all personal property and fully clean their own room, and to



share in the cleaning of the suite/apartment. Any property left in the room will be viewed as abandoned, and the University may take possession and dispose of such property.

#### **A. Check-in**

All necessary paperwork and payments must be completed prior to move-in. Residents who have missing items will be notified. Prior to move-in all resident must read the Resident Handbook, and complete Alcohol Edu.

#### **B. Important forms**

- a. Room Inventory Inspections are essential for all residents to review upon move-in. After check-in, residents will want to inspect their room, suite and/or apartment to record of the condition of the resident's room at the time of move-in. Residents must confirm this inspection is accurate within 72 hours of being issued their room key.
  - i. Log on to your myCI and under Self-Service select Student Housing.
  - ii. Select the Inventory tab on the top bar.
  - iii. The Inventory page reflects two sections.
    1. The section titled Inspections is your own personal room.
    2. The second section is titled Shared Inspections and includes areas in the room that you share with your roommates (kitchen, bathroom, hallway etc.).
    3. NOTE: if you are in a double room there is only one Shared Inspection section.
  - iv. Start with inspecting your own personal room (unless you share a room in which case skip to step v.).
    1. Select the room to highlight in blue and then select Review. On this page you will see the entire Inventory for your room. Look over every item and make comments if you do not agree with the current conditions listed. Also make comments if something is broken or missing.
    2. Make sure once you've reviewed each item select the Agree box on the right side.
    3. Once you've reviewed the entire inventory select Save & Continue.
    4. You will be sent to the Confirmation page and your inspection for the room is complete.
    5. You will receive an email confirming you have completed the inspection.
  - v. The Shared Inspections are for rooms that you share with other roommates. NOTE: only one person can review and fill out the Shared Inspection inventory information. We suggest that you wait until all or most of your roommates are together to review all the shared space.
    1. Select the room you want to start with first then select Review.
    2. On the next page you will see all the inventory items for the area. Look over every item and make comments if you do not agree with the current conditions listed. Also make comments if something is broken or missing. Make sure that once you've looked over each item then select the Agree box on the right side.
    3. Once you have reviewed the entire inventory select Save & Continue.
    4. You will be sent to the Confirmation page and your inspection for that room is complete.
    5. You will receive an email confirming that you have completed the inspection.
    6. Remember to fill out the Shared Inspections because you can only fill out the information once.
- b. Check-out Cleaning Agreement is completed by roommates to indicate who will be responsible for the cleaning of common spaces, as well as to indicate who is taking responsibility for any damages to the area. Completion of this form is required by all suites/apartments for spring check-out. A student who does not submit the cleaning contract or complete proper check-out paperwork will be held financially responsible for what the HRE deems to be their portion of the cleaning and repair of the entire apartment.

### C. Check-out

Prior to vacating it is important to review all check-out procedures and consult with your RA, CRE, or the HRE main office if there are any questions. The check-out process includes:

- If vacating mid-semester, you must confirm your departure with the HRE main office to ensure you have obtained the proper permissions and completed the necessary release paperwork prior to leaving.
- Complete a check-out form and submit all issued keys at any Village Office, or the HRE main office.
- Adequately cleaning and otherwise restoring the room to its condition upon move-in, including bunking beds, regardless of when check out occurs.
- Completing all appropriate check out paperwork including Check-out Cleaning Agreement.
- Returning room key and ensuring mailbox key is in appropriate place in bedroom/apartment.

If a student moves out without written notice to HRE, the student will be considered to have abandoned their license, which will not relieve them of the financial terms of the license. HRE may recover and take possession of a room if it determines that it has been abandoned.

A resident who leaves his/her apartment in poor condition upon move-out may be subject to one or more of the follow consequences:

- Assessed charges for damages and cleaning;
- Student housing sanctions including revocation of future residency privileges; and/or
- Referral to the Dean of Students for disciplinary action.

When students move out of HRE, a staff member will inspect their room/apartment and note any new damages. Any damages beyond normal wear and tear identified at check-out and not previously indicated on the Room Inspection Inventory will be assumed to have occurred during the student's residency and will be charged to the student's account. Final assessment of damages will be determined by professional staff after final check-out from room. If no individual claims responsibility for damages in shared areas, all residents will be billed (split).

### 3. Minimum charges

Outside of normal wear and tear, all residents are expected to return their room and furniture in the same condition as move-in. Below are descriptions of the common charges, please note these are the minimum amounts charged.

- Replacement of bed: \$580
- Replacement of mattress: \$150
- Replacement of bookcase: \$185
- Repair/replacement of blinds: \$75
- Replacement of chair: \$150
- Replacement of drawer: \$155
- Replacement of file cabinet: \$225
- Replacement of desk: \$240
- Repair/replacement/cleaning of stained carpet: \$50 and up
- Repair/replacement of closet door: \$100
- Missing Brita pitchers: \$25
- Replacement of mini-fridge: \$300; Micro Fridge: \$450
- Repair/replacement of door jamb: \$60
- Repair/replacement of couch, chair, or table (Anacapa and Town Center only): \$50 to \$500 based upon on severity
- Ceiling fan damage: \$50

- Wall/ceiling repair of holes: \$25 per hole less than a quarter size; \$50 per hole larger than a quarter size; \$100 per hole larger than a fist size; pinhole: \$2 per hole
- 3M hook or command strip left behind: \$10 each
- 3M hook or command strip damage: \$10 per damage less than a quarter size; \$25 per damage larger than quarter size
- Wall Guard/baseboard damage: \$25
- Repair/ replacement of medicine cabinet including mirror damage: \$100
- Painting per item (e.g. one wall and room door would be \$200): \$50 an hour
- Repair/replacement/cleaning of window screen: \$40
- Repair/ Replacement of window: \$100
- Missing Shower Curtain: \$10
- Missing plungers: \$15
- Smoke Detector damage: \$60
- Kitchen & bathroom trash can/ recycle bin replacement: \$15 each
- Missing/ Damage to cable box or related amenities (Town Center only): \$150 cable box, \$25 remote, \$15 power cord, \$15 coax cable, \$15 HDMI cord
- Appliances not clean (including refrigerator, microwave, dishwasher, range, oven): \$50 an hour
- Room Cleaning (including bedroom and common spaces): \$50 an hour, up to \$150 is average (based upon severity)
- Tape/Sticker Removal: \$25 per sticker
- Personal trash left in room/suite/apartment: \$25 per bag
- Missing Key, includes key card, and mailbox key: \$25 for key, subject to increase; hard key: \$150
- Furniture not being returned to original position: \$50 per hour
- Replacement of two surfboard racks and two locks \$345

#### 4. Eligibility for Housing

Eligibility for on-campus housing in Anacapa, Santa Cruz, and Santa Rosa Villages, and Town Center is established by a student's acceptance into, or continuation with, the University. For incoming students, the first date of eligibility will be the date of their University admission.

To maintain eligibility for on-campus housing, students must remain enrolled at the University. At the sole discretion of HRE, students enrolled in less than nine units may be deemed ineligible for housing in the event of high housing demand or student conduct concerns. License agreements may be revoked by the University if a student fails to meet or maintain these minimum requirements. Enrolling in less than the required number of units will not be grounds for contract release if there is adequate space to accommodate the student making the request.

#### 5. Fees Not Covered by Room and Board

The description of fees not covered by room and board fees and corresponding minimum fee is included in the following table.

Description of Fee	Minimum Fee
Guest, after two nights, per night	\$45
Improper check-out (includes not submitting a check-out form)	\$150
Late payment	\$25
Lock-out charge (after 2 <sup>nd</sup> re-entry per semester, no grace period)	\$10
Key card replacement	\$25
Hard key replacement	\$150

Mailbox key replacement	\$25
Tampering with fire safety equipment	\$500 and State Fire Marshal fine
Room change	\$50

**Notes on Charges:**

- Guest fee applies to the third and subsequent nights a guest remains in housing.
- Improper check-out includes failing to complete a check out at the end of occupancy.
- Charges will be billed according to the cost of labor and supplies required to return the apartment, suite, or room to move-in condition.
- Charges will be split evenly between all roommates when there is a discrepancy on individual responsibility for the damage.
- Removal of trash and hauling of other items will be billed based on administrative and labor charges.
- Maintenance charges are billed on a one-hour minimum, or \$50 per hour per person plus supplies. If emergency after-hours maintenance is required, the minimum amount will be \$160 an hour per person, plus supplies.
- Where there is evidence that a student harbored a pet or smoked in their room, the student will be billed for steam cleaning of all furniture, carpet, and other items in the unit, all applicable cleaning charges, and for professional air treatment for smoke, odor, and allergen removal.
- Charges to replace other missing or damaged items will be the cost of the item plus installation labor.
- Charges are subject to change due to increases in materials or administrative costs.

## 6. Housing Payment Options and Terms

For specific Student Housing information, please refer to your Housing & Residential Education License Agreement, <https://www.csuci.edu/housing/accommodations-rates/licenseagreement201718.pdf>.

We are proud to offer excellent facilities and programs at a rate that is competitive with living accommodations off campus that do not offer the same convenience and social and educational experiences. Whether you live in Anacapa, Santa Cruz, Santa Rosa, or Town Center, your room charges include:

- Your bed space: private or shared room.
- Furniture: bed, dresser/stackable drawers, file cabinet, desk, book shelf, and chair; living room furniture in Town Center, Anacapa apartments, and dining room furniture in Anacapa.
- All utilities: trash and recycling, water, electricity, gas/steam, internet connectivity, and cable television.
- Maintenance services: to keep your room and its amenities in good operating condition.
- Programs and activities: make living on campus a fun, educational, and memorable experience. Most programs and activities are made available at no charge to our students.
- 24-hour staff support to assist with questions and issues related to your on-campus experience and to respond to emergency concerns when needed.

### Board Fees

To ensure the availability and provision of a comprehensive meal program for all resident students and to contribute to the development of an effective residential community, CSUCI requires all resident students to purchase a board plan as a part of the HRE license agreement. The Village assignment determines the minimum required board plan. The minimum meal plan required for Anacapa Village is the Basic 60 Plan; the minimum required plan in Santa Cruz and Santa Rosa Villages is the Basic 160 Plan; the minimum plan required in Town Center is the Basic 30 Plan. Board plan is not optional; rather purchase of a basic plan is mandatory. An enhanced board plan and premier plan are also available for students who desire additional meals each semester. Fees subject to change.

- **Town Center Basic 30 Plan:** Student is credited 30 meals each semester in Islands Café, an all-you can eat dining program. This plan also provides \$392.50 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Anacapa Basic 60 Plan:** Student is credited 60 meals each semester in Islands Café, an all-you-can eat dining program. This plan also provides \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Apartment Enhanced 75 Plan:** Student is credited 75 meals each semester in Islands Café, an all-you-can eat dining program. This plan also provides \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Apartment Premier 90 Plan:** Student is credited 90 meals each semester in Islands Café, an all-you-can eat dining program. This plan also provides \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Santa Cruz and Santa Rosa Basic 160 Plan:** Student is credited 160 meals each semester in Islands Café, an all-you-can-eat dining program. This plan also provides \$300 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Enhanced 224 Plan:** Student is credited 224 meals each semester in Islands Café, an all-you-can-eat dining program. This plan also provides \$200 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Premier 304 Plan:** Student is credited 304 meals each semester in Islands Café, an all-you-can-eat dining program. This plan also provides \$50 Flex Cash each semester to use at participating campus eateries on a declining balance basis.

Dining Plans	Meals per Semester	Flex Cash per Semester	Avg. # of Meals per Week	Cost per Year	Santa Cruz and Santa Rosa Options	Apartment Options
Basic 30	30	\$392.50	1.9	\$1,400		Town Center minimum
Basic 60	60	\$125	3.8	\$1,410		Anacapa minimum
Enhanced 75	75	\$125	4.7	\$1,680		X
Premier 90	90	\$125	5.6	\$1,960		X
Basic 160	160	\$300	10	\$3,630	Minimum	X
Enhanced 224	224	\$200	14	\$4,500	X	X
Premier 304	304	\$50	19	\$4,920	X	X

- All resident meal plans are tracked via the Dolphin ID Card. Students must carry their Dolphin ID Card on their person at all times for identification and to access their meal plan.
- Students who choose the enhanced meal plan may elect to convert to the basic meal plan on or before September 7, 2019, for fall semester, or February 1, 2020, for spring semester. At any time students may add money to the meal card, or upgrade from the basic plan to the enhanced meal plan by communicating this desire with the Food Services office in Islands Café and/or utilizing the kiosk to add dining dollars to their existing meal plan. Kiosks are located in Broome Library 1350 T&I Help Desk, or Town Center Market on the wall between the deli and Freudian Sip.
- Islands Café is an all-you-can-eat dining facility. A meal credit will be deducted from the student's account each time student enters this facility. Student agrees to take food for their own personal consumption only while dining in Islands Café. Only food provided in to-go containers may be taken from Islands Café. UGC Hospitality Services To-Go Agreement must be completed and submitted before being authorized to take food from the Islands Café location.

- Meals at Islands Café and Flex Dollars are non-transferable and are for the personal use of the student only. Students may not use meal credits or Flex Dollars to purchase food for others.

Meal credits at Islands Café expire on the last day of the semester. Unused Flex Dollars will roll-over from fall 2019 to spring 2020 semester, and will expire on May 17, 2020. Unused meals or Flex Dollars are non-refundable. Students are strongly encouraged to maximize the use of the meal plan benefits to obtain the full value of the plan.

**Important Notice to Students:**

- Check your financial status on a regular basis through your myCI account and review correspondence sent to your Dolphin email account. Individual bills and payment reminders will not be distributed.
- Your housing accommodations will be in jeopardy for the semester, if you are dis-enrolled for not paying your registration fees by the deadline.
- To be in compliance with the Family Educational Rights and Privacy Act (FERPA), the University is not allowed to release information to anyone other than the student, which includes financial information. It is your responsibility to provide account balance information and due dates to the necessary party paying your account.

## **7. Removal from Student Housing**

Termination of the License Agreement and removal from student housing is governed by the conditions established in the License Agreement. In certain cases the License Agreement may be revoked or terminated for any of the causes listed below with no less than 24 hour notice to the licensee. Notice shall be served personally to the licensee or at the discretion of the University; notices may be posted in some suitable place upon the apartment. Reasons for termination of a License Agreement include, but are not limited to:

- Nonpayment of fees.
- Failure to maintain CSU Channel Islands student status.
- An emergency in which the peaceful and orderly operation of the University or the health and safety of any person may be jeopardized.
- Reaching a Level 5 or 6 in the 6 Step HRE Student Conduct Process (see Community Standards and Student Conduct sections).
- Administrative necessity of the University.

If, after the beginning of the license period, a License Agreement is revoked by the University because of disciplinary action taken against the licensee, the licensee shall be held to the financial obligation of the full term of the license.

## **8. Room Changes**

A great deal of attention is given to assigning residents based on their living and roommate preferences, and room changes are to be infrequent and based on exception. Should a conflict arise within a living situation, all those involved are expected to make their best efforts to resolve the problem, with the assistance of their Resident Advisor (RA), Assistant Coordinator of Residential Education (ACRE), and/or Coordinator of Residential Education (CRE). HRE reserves the right to temporarily or permanently relocate a student if deemed necessary to resolve a conflict. If a student is experiencing exceptional circumstances and wishes to change their housing assignment, the following guidelines apply:

- Individuals interested in a change must first communicate existing issues to their respective RA, and with his/her assistance, work toward a resolution.
- Residents should see their RA to inform them of the reasons behind their desire to switch, and to obtain a Room Change Request form. Once the form is completed, and signed off on by the RA, the resident can submit the form to their CRE at the front desk of their Village. The CRE will then contact the resident within 10 days to discuss the request, and initiate the change if approved.

- c. There is a \$50 administrative charge for each approved room change, per person moving rooms. Changing rooms involves updating Room Inventory Forms (RIF), HRE databases, any judicial records, creating new keys, any necessary cleaning, and other important items. Exceptions to this charge will be determined by the CRE, typically for extreme cases.
- d. Housing fees could increase/decrease based on new location if room type changes.
- e. Residents changing rooms must follow all check-out (including re-bunking beds), and check-in processes for their new and former assignments.
- f. Once issued keys to a new space the resident has 24 hours to move and check-out of their former location. It is important to formally check-out of their previous location to avoid charges.
- g. Changing apartments, bedrooms (even within the same suite/apartment), or buildings without written authorization from the CRE constitutes an Improper Room Change violation (see Community Living Standards) and an improper check-out, which may result in a charge of \$150.
- h. Residents making unauthorized room changes may be required to return to their original room.
- i. During the first and last two weeks of both semesters there is a freeze on room changes, and they are not permitted.

## 9. Town Center Apartments

To accommodate the housing needs of all students desiring to live on campus, HRE works collaboratively with the Mission Hills Apartment Homes to offer student housing within the Town Center. All students who reside in HRE apartments in Town Center are considered Housing residents, and must follow all rules and guidelines within the HRE License Agreement, any addendums to the license, and this Resident Handbook. Important information and guidelines for Town Center residents:

- a. Town Center provides apartment style living to returning and transfer residents. If at any time a resident is locked out or needs assistance, visit the Town Center Village office when open, and call the Town Center RA on duty if the office is closed.
- b. Mail for Town Center residents will be delivered to the mailboxes in their building. Mailbox keys are on the apartment refrigerator.
- c. Residents will be issued a key card that provides access to the gates and common spaces within Anacapa, Santa Cruz, and Santa Rosa Villages. HRE residents will not have access, and are not permitted to use University Glen, nor Mission Hills Apartment Homes recreation areas (i.e. pool and fitness rooms).
- d. Town Center residents have special amenities in their apartment, such as a washer and dryer, and air conditioning. Residents must employ energy-saving actions to avoid excessive energy consumption. Residents will be held financially responsible for any monthly utility charges (gas and electricity) over \$100. Excessive energy consumption is also a violation of Community Living Standard 12 – Energy Conservation, page 60, and may also result in judicial action.
- e. Residents with a vehicle on campus are required to purchase a Student Housing (SH) parking permit. These permits are valid in Student Housing parking lots, SH1, SH2, and SH-UG. Unless apprised otherwise by Transportation & Parking Service, SH parking permits are not valid in other campus parking lots.
- f. Town Center residents are held accountable to all Community Living Standards within this handbook.
- g. Town Center units are provided cable and internet service, and include a cable box, remote, power cord, coax cable, and HDMI cord.
- h. Residents are not permitted to purchase movies through cable internet service. Please submit a Technology-Related Work Order by visiting Housing's website under Resources & Forms – Maintenance & Key Requests.

## 10. Questions and Answers

- **Who do I write my check out to?**

Make checks payable to CSUCI and send them to:  
Attn: Student Business Services  
CSU Channel Islands  
One University Drive  
Camarillo, CA 93012

Please send ALL student housing payments to the Student Business Services office. Sending the payment to Housing & Residential Education may delay the processing of your payment. To ensure proper processing, include your name and your nine-digit student ID number.

- **May financial aid be used to cover housing payments?**

Yes, you may utilize your financial aid awards to cover housing expenses. Your financial aid awards cover the cost of tuition fees first. After tuition fees are covered, your financial aid awards are applied to Student Housing and lastly to any previous, outstanding balances on your account that may be due. Students must check their account information through myCI or call the Financial Aid office at (805) 437-8530 before to ensure that the aid has been posted as accepted. Students are encouraged to apply early for financial aid and respond quickly to every request for information from the Financial Aid office or from loan providers. Please note financial aid funds 10 calendar days prior to the first day of the semester.

- **What do I do if my financial aid does not cover all my housing expenses?**

After your financial aid awards cover tuition fees, the remaining awards will cover your Student Housing expenses. If your financial aid is not sufficient to cover all of your University and housing fees, you will be expected pay the difference. You will be held responsible for paying the difference or entering into the Housing Installment Payment Plan. All payments must be made until such time as your student account states a zero balance. Once your account reaches a balance of zero, your financial aid awards will be sufficient to cover the remaining housing fees. Failure to submit payments by the indicated deadlines may result in late fees, loss of housing preferences, and/or a financial hold on your account. Check your myCI account for information related to your financial aid awards and balance/payment details. Should any information change regarding the aid you are anticipated to receive, such as approval of Parent PLUS loans or additional loans, it would be your responsibility to communicate such information with our offices as soon as possible.

- **How do I request a refund from housing, if I have overpaid?**

If you believe you are eligible to receive a refund due to overpayment, your account will display a credit for the amount that is overpaid. If your account displays a credit, Student Business Services (SBS) will issue a refund check to you. You will not need to request a refund from Student Housing or from SBS. Please be advised that SBS can only issue a refund check if the account shows a balance of zero plus the amount that you overpaid. If there is an outstanding balance on your account, any overpayments will be applied to that balance.

- **May I increase my meal plan during the school year?**

Islands Café: Resident students may upgrade from the Basic Plan to the Enhanced or Premier Plans at any time during the semester. In order to request an upgrade in your meal plan, please submit your request via email to [student.housing@csuci.edu](mailto:student.housing@csuci.edu). Please include your name, student ID number, and the nature of your request. A charge for the increased meal plan will be posted to your student account. Payment is due to the Student Business Services office 30 days after the charge is posted to your account. Meals at Islands Café may also be purchased with Dolphin Dollars once the Islands Café meal balance is exhausted.



Dolphin Dollars: Dolphin Dollars is a declining balance account. Additional funds may be added to your dolphin dollars balance at any time throughout the year through use of DOCK or fill station, located in Town Center Market or Broome Library. If Islands Café meal account credits are exhausted before the end of the semester, students may use dolphin dollars to purchase meals at the published student meal rate.

Please note that since the meal plan is required for all resident students, *decreases* to the meal plan are not allowed. Islands Café Meal account balances expire at the end of each semester, so students are encouraged to take full advantage of the plan by spending their meal accounts to a ZERO balance by at the end of each semester. Dolphin dollar balances carry over from fall 2019 to spring 2020 and expire on May 17, 2020.

**Meal Plan Exemptions** are considered and are typically only approved for significant and documented dietary or religious reasons. The deadline to apply for an exemption is July 1 for fall semester and December 1 for spring semester.

- **Is parking available for residents?**

There are student housing (SH) parking lots adjacent to all student housing accommodations. A SH parking permit will need to be purchased online from the Transportation & Parking Services office. If a guest will be parking on campus for a short amount of time, it is suggested to park in metered or visitor parking spots. Parking regulations are enforced at all times. Please know space is limited. Students are encouraged to purchase their SH parking permit prior to moving in, as there is not grace period with parking on campus without a permit.

- **Is a Housing License Agreement required to be signed to live on campus?**

Yes, all students must review and electronically sign a contract (minors will have their guardian sign the contract and submit with a wet signature to HRE), referred to as a housing license agreement, in order to live on campus. The license agreement outlines all obligations of both the student and the University with respect to living on campus. For your reference, a copy of the full license agreement is available to you on our Housing website.

## Facilities and Maintenance

---

Housing & Residential Education's facilities include three villages, and Town Center.

- Santa Rosa Village (SRV) is home to 657 freshmen. SRV offers double and triple occupancy bedrooms, with shared gender-specific bathrooms, in furnished bedrooms, including a cube size mini-fridge. Each floor is provided access to wireless internet access, a study room, and a furnished family room with TV, refrigerator, microwave, and sink.
- Santa Cruz Village (SCV) is home for about 484 sophomores, and upper-division residents. SCV offers two-bedroom, one-bath, furnished suites shared by four students. Each furnished suite has cable TV access and the facility offers wireless internet access.
- Anacapa Village (AV) provides 476 upper-division residents with all of the comforts of living on campus plus a few luxuries that you would not expect in a student housing complex. Each of the 87 apartments shared by four to six students offer a nicely appointed living room, dining room, and kitchen in addition to the four bedrooms and two shared bathrooms.
- Town Center (TC) apartments are located east of the library, and is comprised of 58 furnished apartment style units, home to 115 residents. Residents enjoy special amenities in their apartment, including a washer and dryer, air conditioning, living room furniture, bar stools, and a full kitchen that includes a microwave and refrigerator.

### 1. Caring for Your Suite or Apartment

It is important to regularly clean your suite or apartment to avoid damage, and unwanted visitors (aka – insects and rodents). All regulations under the Community Living Standard of Care of Apartments, Rooms, and Suites, and Care of Common Areas & Property apply. The following are important guidelines to use in caring for your area:

#### A. Furniture

- The furniture may not be disassembled by the resident. If you have a concern with your furniture please submit a Work Order via the Housing website.
- Do not use harsh abrasives on wooden furniture. A damp towel and/or wood furniture polish work well to keep furniture in good condition.

#### B. Stove/Oven

- Wipe down the stove top and the exterior of the stove regularly.
- Wipe down the vent above the stove to keep it clean.
- Use oven cleaner as instructed to keep your oven clean.
- Don't use hard abrasives on the stove surface; instead, use soap, water and baking soda or non-abrasive cleaning powder (i.e. Bon Ami) to remove stuck-on food.

#### C. Floors

- Sweep, mop, and vacuum on a regular basis (we recommend at least once a week).

#### D. Trash

- Don't forget to take out the trash regularly (we recommend daily, minimally twice a week).
- Bags of trash should not collect in any room or common space, or be left outside an apartment or suite door.

#### E. Dishwasher

- Use only dishwasher soap in your dishwasher – don't use regular dish soap.
- Run your garbage disposal (with water running) before running your dishwasher.
- Scrape food off dishes directly into the trash.
- Rinse dishes before placing them into the dishwasher.
- Only place dishwasher safe items in the dishwasher. Hand wash light weight plastic, glass, and crystal items that may melt or break in the dishwasher (check item for manufacturer's notation as to whether it is dishwasher safe).

#### F. Garbage Disposal and Kitchen Sink

- Never put any food down the drain. Food should be scraped off dishes directly into the trash.
  - Bathroom sinks should not be used to wash dishes or to dispose of food.
  - Don't use a plunger in the sink. Submit a work order for any malfunctioning appliance.
  - Do not use any chemicals to unclog a drain. If a sink backs up, fill out a work order online in your room, or in your village office.
  - Run your garbage disposal only when the water is on. Only use cold water.
  - Oil and grease should not be poured down the drain. They can damage your plumbing and make your sink drain more slowly. Put leftover oil in an old jar or plastic container when cool, and then put it in a dumpster when it's full.
  - Don't put anything hard like bones, vegetables, fruit or egg shells, metal objects, etc. in the garbage disposal.
- G. Microwave Oven
- Clean your microwave often. It can be easily cleaned with a cloth or sponge and soap and water.
  - Don't put anything metal or metallic in the microwave, such as silverware, foil, teabags with staples attached or pots.
  - Don't run the microwave when there is nothing inside, as this will burn out the motor.
- H. Toilet
- Use a plunger and borrow a mop should your toilet overflow. Be sure to mop the area around the toilet dry in order to avoid slipping.
  - Turn off the water at the back of the toilet if your toilet is going to overflow.
  - Perform regular cleaning of the toilet with a non-abrasive cleaner and a toilet brush (we recommend this be completed once a week).
  - Don't flush anything other than toilet paper in the toilet. Disposable wipes and feminine hygiene products, as well as plastic and cardboard applicators should never be flushed, as they seriously damage the septic system.
  - Do not use chlorine or cleaning tablets in your toilet tank.
- I. Bathroom Sink, Tub, and Toilet
- Bathroom sinks should not be used to wash dishes or to dispose of food (never put any food down the drain. Food should be scraped off of dishes directly into the trash).
  - Perform regular cleaning of the tub and sink using a non-abrasive cleaner (we recommend cleaning all surfaces in the bathroom once a week).
  - Use glass cleaner to clean mirrors and sink/tub fixtures.
  - Don't use harsh/rough abrasives such as a kitchen scrubber or steel wool for cleaning the sink and tub as it may scratch the surface.
  - Do not modify the plumbing, which includes the showerhead.
  - If the bathroom drain becomes plugged, check out a Zip-It from the Village office to remove the debris. If the problem persists, a work order should be submitted.
  - Due to our sewer lift stations, feminine products, even biodegradable, may not be flushed. Wrap in paper and discard in trash.
- J. Light Fixtures and Ceiling Fans
- A work order should be submitted to replace burned out light bulbs that are beyond reach. Anacapa residents may obtain light bulbs from Anacapa Village office.
  - Only 60 watt light bulbs or less should be installed.
- K. Doors
- Refrain from hanging any items onto or over the door as this compromises our fire rated doors and jambs.

## 2. Common Areas in the Villages

We are proud to offer excellent spaces for student use for a variety of purposes. Every student who lives on campus has access to these spaces with their room key during the times listed below. Please refer to the Community Living Standard, Care of Common Areas and Property, regarding guidelines for use.

- A. Barbeque:** To use Housing's built-in barbeque, located by Anacapa's pool area, check-in with Anacapa Village office to have the propane turned on and to obtain the various utensils you will need for your barbeque. Residents are responsible for cleaning the utensils, surrounding area, and up after themselves. When finished, turn off the barbeque and check-out through the Anacapa Village office.
- B. Community Living Room:** If furniture in The Common's and Santa Rosa's Community Living Room need to be temporarily moved, care should be used not to damage the furniture and the floor. Furniture should never be dragged across the floor. Chairs should never be placed on the wood divider by the ping pong table in Santa Rosa.
- C. Computer Labs:** There are computer labs located in Anacapa, Santa Cruz, and Santa Rosa Villages. Labs are equipped with internet connections. There is a two-hour limit when there are residents waiting for a computer. HRE staff is not trained to provide computer advice or assistance, but you may report problems to the Village front desk, or T&I Help Desk in Broome Library. Printers are available; however, residents need to supply their own paper and should not print out any online books (to conserve ink).
- D. Family Rooms:** Each Santa Rosa pod has a community family room, and the condition of the family room is the responsibility of the 40 residents assigned to the pod. Trash and recycling needs to be discarded by 10 p.m. every night. Dishes must be cleaned after each use. The carpet should be vacuumed minimally once a week. Do not use food that does not belong to you. Turn lights and TV off when not in use. Windows must remain closed while the air conditioner is in use. Do not cover hallway windows.
- E. Kitchens:** There is one community kitchen in The Commons, two in Santa Cruz, and one in Santa Rosa. Dishes must be washed and placed back into the cupboards. Do not take food from the refrigerator that does not belong to you. Clean up after yourself.
- F. Secret Garden:** To participate in Housing's Secret Garden, located on south end of building H, submit your request via <https://cidsa.wufoo.com/forms/secret-garden/>, and agree to the mutual agreement, which includes: illegal plants are illegal and not permitted, refrain from looking in windows, respect other's privacy, respect other's plants and planters, don't take what isn't yours, put tools away after use, clean up after yourself, keep area free of hazards and debris, access is available seven days a week from sunrise to sunset, respect quiet hours, wash and rinse well.
- G. Surfboard Storage Room:** We can store up to 39 surfboards in our surfboard room. Residents may lock their surfboard in our C248 storage area, which also has a sink to rinse off wet suites. Submit your request to HRE via <https://cidsa.wufoo.com/forms/surfboard-storage/>.
- H. Vending Machines:** Vending machines are located near the Anacapa swimming pool, and the B building laundry room in Anacapa Village, outside of building G in Santa Cruz Village by the laundry facilities, and in Santa Rosa Village toward the L building courtyard. Persons who lose money in vending machines should report the loss to the Village front desk. Shifting or moving vending machines is dangerous and prohibited. Refunds will be left at the front desk at the time of repairs.

The following table includes the common area names, locations, and the corresponding day and time that these areas are open for use:

Anacapa Village		
Amenities	Location	Hours
Anacapa Commons, AKA The Commons	Anacapa Commons	Sunday: 10 a.m.-11 p.m. Monday – Thursday: 8 a.m.-11 p.m. Friday: 8 a.m.-1 a.m. Saturday: 10 a.m.-1 a.m.
Anacapa Village Office	Across from the Anacapa Commons	Sunday: 10 a.m.-11 p.m. Monday-Thursday: 8 a.m.-11 p.m. Friday: 8 a.m.-1 a.m. Saturday: 10 a.m.-1 a.m.

Barbeque, BBQ, bar-b-que	Adjacent to Anacapa courtyard	Sunday: 10 a.m.-11 p.m. Monday-Thursday: 8 a.m.-11 p.m. Friday: 8 a.m.-1 a.m. Saturday: 10 a.m.-1 a.m.
Conference Room	A105	Daily 24 hours
Laundry Rooms	A107, B130, C148	Daily 7 a.m.-midnight
Pool and Spa	Adjacent to Anacapa courtyard	Sunday-Thursday: 8 a.m.-11 p.m. Friday-Saturday: 8 a.m.-1 a.m.
Presentation Room	B233	Daily 24 hours, obtain access from Anacapa Village office
Residence Hall Association Office	A305	Posted on door
Study Rooms	A205, B133, B333, C146, C246, C346	Daily 24 hours
Surfboard Storage Room	C248	Daily 24 hours, securely store your surfboard, submit a request via <a href="https://cidsa.wufoo.com/forms/surfboard-storage/">https://cidsa.wufoo.com/forms/surfboard-storage/</a>

#### Santa Cruz Village

Amenities	Location	Hours
Art Room	E240	Sunday-Thursday: 5 a.m.-midnight Friday & Saturday: 5 a.m.-2 a.m.
Computer Lab	E138	Daily, 24 hours
Conference Room	E136	Daily, 24 hours
Dance Studio	E137	Daily, 24 hours
E1 Lounge	E130	Daily, 24 hours
Exercise Fitness Room	E230	Sunday-Thursday: 5 a.m.-midnight Friday & Saturday: 5 a.m.-2 a.m.
Game Room	G230	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
G1 Lounge	G130	Daily, 24 hours
Housing & Residential Education's Main office	E150	Monday-Friday: 8 a.m.-5 p.m.
Laundry Room	G140	Daily, 24 hours
Music Practice Rooms	E241, E243, E235	Sunday-Thursday: 8 a.m.-10 p.m. Friday & Saturday: 8 a.m.-midnight
Secret Garden	H south	Daylight hours, request your plot via <a href="https://cidsa.wufoo.com/build/secret-garden/">https://cidsa.wufoo.com/build/secret-garden/</a>
Study Room	G239	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
Video Gaming Room	G238	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
Santa Cruz Village office Lobby	G150	Sunday: 10 a.m.-11 p.m. Monday-Thursday: 8 a.m.-11 p.m. Friday: 8 a.m.-1 a.m. Saturday: 10 a.m.-1 a.m.

### Santa Rosa Village

Amenities	Location	Hours
Community Living Room	K165	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
Family Room	Accessible to assigned pod	Daily, 24 hours
Community Kitchen	K160	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
Laundry	K170	Daily, 24 hours
Study Rooms	Accessible to assigned pod (K1 uses K2)	Daily, 24 hours
Santa Rosa Village office	K180	Sunday: 10 a.m.-11 p.m. Monday-Thursday: 8 a.m.-11 p.m. Friday: 8 a.m.-1 a.m. Saturday: 10 a.m.-1 a.m.

### Town Center

Commonly Referred to	Location	Hours
Town Center's Office, Town Center's Programming Room, Town Center Community Space	Town Center Building B, 103 1B, facing Rincon Dr. parking lot	Monday-Thursday: 9 a.m.-8 p.m. Friday: 9 a.m. – 10 p.m. Saturday: 10 a.m. – 10 p.m. Sunday: 10 a.m. – 8 p.m.

### 3. Custodial Staff

Our custodian staff is responsible for light maintenance and for keeping public areas of housing facilities clean. This staff does not clean occupied resident rooms or common kitchen areas or dishes. In Santa Rosa Village, custodians will clean bathrooms. Items left behind will be discarded. Please support the efforts of this staff by cleaning common spaces after use, properly disposing of trash in dumpsters or down trash chute, and alerting the HRE or Village offices about any damage or mess.

### 4. Elevator

Passenger elevators located within the buildings are provided for use by residents, their guests and staff. Activities in the elevators are recorded at all times.

Elevator Emergencies: If a person is trapped in an elevator, sound the alarm and wait for help to arrive before attempting evacuation. Evacuation from the elevator will be handled in accordance with established safety protocols for elevator evacuation. Do not attempt to force open the doors or to get out of the elevator. The person trapped in the elevator should remain calm and respond to the direction of University and emergency personnel.

### 5. Equipment

The Village offices provide a variety of games, recreational equipment, vacuums, brooms, and mops, which may be checked-out through the village front desks in exchange for the resident's ID. All equipment may be checked out for up to a half hour, then needs to be returned to the Village front desk. Please check with your Village front desk to see what is available. If student housing equipment becomes damaged, the last person to return the equipment will be charged. Students need to provide their own cleanser and cleaning supplies.

### 6. Keys and Lock-outs

Always carry your key with you, and lock your doors. Propping doors open, giving your key to friends, or keeping doors unlocked invites strangers into your residence, and is a violation of HRE Community Living Standards. If at any time your key is lost or stolen, students should immediately submit a Replacement Key

Request online via Housing's website under **Maintenance & Key Requests** or in person to Housing's main office in E150 of Santa Cruz Village. A police report for a stolen key is required to avoid a key charge. The replacement charge for a lost key card is \$25, and not refundable once the replacement key request has been submitted.

Students will receive three fee free lockouts every semester. Every lockout after that will result in a \$10 charge. This charge will be billed to the student's account. If a student is locked out during Village office business hours they should report to their Village office front desk. If they are locked out after hours, they can call their respective RA on Duty telephone number.

## 7. Landscape

The landscaping throughout the Villages has been professionally planned, installed, and maintained. Residents shall assist in the maintenance by using the sidewalks and walkways at all times. Housing's grass areas are mowed on Monday beginning at 9 a.m. The beautiful native California Sycamore trees drop leaves November through March and we need to blow off the courtyards on a weekly basis. During this time, we recommend that residents close their windows. Recycled water is used for irrigating lawns and landscapes on campus. Purple signs, irrigation pipes, and sprinkler heads indicate areas of recycled water use. Do not drink recycled water.

## 8. Laundry

Laundry rooms are provided for use by all residents and are subject to quiet hours. Laundry rooms are located on the first floors in each Anacapa Village building, in building G next to the Santa Cruz Village office, and building K in Santa Rosa Village.

- a. Laundry cards are required in Santa Cruz and Anacapa Villages and may be purchased at the Add Value machines. The wash/dry price is deducted from the card each time laundry is done. Through the Add Value machine, residents may add more money to the laundry card as needed. If a laundry card is lost, the balance on the card cannot be recovered, so take care in protecting your laundry card.
- b. The Santa Rosa Village machines only accept debit or credit cards.
- c. Residents must provide their own detergent, fabric softeners, etc.
- d. Residents who lose money in a washer or dryer should contact their Village front desk to complete a Refund Request.
- e. Problems or maintenance concerns can be reported at [www.washlaundry.com](http://www.washlaundry.com).
- f. Laundry should be removed from the machines as soon as the cycle ends, and residents are responsible for monitoring their laundry and belongings.
- g. In Anacapa and Santa Cruz, we offer a laundry alert system that lets you know which machine is available and when a cycle is finishing. Sign in as *CSUCI*.
- h. Hours of operation include:
  - o Anacapa's laundry rooms close at midnight, located on the first floor of each building in Anacapa.
  - o Santa Cruz' laundry room is open 24 hours, located in G140, east of Santa Cruz Village office.
  - o Santa Rosa's laundry room is open 24 hours, located in K170.

## 9. Maintenance

If a student notices something in their room or in the common areas which requires repair, they may submit a work order online. Under **Maintenance & Key Requests** select **Submit a Work Order**. For emergency repairs, such as a broken water pipe, please call (805) 437-2733 or go to your Village Office. Listed below is the procedure for submitting a work order and what occurs when HRE receives one:

- a. Work orders will be verified by an HRE staff person to ensure the nature of the problem before sending facility workers or trades staff to address the concern.
- b. Roommates should communicate any work orders to each other so that duplicate requests are not completed and miscommunication with the facility staff is avoided. If you would like to check on the

status of your request, you may call (805) 437-2733 or email [student.housing@csuci.edu](mailto:student.housing@csuci.edu) for an update.

- c. Residents will be charged for damages when it is clear that the situation is the result of misuse or intentional damage, or for charges incurred when facility workers respond to a request of a personal nature, such as retrieving a contact lens from a sink drain, or keys dropped down the elevator shaft.
- d. Facility workers work between 6 a.m. and 4 p.m. on weekdays and in order to facilitate a quick response, maintenance work is done as staff is available and cannot be scheduled for a specific date and time. Normally, facility workers will not enter student rooms until after 9 a.m. unless absolutely necessary for an emergency maintenance concern. When a facility worker must enter an apartment when no one is home, a card will be left in the room listing the type of work completed, when it was completed, and who completed it.
- e. In Santa Rosa and Santa Cruz Village, light bulbs are replaced by maintenance staff through the submission of a work order. In Anacapa Village, residents may obtain 60 watt light bulbs from their Village office, or submit a work order.
- f. Students who discover insect problems should report them to their Village front desk and check out bug spray. Students should keep their rooms and food preparation and storage areas clean to prevent pest problems. Opening windows and doors without screens will allow insects into rooms.

## 10. Mail

The U.S. Postal Service will provide mail delivery service to the University Mail Room once per day, excluding Saturday, Sundays, and holidays observed by the University. Mail is then delivered each day to Village offices and distributed by Village staff to resident mailboxes. Only current residents are eligible to receive mail in the Villages. Mailboxes are shared with your roommates. Mailbox keys for Anacapa, Santa Cruz, and Santa Rosa residents are located in their bedroom. Mailbox keys for Town Center residents are located on the refrigerator. Resident mailboxes, located near the Village front desk areas for Anacapa, Santa Cruz, and Santa Rosa villages, and by the elevators for Town Center, are accessible 24 hours a day. Anacapa, Santa Cruz, and Santa Rosa residents will receive a notification email if a large package has arrived for you. Valid picture identification is required to receive packages, registered letters, and other items that must be picked up from the Village front desks. For outgoing mail, mail slots are provided in the student mailbox areas.

Please use the correct address format below for all your postal needs:

**Anacapa, Santa Cruz, and Santa Rosa residents:**

(Your First and Last Name)

(Insert Village Name) Building & Room # \_\_\_\_ (ex. A101a)

CSU Channel Islands

One University Drive

Camarillo, CA 93012

**Town Center residents:**

(Your First and Last Name)

45 Rincon Drive, Apartment # \_\_\_\_ (ex. 101A)

Camarillo, CA 93012

Anacapa, Santa Cruz, and Santa Rosa residents will find one mailbox key per bedroom, which is located on the back of your bedroom door. Town Center residents will find one mailbox key per apartment on your refrigerator. Mail is distributed by the United States Postal Service.

Lost mailbox keys should be reported immediately to HRE via [www.csuci.edu/housing](http://www.csuci.edu/housing), select **Maintenance & Key Requests**. A \$25 charge will be applied to the student account of the responsible party to replace it.



## 11. Parking

Parking permits are required for all vehicles park on campus, including Housing residents. There is no grace period. Permits are available for purchase online from CSU Channel Islands' Transportation & Parking Services (TPS). Permits may be displayed only in the vehicle registered with TPS. Permits are valid from the date purchased until the expiration indicated on the permit, typically the end of the academic semester. Parking complaints or concerns may be directed to TPS during normal business hours at (805) 437-8430 or (805) 437-8950. Parking problems encountered after business hours may be directed to the CSU Channel Islands Police Department at (805) 437-8444 or (805) 437-8888. More information is available on the CSU Channel Islands website.

### Student Housing (SH) Parking

All resident vehicles must display a CSU Channel Islands' SH parking permit. The SH parking permits are available for purchase online from TPS. Students authorized to park at the University overnight will be issued a SH permit. The SH permit is valid only in the SH1, SH2, and SH-UG parking lots. SH-UG is located in Town Center's parking lot facing building C and D. Park only in appropriately marked areas. There is no grace period to park on campus without a parking permit.

### Daily Parking Permits

Temporary daily parking permits are available in the yellow dispenser located in Lots A1, A2 or A4. These permits are valid only in the A parking lots. Vehicles with a daily parking permit are not permitted to parking overnight is not permitted.

### Overnight Guest Parking

Guests must purchase daily permits from the permit dispensers located in Lots A1, A2 or A4. If the guest will be parked on campus overnight, they must obtain a SH Overnight Guest Permit from student housing by 10 p.m. Guests will only receive an overnight guest permit when they show proof of a daily parking permit. Both permits must be displayed on the dashboard with the valid dates facing up. Overnight parking is not permitted in A lots, except for A10. Overnight guest permits are valid only in A10 lot, and will expire at 9:00 a.m. Vehicles in violation of parking rules and regulations will be cited, instructed to leave the premises, or towed at the vehicle owner's expense.

## 12. Recycled Water

- A. Look for purple signs, irrigation pipes, and sprinkler heads indicating areas of recycled water use. This water is provided by the local water reclamation facility and used for landscape irrigation.
- B. Recycled water is safe for irrigating lawns, landscapes, decorative fountains, fire protection, dust control and other not-contact uses.
- C. Recycled water is not safe for consumption, filling pools and spas or any other body-contact uses, cooking or drinking, irrigating vegetables and herbs (unless a drip or bubbler system is used).
- D. Recycled water can reduce stress on California's drinking water supplies, reduce the use of drinking water where it is not needed, reduce diversion of water from delicate environmental areas, reduce water pollution, reduce disposal to water bodies, which helps the ocean, and saves energy.
- E. Recycled water is regulated and monitored to ensure only high-quality water is distributed. Decades of experience show recycled water is a safe and reliable water source.
- F. Always wash your produce regardless of the water source.

## 13. Right of Entry into a Suite or an Apartment

- A. The University honors the privacy of residents and will take reasonable steps to provide and protect it. It is, however, occasionally necessary for the University to exercise its right to room entry as outlined in the License Agreement. No student's room/apartment should be entered without knocking. Entry following the knock shall be preceded by a time of sufficient duration to provide the occupant(s) ample opportunity

to open the door. Rooms may be entered in the absence of the occupant(s). The established procedures are designed to ensure reasonable use of the right of entry.

**B. In essence, the procedures state that a University staff member may enter a room on the following conditions:**

- At the invitation of the resident.
- To provide maintenance (this includes repair at the request of a student, necessary repair identified by the University, and preventative/routine maintenance).
- If there is cause to believe that a violation of University safety regulations exists (such as failure to evacuate during a fire drill).
- If an emergency exists or is believed to exist which requires immediate entry to preserve life or property.
- For monthly Health, Safety & Occupancy checks. Students will be notified of these checks.
- On reasonable suspicion of a violation of the drug and/or alcohol Community Living Standards.

**C. Entry by Facility and Service Personnel**

Facility and service personnel may need to come into a room for maintenance, repair, or life safety equipment inspection. They will knock on the door and identify themselves as housing staff before they enter. Notification that the room has been entered in the form of a card indicating the work completed will be left in the room to inform the residents of a completed work order.

Facility staff are not authorized to search student rooms, but if during the performance of their assigned duties they encounter anything that may be a violation of State, or Federal Law, University Policy, or Student Code of Conduct, or guidelines within the Resident Handbook, it will be reported to HRE staff and an investigation will proceed.

Certain maintenance functions are contracted to outside companies. Individuals who provide services to the University are considered University personnel for the purposes of completing the work required.

**D. Health, Safety, & Occupancy Checks**

Each month, HRE staff members will enter rooms to conduct a visual scan of each room for Health, Safety, & Occupancy Checks. Residents are expected to return the room in excellent condition at the end of their occupancy, and these checks provide mid-term inspections to aid in this process. These checks, which will have prior advertisement, allow staff to survey rooms for safety and security to ensure:

- Fire and safety regulations are not being violated (e.g., presences of candles, hot plates, use of excessive/improper extension cords, etc.),
- Leaks (e.g., cabinets will be opened around sink area, mini-fridge, refrigerator, microwave, freezer, shower, toilet, etc.),
- Rooms are reasonably clean and in good order, and operational (not damaged, or requiring repair),
- To verify occupancy.

**E. Life Safety Equipment Check**

Around the 20<sup>th</sup> of each month Facility Services staff tests the smoke detectors, checks fire extinguishers, and dust the fan blades in each room and common area.

**F. Non-University Searches**

All entries and searches by non-University staff will be coordinated with the University Police. The CRE or ACRE will usually accompany such outside personnel as an observer. Unless one of the situations listed below exists, or an emergency exists or is believed to exist, University staff will not participate in the entry and search of a student's residence.

- A legal search warrant entitles the name holder to search the area designated for specific item(s).
- Entry and search is incidental to arrest or probable cause for arrest. If an arrest for certain unlawfully possessed items is the result of a warrant or hot pursuit, an incidental search may be made of the immediate vicinity of the arrest, including the suspect's person.

#### 14. Room Alterations

Residents are liable for any room alterations and/or damages. Satellite dishes are not allowed. Buildings do not have storage space available; students must make their own arrangements off-campus. In all cases, students are responsible for returning their rooms clean and in good repair, regardless of whether they plan to return to the same room/apartment the following year. Charges will be assessed if the room has been damaged or altered without approval.

Residents who do not clean their rooms/suites/apartments or who leave their room in disrepair upon move-out will be held responsible for all repair and cleaning charges associated with returning the room to its move-in condition. Repairs required due to apparent destruction or vandalism may prevent the student from returning to student housing for the following year.

- **Painting:** Rooms throughout the Villages have been painted according to designer specifications. Painting of individual rooms is not allowed. If repainting/repairs to a room are necessary, they will be completed by a professional, and the student(s) will be assessed all charges for materials and labor associated with the repainting/repairs.
- **Wall Hangings:** Students are encouraged to decorate their rooms; however, caution should be used in order to prevent damage to the apartment. Postings that block windows or doors are prohibited. Damage resulting from nails, screws, tape, stickers, glue, or tacks shall be repaired by University facility workers. Costs to repair these damages shall be charged to the student. The student should not attempt to repair various damages, as this could complicate the repair process and result in additional charges.
- **Showerheads:** Water efficient showerheads have been installed in all showers and may not be removed or replaced.

#### 15. Trash/Recycling

The University maintains a contract with a private firm for the removal of all trash and recyclables. Trash and recycle bins, and compactors in courtyards, and common areas are not for suite or apartment trash or recycle. Residents must take their suite or apartment trash and recycle to dumpsters. We recommend daily, minimally twice a week. Please use your bins to carry your trash and recycle to the dumpster. This will prevent leakage. NOTE: recommend using a bag to avoid needing to clean your trash and recycle bin at the end of the year.

- In Anacapa, trash and recycling containers are located in the SH1 parking lot by building A and C.
- In Santa Cruz, trash and recycling dumpsters are located near the H building exit gate, off Ventura Street.
- In Santa Rosa, trash and recycle chutes are on floors 2-4, near the elevator. Do not force items into the trash/recycle chutes, but rather take trash/recycle to the dumpsters on the first floor. Residents on the first floor need to take their bins to the dumpster on the first floor.
- In Town Center, trash and recycling containers are located in the parking lots. These containers are for resident use only.
- Feminine products should be wrapped in toilet paper, and placed in trash can to be discarded at the end of the day. Due to our sewer lift stations, feminine products should NOT be discarded by flushing down the toilet, even biodegradable.

#### 16. Utilities

The University shall supply water and electricity for each unit. Licensees are requested to use reasonable amounts of water supplied to the premises. Licensees are responsible for all utilities supplied to the units. The University may bill the residents of each apartment for excessive utility usage, which includes using extra appliances.

## Safety Information

---

1. **Disaster Preparedness:** The University has a comprehensive disaster preparedness plan for emergencies such as earthquakes and fires. To be prepared, all residents are encouraged to bring an extra blanket, a flashlight, enough non-perishable food, water for three days, and a first-aid kit. Students are advised to thoroughly review evacuation instructions posted on the back of their room doors upon arrival.
2. **Emergencies:**
  - A. In the event of an emergency, call 9-1-1. The University Police Department will be notified immediately as well as other necessary agency services.
    - i. If possible, call from the emergency phone located on each floor, or a land-based phone line, as this will produce quicker assistance.
    - ii. If you are able to remember, you may dial (805) 437-8444 in any emergency as this will connect you immediately to University Police. Students are encouraged to program this number into their cell phones so it is easily accessible when needed.
  - B. When making an emergency call, give your name, a clear description of the problem, and your location (including apartment number and room). **Stay on the phone until the dispatcher tells you to hang up.**
  - C. Immediately following this call, please contact your Village front office so that on-site assistance may be initiated by the Village staff.
  - D. HRE provides an Administrator On Call (AOC) for all of student housing, and an RA On Duty in each village after business hours.

**Please note:** Residents who make false claims of an emergency, violate the security guidelines, or jeopardize the security and safety of any residents will be subject to severe disciplinary action.

3. **Emergency Evacuations and Drills:**
  - A. In the event of an emergency (i.e. fire, earthquake, etc.) or a periodic emergency drill, immediate compliance with directives given by the staff is required. Failure to comply with the reasonable request of a University official during an emergency or drill could jeopardize the safety of yourself, others, and staff, and will result in disciplinary action.
  - B. All emergency evacuation drills are timed and must be repeated if completion time does not meet safety standards. It is essential that everyone in an apartment or suite, or any other area of housing, respond promptly in an emergency situation for their safety and the safety of others. This same compliance is required of guests.
  - C. **Emergency Evacuation Procedures.** All residents are required to follow the fire and safety regulations listed below:
    - a. Periodic fire drills may be required to ensure that residents know what to do in the event of a fire. Residents should be familiar with the fire instructions. All residents and visitors are required to evacuate the building when the housing complex fire alarm is sounded.
    - b. In the event that the alarm sounds:
      - Remain calm.
      - Leave the building at once using the nearest visibly safe stairway exit. Depart the room, apartment, or building immediately. Emergency evacuation maps are located on the back of every front door, and in the hallways for Santa Rosa, and Town Center.
      - Go directly to the nearest official gathering spot for your Village.
        - Anacapa
          - A building evacuates to the lawn between A and SH1.
          - B building evacuates to the A5 parking area in front of Arroyo Hall, Recreation Center.
          - C building evacuates to the lawn between C and SH1.

- **NOTE:** Should emergency response warrant it, residents will be re-directed to the back end of SH1 to accommodate fire and police personnel.

Santa Cruz, evacuate to South Quad for buildings D through G and the lawn south of Anacapa Village (by SH1 and A building) for building H.

Santa Rosa, evacuate to the South Quad or SH2 parking lot.

Town Center, evacuate to the parking lot side nearest your building. Do not stand in the center of the Town Center.

- Never use an elevator while an alarm is sounding.
  - If you are away from your room when the fire alarm sounds, do not return to your room.
  - Do not return to the building until given the all-clear signal by a University official, even if the alarm stops sounding.
- c. In the event of an actual fire:
- Remain calm.
  - Contain the fire, if possible, by using provided fire extinguishers or closing the door.
  - Contact University Police if fire personnel are needed by dialing 437-8444 or 9-1-1.
  - Notify HRE staff or your RA immediately. Fire alarm pull stations are located in each stairwell.
  - Leave the building via the stairwell.
  - Close the room and apartment/suite doors behind you. No matter how small the fire, and even if it is already extinguished, report it to the front office staff or your RA immediately.
  - Do not return to the building until given the all-clear signal by a University official, even if the alarm stops sounding.

4. **Emergency Occupancy:** Please note that in emergency situations (such as fires, earthquakes, flooding, etc.) the office of Housing & Residential Education reserves the right to add additional roommate assignments to any room or apartment for a limited period of time.
5. **Missing Student:** As a community member it is important you watch out for your neighbors. If you suspect a friend, roommate, or suite/apartment mate is missing, you should immediately notify CIPD at (805) 437-8444. CIPD will generate a missing person report and investigate. Before reporting a community member missing, please speak with your other suite/apartment mates to see if they have been in contact with that person, and you may utilize your RA. If HRE staff suspects a community member is missing and is unable to contact them, CIPD will be contacted.
6. **Personal Safety Recommendations:** Safety on campus begins with you. Students are encouraged to take steps to safeguard themselves and their property. Some suggestions are listed below:
- Keep your front door locked at all times. Do not bypass the locking system, thereby allowing open access to any door or gate in the Villages.
  - Lock your bedroom door when you leave your suite/apartment.
  - Use provided door viewers or peep holes when someone knocks on the door. These viewers are provided for your safety. Never open your door to people you do not know.
  - Close and lock windows, particularly in first floor units, when you leave your room or use window locks to limit window opening and prevent intruders from accessing your room via an open window.
  - Report suspicious behavior to the University Police at (805) 437-8444 and contact your Village office.
  - Never confront a suspicious individual. Get to know your neighbors and other students who live in the Villages so you will be able to identify strangers more easily and have a feel for who would normally pass through your building or floor.
  - When on campus during evening or early morning hours, walk with a friend or use the University escort service; do not walk alone.
  - Do not invite acquaintances that you do not know well to the campus or to your room.

- I. Use the buddy system. Always let someone, a friend or roommate, know where you are going and when you will return. Check in with them when you leave and when you return. If you are a buddy and someone does not return when they say they will, call their phone, and alert the staff or University Police if you are unable to reach them.
- J. Program an ICE number in your cell phone (ICE stands for in case of emergency). This number should be for a friend or family member that you would want contacted in the event of an emergency.
- K. Program the contact names and telephone numbers, included in the following table, into your cell phone for easy access when needed.

Contact	Telephone Number
University Police Dispatch	(805) 437-8444
Anacapa Village Office	(805) 437-3346
Santa Cruz Village Office	(805) 437-3343
Santa Rosa Village Office	(805) 437-3848
Town Center Office	(805) 437-3345
Anacapa RA on duty	(805) 824-4522
Santa Cruz RA on duty	(805) 312-0752
Santa Rosa RA on duty	(805) 427-1657
Town Center RA on duty	(805) 377-1910

- 7. Sexual Discrimination, Assault, Harassment, Rape:** Acts or allegations of physical violence are considered extremely serious. Sexual assault, sexual battery, or rape of a community member or guest will not be tolerated. This behavior is defined as any sexual activity that is carried out without the expressed consent of the parties involved. Investigations of this type of offense will include Housing & Residential Education, the Dean of Students, the Campus Title IX Coordinator, and the University Police Department. Report any knowledge of such offenses immediately.

If you have been the victim of a rape, it is important to report the incident immediately to the University Police. This will ensure you get the medical attention you need and allow evidence to be gathered, in the event it will be needed later. Our HRE staff is also dedicated to your health and wellbeing and will assist you in any way possible.

Any reports of sexual discrimination, assault, harassment, or rape to a student or professional staff member will be handled with care to the reporter's privacy, although confidentiality cannot be guaranteed. Typically reports to an RA or other HRE staff member will be shared with their supervisor, the Director of Residential Education, the Associated Vice President for Housing & Residential Education, the Campus Title IX Coordinator, and the Dean of Students. The purpose of sharing information along reporting lines is to ensure the student(s) involved receives appropriate support and resources. In recognition that these reports are delicate in nature, extreme care is taken to assist the reporter in feeling comfortable and informed.

As a preventative measure, the University Police Department offers the training course Rape Aggression Defense System (RAD). It is a program of awareness and self-defense taught by certified trainers. Contact University Police for details.

The following table includes on-campus contacts and telephone numbers to assist rape victims.

Contact	Telephone Number
University Police Department <ul style="list-style-type: none"> <li>24 hour emergency number</li> </ul>	(805) 437-8444 9-1-1
Sexual Harassment Counseling <ul style="list-style-type: none"> <li>Student Health Services</li> </ul>	Student Health Services: (805) 437-8828

<ul style="list-style-type: none"> <li>• Counseling and Psychological Services</li> </ul>	Counseling and Psychological Services: (805) 437-2088
---	---

A. **Title IX Notice of Non-Discrimination:** The California 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.

B. **Who to contact if you have complaints, questions, or concerns:** Title IX requires the University to designate a Title IX Coordinator (known as the Title IX Inclusion Officer here at CSUCI) to monitor and oversee overall Title IX compliance. Your campus Title IX Coordinator is available to explain and discuss: your right to file a criminal complaint (sexual assault and violence); the University's complaint process, including the investigation process; how confidentiality is handled; available resources, both on and off campus, and other related matters. ***If you are in the midst of an emergency, please call the police immediately by dialing 9-1-1.***

Title IX requires that the CSU adopt and publish complaint procedures that provide for prompt and equitable resolution of sex discrimination complaints, including sexual harassment and violence. CSU Executive Order 1096 <http://www.calstate.edu/eo/eo-1096-rev-6-23-15.html> is the system wide procedure for all complaints of discrimination, harassment or retaliation ***made by students*** against the CSU, a CSU employee, other CSU students or a third party.

Inquiries concerning the application of these laws to programs and activities at CSU Channel Islands may contact the following on-campus resources:

- **Campus Title IX Inclusion Coordinator:**  
Name: Jean Pryor Estevez  
Email: [jean.estevez@csuci.edu](mailto:jean.estevez@csuci.edu)  
Phone: (805) 437-2077  
Report forms can be found on CSU Channel Islands' Diversity and Equity webpage at: <http://www.csuci.edu/hr/diversityandequity.htm>.
- **University Police:**  
Phone: (Emergency) 9-1-1  
Phone: (non-emergency) (805) 437-8888  
Email: [police@csuci.edu](mailto:police@csuci.edu)
- **U.S. Department of Education, Office for Civil Rights:**  
Phone: **(800) 421-3481**  
Online: [ocr@ed.gov](mailto:ocr@ed.gov)  
Complaint form can be submitted online with the OCR via: <http://www2.ed.gov/about/offices/list/ocr/complaintintro.html>.

C. **Safety of the campus community is primary:** The University'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 university policies. Except in extreme circumstances, victims of sexual violence shall not be subject to discipline for related violations of the Student Conduct Code.

D. **Information regarding campus, 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, employees and students may face discipline/sanctions at the university. Employees may face sanctions up to and including dismissal from employment, per established CSU policies and provisions of applicable collective bargaining unit agreements.

Students charged with sexual discrimination, harassment or violence will be subject to discipline, pursuant to the California State University Student Conduct Procedures (see Executive Order 1073 <http://www.calstate.edu/eo/EO-1073.pdf>) and will be subject to appropriate sanctions. In addition, during any investigation, the university 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.

#### E. Additional Resources

- CSU's Sexual Violence Prevention and Education Statement (including facts and myths)
- U.S. Department of Education, regional office  
Office for Civil Rights  
50 Beale Street, Suite 7200  
San Francisco, CA 94105  
(415) 486-5555  
TDD (877) 521-2172
- U.S. Department of Education, national office  
Office for Civil Rights  
(800) 872-5327
- Know Your Rights regarding Title IX  
<http://www2.ed.gov/about/offices/list/ocr/docs/title-ix-rights-201104.html>
- California Coalition Against Sexual Assault  
1215 K. Street, Suite 1850  
Sacramento, CA 95814  
(916) 446-2520

The following table provides crisis centers and hotlines that offer intake reception and counseling services:

Crisis Center or Hotline name	Contact phone number	Location
Safe Harbor East	(805) 526-3900	Simi Valley
Safe Harbor West	(805) 641-4430	Ventura
Coalition Sexual Assault Hotline	(800) 656-1111	
Spanish Speaking	(800) 300-2181	
Santa Paula Hospital	(805) 525-7171	Santa Paula
St. John's Reg. Med. Center	(805) 988-2500	Oxnard
Interface	(800) 339-9597	
Rape/Sex Assault Treatment	(805) 485-6114	Camarillo
Valley Trauma Center	(818) 886-0453	Northridge
The Women's Center	(818) 677-2780	
Ventura Medical Center	(805) 652-6000	Ventura
National Rape Hotline	(800) 656-4673	Oxnard
Domestic Violence Hotline	(800) 799-7233	
Rape Crisis Center	(805) 983-6014	Oxnard



## **8. University Police**

Our University Police are committed to promoting a safe environment at CSU Channel Islands. They are concerned with both the well-being of our CSU Channel Islands community members and visitors, as well as safeguarding personal and University property. You may learn more by visiting [University Police website](#).

Our police officers have full law enforcement authority and can make arrests and issue citations. Each police officer exceeds the minimum certification and training requirements mandated by the State of California. Their authority as state peace officers extends off-campus and into the surrounding community. The CSU Channel Islands Police Department is responsible for the enforcement of state and local laws as well as University rules and regulations.

HRE staff work in partnership with University Police and call upon them regularly to address concerns and provide support within the Villages. Our police officers pride themselves not only their ability to serve effectively as peace officers, but also on their dedication to serving the needs of the CSU Channel Islands community. Please do not hesitate to contact them if you have a question or need assistance, on or off campus. They can be reached at (805) 437-8444.

## Residential Education

---

Education at CSU Channel Islands extends well beyond the classroom, and includes your residential environment. Residential Education provides services, programs, and leadership opportunities for students that aim to enhance their CSUCI experience, and make CSU Channel Islands a true home away from home.

### 1. Campus Resources:

- a. **Career Development Services (CDS):** The University provides a centralized employment service for students who desire part-time jobs to supplement their educational expenses. Career Development Services is a part of Student Life that assists students in securing jobs on and off campus, résumé writing, interview training, and internship assistance. Additionally, CDS hosts career and graduate school fairs and provides other preparatory workshops and services designed to help students enter the work force. It is never too early to start acquiring skills and knowledge necessary to enhance professional marketability. Visit the Career Center located in the Bell Tower 1548 or at (805) 437-3270 to set up an appointment.
- b. **Counseling and Psychological Services (CAPS):** The University provides counseling services for students through the Student Health and Counseling Center. CSU Channel Islands **Counseling and Psychological Services** is a free short-term individual counseling resource committed to supporting students in their development, assisting them with navigating any life circumstance, and much more. Students visit CAPS for a variety of reasons, which may include:
  - Adjusting to university life.
  - Academic and general life stress.
  - Difficulties with motivation or decision making.
  - Relationships with friends, families, partners, roommates, and so forth.
  - Test or performance anxiety.
  - Sexuality issues.
  - Sexual orientation.
  - Thoughts of suicide.
  - Eating or drinking disorders or concerns.
  - Substance abuse.

If you are in need of assistance in these or other areas of your life please do not hesitate to schedule an appointment by calling (805) 437-2088.

- c. **Disability and Accommodations:** The California State University does not discriminate on the basis of disability in admission, access, treatment, or employment in its programs and activities. Section 504 of the Rehabilitation Act of 1973, as amended, the regulations adopted therein, and the Americans with Disabilities Act of 1990, prohibit such discrimination. Inquiries concerning compliance may be directed to Valeri Cirino-Paez, Coordinator of Disability Accommodations & Support Services at (805) 437-8510.

Housing & Residential Education is fully compliant with the Americans with Disabilities Act. All students who reported a disability on the student housing application should have received a request for additional information and returned this information by July 1 for review by Disability Accommodations & Support Services.

- d. **Health Services:** The University provides student health services including preventive care, special health programs, and immediate treatment for some on-campus injuries. Student Health Services (SHS) is located in Yuba Hall, in the parking lot behind Sage Hall. All students must show a valid CSU

Channel Islands student ID when checking into the SHS. The SHS is staffed Monday through Friday and can be reached at (805) 437-8828.

Students who have a medical and or physical condition which requires specialized medical care may need to provide records from their private physician to the Student Health Services staff.

- e. **Multicultural Dream Center:** The purpose of the Multicultural Dream Center (MDC) is to provide an environment for students, faculty, and staff where they can receive and offer support for the development of a truly diverse learning community at CSU Channel Islands. CSU Channel Islands supports diversity as a source of renewal and vitality. For information concerning hours of operation and events, call the MDC at (805) 437-8407.

CSU Channel Islands Equal Opportunity Policy states, CSU Channel Islands affirms diversity and does not discriminate on the basis of a person's race, color, sex, gender, religion, creed, national origin, disability, marital status, disabled veteran status, sexual orientation, or age.

- f. **Student Leadership Programs:** Student Leadership Programs provides programs and services designed to develop students who will lead with excellence and integrity while they build community, personally flourish, and act in a positive and socially responsible manner.

Student Leadership Programs seek to achieve the following aims through the delivery of programs and services:

- To provide resources, training, and information for student leaders and advisors of clubs and organizations regarding leadership development
- To facilitate user-friendly, accessible, and responsive processes for clubs and organizations to function
- To inform campus constituents of the importance and availability of leadership, involvement, and experiential and service-learning opportunities
- To collaborate with the campus community to facilitate the development of student leaders in curricular and co-curricular endeavors
- To recognize the co-curricular achievements of student leaders

Student Leadership Programs is housed in the Student Engagement and Applied Leadership (SEAL) Center located on the first floor of the Bell Tower. Student Leadership Programs includes three programmatic elements: the SEAL Center, Student Organizations, and the Leadership Certificate Program (currently under development). At CSUCI, there are eight types of student organizations including: academic, cultural, faith-based, honorary, political, service, special interest, and sports clubs.

- g. **Recreation Center:** The CSU Channel Islands Recreation Center offers various fitness, aerobic, and weight equipment for students to stay in shape. Intramural sports are also available to students through the Recreation Center. Physical activity can help relieve tension and stress, alleviate mental strain caused by extensive studying, and offer great opportunities for meeting people, making friends, and having fun. These services are included in student registration fees and are available to all CSU Channel Islands students. All students using these facilities must have a valid student ID card. For additional information and hours of operation, call the Campus Recreation at (805) 437-8902.

- 2. **Confidential Records:** In compliance with the Family Educational Rights and Privacy Act (FERPA) of 1974, student records, which in general include information concerning the student personally and the student's individual relationship to the educational institution, are kept confidential but are available on request to: any

CSU Channel Islands personnel with legitimate educational interest, to the student, to the student's parent or legal guardian with the student's written consent, or as allowed by law.

The Director of Residential Education should be contacted for requests of student records. The request should be in writing from the student or guardian (for students under age 18). An appointment will be made with the appropriate University personnel, and identification must be supplied at the time of the meeting.

3. **Events and Activities:** HRE provides numerous events and activities, which are great opportunities for learning and building relationships. Our aim is to promote student learning by utilizing HRE's DOLPHIN Needs Model, which addresses key individual and community development needs of our residents.

The following table describes the DOLPHIN acronym:

DOLPHIN Initial	Need	Need Description
<b>D</b>	<b>Diversity Awareness &amp; Education</b>	A multicultural perspective is a pillar of the University and is essential to individual and community success in the Villages, University, and global communities. Diversity Awareness and Education focuses on oppression reduction through events that develop self and social awareness on areas such as race/ethnicity, spirituality, sexual orientation, socioeconomic status, ability, and gender.
<b>O</b>	<b>One's Self Awareness</b>	Through a better understanding of one's self, individuals become empowered to make positive changes that build on their areas of strength, while also allowing reflection on areas of improvement. Increasing self-awareness involves exploration of personality type, value systems, beliefs, ethical decision-making, self-esteem, and emotional intelligence and expression.
<b>L</b>	<b>Life &amp; Career Planning</b>	Developing confidence, purpose, and goals focused on career development, life skills, and personal interests are an important part of the college experience. Career planning is a process in which individuals identify where they excel, how one's skills, talents, values, and interests translate into a fulfilling career, and how to take steps toward pursuing that career post-graduation. Life planning supports this effort in covering some of the important 'basics' such as time and money management, caring for a home or vehicle, information management, intellectual capacity, and other related areas.
<b>P</b>	<b>Personal Citizenship</b>	Citizenship focuses on developing and promoting the ideals of intellectual honesty, democracy, sustainability, civic engagement, and social justice. Events that focus on developing residents into engaged citizens will help prepare them for leadership roles and positive community membership beyond the university experience. This area will assist residents in exploring their role as a member of multiple communities, and what it means to be a socially responsible citizen.
<b>H</b>	<b>Healthy Living</b>	To be healthy and well is a requirement for students to reach their full potential and thrive. Wellness is a holistic process that encompasses physical, mental, emotional, and spiritual health. For college students it is important for them to understand how their lifestyle choices affect their overall health. Additionally they must

		be given the tools to confront issues such as: substance abuse, sexual health, stress management, grief, and changes in mental health, appearance issues, and physical exercise.
I	<b>Interpersonal Relationships</b>	Interpersonal relationship skills involve recognition of how an individual's actions affect others, developing an appreciation of and sensitivity to the needs of others, a capacity for intimacy, and the ability to relate and communicate effectively. In the residential college environment, the ability to navigate interpersonal challenges is important to each resident's satisfaction, and well-being.
N	<b>Neighborhood Connections</b>	Having a real connection to the residential community can have a profound impact on a student's overall educational experience. Providing intentional activities in which residents can meet, share, and build connections with their neighbors enhance feelings of community and belonging not only in a particular floor or building, but within the larger CSUCI community as well.

These events are conveniently located either in the Villages or in other locations on campus. The majority of events and activities are free to residents. If an event has a fee associated, it will be clearly identified on all advertisements. Residents have opportunities to meet and interact with peers and learn new skills while having fun. However, some of the most rewarding events are those initiated by residents themselves. We encourage residents to contribute ideas for events and activities that they would like to have in student housing, which can be done through speaking with their RA, Graduate Student Assistant, Coordinator of Community Programs, Assistant Coordinator of Residential Education, or Coordinator of Residential Education.

Some events in the Villages are sponsored by the Residence Hall Association (RHA). RHA is the representative governing body for residential students. Each floor community will have one or two individuals who represents them, assist with event coordination, and affect positive change within HRE.

4. **Floor Meetings:** RAs will conduct mandatory floor meetings. These meetings are designed to keep residents aware of important information and upcoming events. Attendance at these meetings is very important and not attending could result in disciplinary action. If you know you cannot attend a scheduled meeting, please notify your RA in advance.
5. **Immunization Requirements:** Hepatitis B immunization requirements for all new students 18-years old or younger attending CSUCI are posted at the [Student Health Services Website](#). Please be sure to read this information and other health immunization requirements as it may affect your ability to register for future semesters.

Meningitis (Meningococcal) immunizations are strongly encouraged for all students living on campus in the event a fellow student contracts meningitis. Meningitis is a very serious condition which is highly contagious and living in close quarters increases vulnerability. Please read the Meningococcal disclosure found on the HRE website.

6. **Lost and Found:** The University Police operates a lost and found service on campus. All found items are to be reported and turned over to the University Police within 24 hours.
7. **Residence Hall Association:** The Residence Hall Association, or RHA, exists to allow residents to take an active role in shaping the community. All residents are members of RHA and are encouraged to actively participate. RHA meetings serve as a platform for students to proactively voice concerns and recommendations. RHA is

also a student programming arm of the residence halls. RHA is comprised of students who are enthusiastic, energetic, and creative.

Students are given many opportunities to participate in student housing programming and government through multiple venues. Each building and floor will elect individual representatives to provide assistance to students through a variety of events and activities, while also serving as the students' voice to Residential Education staff. RHA is an excellent outlet that presents the students' opinions about residential life in Anacapa, Santa Cruz, Santa Rosa, and Town Center to HRE, Student Life, and Division of Student Affairs staff.

If you are interested in learning more about RHA opportunities, please contact your Resident Advisor (RA) or the Coordinator of Community Programs, Tanya Yancheson.

8. **Roommate Mediation and Conflict Resolution:** Most roommate conflicts stem from a lack of communication between roommates. To avoid breakdowns in communication, be proactive and strive for effective communication methods. Unfortunately, there are times when you and your roommates/suitemates may have difficulty resolving issues. Holding it in or allowing it to reach a point where frustration is at its highest point is definitely not the answer. With respect, care, and an open mind, your chances of developing a solid roommate relationship can increase dramatically. Facilitated correctly, it can be one of the most rewarding aspects of living on campus.
- Think about using the following suggestions if conflict arises:
    - **Use I statements.** Sitting down with your roommate and saying, I felt upset when I didn't get the message that my mother called is very different from saying, You upset me when you didn't give me my mother's message. Taking ownership of your feelings removes the blaming tone from your statements and puts your roommate in less of a defensive position. People listen better when they don't feel attacked.
    - **Don't argue right when a disagreement occurs.** Your chances increase of saying things you may regret. Allow yourself to gather your thoughts, which will help to be more rational and productive. If you feel like yelling, screaming, throwing something, hitting, or all of the above, get help! Your RA is a phone call away.
    - **Do not use your white board or Post-it notes as a form of negative communication.** Talk in person if you have a problem to discuss. Things are more likely to get better if you take the time to meet face to face. Written messages may result in miscommunication due to a misinterpretation of information.
    - **Your RA can help.** If you and your roommate cannot resolve an issue peacefully, ask your RA for assistance. RAs receive hours of training each year on topics like roommate conflicts, conflict resolution and mediation, emergency response, and cultural awareness. RAs can be effective mediators and are qualified to help resolve the common roommate problems.
  - Please note: prior to any room change due to a roommate conflict, mediation with the RA must take place. For more information refer to page 19: Room Changes.

## **Housing & Residential Education Student Conduct Procedures**

---

Housing & Residential Education is comprised of students from a variety of ethnic, cultural, and socio-economic backgrounds. Living in a diverse community affords many opportunities for building relationships and for learning, which is one reason why living on campus is such an integral part of the college experience! At the same time, it requires responsibility, consideration, and mutual respect so that community members can live together in harmony. Standards for on-campus living have been developed to promote an environment where students can live together with freedom and flexibility while respecting the needs and rights of others. We ask everyone to accept the responsibility of living effectively in a community and maintain awareness and responsiveness to how their actions affect their neighbors and roommates. The responsibilities that students have as on-campus residents are outlined in the HRE Community Living Standards above. Standard violations are addressed by HRE staff through the student conduct process.

Further, all students of the CSU are responsible for abiding by the CSU Student Code of Conduct, (Title V, Section 41301) which is enforced by the Dean of Students via the area of Community Responsibility and Student Conduct (SCCR).

Moreover, as residents of the State of California, we are required to know and adhere to all state laws, which are outlined in the California Penal Code and the California Vehicle Code. Violations of these laws could result in legal consequences, which on campus, are most often addressed by the University Police Department. In some cases, there may be an overlap of these laws and standards; when this occurs, students are accountable to all three entities: Housing & Residential Education, the University Judicial Officer, and University Police. Each of these offices work cooperatively with each other, and at the same time are authorized to adjudicate alleged violations independently.

## Housing & Residential Education Conduct Process: The Six Steps

---

Housing & Residential Education's conduct process is based on a progressive six-step system that incorporates involvement from students (Community Resolution Team) and staff (primarily the Director of Residential Education, the Assistant Coordinators of Residential Education, and the Coordinators of Residential Education). The system is designed to provide students with awareness of their status in the conduct process. Each violation of the established HRE community living are placed on a particular level called a step.

Steps are calculated by the accumulation and severity of a residents' standard violations. Steps are assessed based on the degree of community disruption or behavioral seriousness. Therefore, one severe violation, a few mid-level violations, or several low-level violations may all result in 6 steps, which is terms for removal from Housing. Further, the area of Community Responsibility and Student Conduct is copied on all final decision letters from judicial cases where a resident is found 'responsible'. Additionally, due to the common severity of step 6 violations, they are often reported to the University Police Department.

When a conduct officer or the Community Resolution Team receives a case for review, it is their responsibility to meet with the resident(s) to look at all the information reasonably available and make a decision about whether a student is responsible for the alleged violation(s). The CSU defines responsibility for a violation when the evidence suggests that the student charged is more likely than not responsible for the violation based on the information reasonably available from all sources. This evidence standard is known as a preponderance of the evidence and is how student conduct cases in higher education are most commonly adjudicated. The conduct officer or the Community Resolution Team is required to act reasonably and responsibly consistent with HRE's procedures; they are not required to prove guilt beyond a reasonable doubt.

### The Six Steps and Associated Responses

The following table reflects the number of steps and corresponding response from HRE.

# of Steps	Required Meetings and Possible Responses
Step 1-3	Meets with: Coordinator of Residential Education, Assistant Coordinator of Residential Education, Graduate Assistant Coordinator of Residential Education, or the Community Resolution Team. Sanctions include: Formal Warning and educational sanctions.
Step 4	Meets with: Coordinator of Residential Education or Assistant Coordinators of Residential Education. Sanctions include: HRE probation and educational sanctions.
Step 5	Meets with: Director of Residential Education, Coordinator of Residential Education, or designee. Sanctions include: Notification of removal at the end of the semester and denial of student housing eligibility in subsequent academic years.
Step 6	Meets with: Director of Residential Education or designee. Sanctions include: Removal from student housing and denial of student housing eligibility in subsequent academic years.



## **Student Conduct Reporting, Meetings, and Review Process**

We are committed to providing due process for all students, promoting student growth and learning, and addressing student conduct concerns and their impact in student housing and the University community. This process is not designed to be adversarial, but to promote responsibility and effective community living through fair and reasonable accountability. Students are encouraged to enter this process honestly and openly in order to effectively resolve concerns and gain the most from the experience.

Outlined below is the process by which violations are reported, investigated, and reviewed.

1. An incident report is filed with HRE. While this is most frequently provided by student staff, reports may also be submitted by students or other university staff who witness and/or are impacted by a potential violation.
2. Incident reports are primarily reviewed by the Director of Residential Education (DRE), Coordinators of Residential Education (CRE), Assistant Coordinators of Residential Education (ACRE), Graduate Assistant Coordinator of Residential Education, and the Residential Education Administrative Assistant (REAA). If these reports contain sufficient information to warrant either a conduct meeting or an educational discussion, a letter requesting a student meeting with the appropriate HRE conduct officer or the Community Resolution Team will be generated.
3. Students are expected to schedule a meeting with the HRE conduct officer as soon as they receive the notification letter. The notification letter states which conduct officer will hear the case. Students are given one business day to schedule and three business days to complete this meeting, unless notified otherwise. Meetings may be scheduled via the link in the Notice to Meet letter, at the HRE office in building E for the DRE or at the front desk of Santa Cruz Village, Santa Rosa Village, Town Center, or Anacapa Village for the other review officers. Failure to schedule a meeting in the specified timeframe and/or failure to attend a scheduled meeting may result in additional violations, referral to the Office of the Dean of Students, or a rendering of a final decision on the student's behalf.
4. In the judicial meeting, students will be asked questions based on information from a documented incident report. Students may also provide verbal or written statements of their own account of the alleged incident.
5. The HRE conduct officer evaluates the validity and credibility of the evidence presented from all sources and makes a determination of responsibility based on a preponderance of the evidence. This decision, which may include step allocation and/or sanctions, is communicated to the student electronically or in writing in the form of a decision letter at the conclusion of a follow-up conduct meeting.
6. Students may appeal the decision of the HRE conduct officer. If a student wishes to appeal the decision of the HRE conduct officer, instructions are listed below and provided in the final decision letter.
7. The outcome and sanction is final and binding if a student fails to appeal by the specified deadline.

## **Appeal Process**

Any student found responsible for violating HRE policies may submit an appeal in writing within 3 business days of receipt of their sanctions to the identified appeal officer found in the final decision letter. Appeals must be based on at least one of the following criteria and speak directly and substantively to one or more of them:

1. New relevant information, unavailable for presentation at the time of the original conduct review meeting;
2. Specific facts to support the allegation that the decision of the conduct review officer was not consistent with the nature of the standard or its violation; or
3. Specific facts to support the allegation that the conduct review officer was prejudiced with respect to the facts of the case or the individual(s) involved.

Upon receipt of the letter, if the appeal is warranted based on the above listed criteria, a hearing will be scheduled to occur within two (2) days. In reviewing the appeal case, based on a preponderance of evidence, the appeal officer may:

1. Uphold the decision of the original conduct review officer
2. Increase, reduce, or change the sanctions issued by the original conduct review officer, or
3. Find the student not responsible and revoke the sanctions issued by the original conduct review officer.

The decision of the appeal officer will be enforced. No additional appeals are provided.

## **Student Conduct Definitions**

Appeal Officer: The supervisor, or designee, who will hear a student appeal. The name of this person along with appeal instructions will be provided in the final decision letter.

Conduct Meeting: A meeting with a University who is authorized to review and respond to HRE community living standards or the University code of conduct violations. An informational meeting is necessary to establish clarity about the incident(s) and associated allegation(s) and discuss HRE and University responses. Students receive notice of these meetings via email and in writing to their room. Prompt response is expected.

Conduct Review Officer: A housing staff member who is responsible to review and respond to incident reports. The conduct review officer adjudicating an individual student case sends the conduct meeting invitation.

Community Resolution Team: A student peer review board that reviews lower level violations (Steps 1-3), determines responsibility, and assigns sanctions. The Community Resolution Team is advised by the Coordinator of Residential Education.

Educational Sanction: A requirement or condition imposed at the discretion of the conduct officer or the Community Resolution Team with an educational goal intended. Sanctions may include community service projects, an educational program or presentation, educational program attendance, intervention classes, or a research paper/project.

HRE Probation: An official sanction period of observation and review that place students in a status where any subsequent misconduct during the period of probation will result in additional disciplinary action, typically at a higher level than the minimum sanction listed.

Notification of Removal: A disciplinary sanction period of observation and review in which a student is formally notified that he/she will be removed, but that this removal is held in abeyance. Specifically, this means that the student will be allowed to remain in student housing through the end of the semester if his/her behavior does not violate any other community standards as specified in the *Resident Handbook*. Should the student be found responsible for behaviors that violate these standards prior to the end of the semester, he or she will be removed from student housing immediately. Notification of removal may also result in responsibility to pay future housing fees. Title V of the California Code of Regulations allows a campus to collect full housing and board fees from a student who breaches their housing license. Housing & Residential Education mitigates these fees in most cases in proportion to the severity of the violation.

Referral to the Office of the Dean of Students: Whenever a violation occurs in HRE, which includes violations of the *Standards for Student Conduct*, a referral will be made to the Office of the Dean of Students by the conduct hearing officer of Residential Education so the case may be reviewed by a campus judicial officer. These standards can be found in your [CSU Channel Islands Student Guidebook](#).

Removal: An official sanction that prohibits the student from continuing to reside in student housing. This sanction may also preclude a student from being able to return to student housing for a specific period of time without permission from the director of HRE. Removal will result in forfeiture of monies paid to student housing and will also result in responsibility to pay future housing fees. Title V of the California Code of Regulations allows a campus to collect full housing and board fees from a student who breaches their housing license. Housing & Residential Education mitigates these fees in most cases in proportion to the severity of the violation.

## Administrative and Educational Sanctions

Students found responsible for violating Community Living Standards will receive an administrative or educational sanction. **Administrative sanctions** are a form of cumulative accountability to hold students proportionately accountable for severe and continuous violations. The purpose of **educational sanctions** is to help students learn from personal and peer behavior and incidents. The HRE conduct officer is responsible for determining the sanction that best meets the overall educational goal of the conduct process.

### Administrative Sanctions

The number of steps assigned for a violation gives students a better understanding of the incident severity. Below is an explanatory step guideline:

1. **Formal Warning (Steps 1-3):** This sanction is typically, but not always, the first step in the conduct process for most minor violations. This sanction is a reminder to review the guidelines for resident conduct within the Resident Handbook and commit to abiding by them. With this sanction a written warning is issued to the student that indicates additional violations of University and/or Housing & Residential Education standards will result in further disciplinary action.
2. **Housing Probation (Step 4):** This sanction indicates that a student's actions require a more serious response than a Formal Warning, but do not necessarily meet the level of removal from housing. Being placed on Housing Probation means that continued violations of the guidelines and standards within the Resident Handbook may result in further disciplinary action, typically leading removal from housing. Housing Probation is set for a designated period of time (may cross academic years depending on when violation takes place, i.e. – violation during late Spring semester may lead to probation into the following Fall semester), and will include restitution, educational sanctions, or other specified activities.
3. **Housing Probation with Notice of Removal (Step 5):** This sanction indicates serious violation(s) of HRE guidelines as stated in the Resident Handbook, and informs students that (1) removal will happen at the end of the current semester, and (2) further violation of standards before that time will result in immediate removal from student housing.

*Per Title V of the California Code of Regulations*

*(<http://government.westlaw.com/linkedslice/default.asp?SP=CCR-1000>; Title V, Division 5, Chapter 1, Subchapter 5, Article 5 - § 42019. Cancellation, Vacating, or Revocation -Obligation of the Licensee), students removed from on-campus housing due to disciplinary violations are subject to the full term of their license agreement, including fees.*

4. **Termination of License (Step 6)** –The Director of Housing & Residential Education or his/her designee has the authority to revoke a resident's housing license (contract). Termination of License prohibits the student from continuing to reside in student housing through revocation of their housing contract. This sanction may also preclude a student from being able to return to student housing for a specific period of time without permission from the Director of HRE. Once removed the student may not enter any facility or property operated by HRE.

*Per Title V of the California Code of Regulations*

*(<http://government.westlaw.com/linkedslice/default.asp?SP=CCR-1000>; Title V, Division 5, Chapter 1, Subchapter 5, Article 5 - § 42019. Cancellation, Vacating, or Revocation -Obligation of the Licensee), students removed from on-campus housing due to disciplinary violations are subject to the full term of their license agreement, including fees.*

## Educational Sanctions

As the conduct process is meant to be educational and focus on how one's actions affect the community, whenever possible and appropriate, sanctions will include an educational assignment. Educational sanctions take into account the specifics of the incident and the individual student. The objective is to help the student learn from their experience and make a contribution to the community. A conduct officer or the Community Resolution Team may assign one or more educational sanctions. Examples of educational sanctions are listed below but are not limited to:

- **Community Service Hours:** Students are required to complete a specified number of hours in a specified number of days. Typically students are assigned up to 5 hours per Step. Since these hours are to give back to the community, they must be completed with the resident's RA, the Village office, or other area within HRE.
- **Educational Project:** Students are required to complete a specified educational project. This may include participation in an educational program or activity, writing a paper, and/or completing a project or task.
- **No Contact Agreement:** At times, due to conflict or instances of harassment, students are placed on a behavioral agreement/contract that precludes contact with a specified individual(s). This agreement essentially requires keeping a distance and proactively avoiding conflict with another student. If issued, violations of a No-Contact Agreement may result in further disciplinary action as a violation of the Non-Compliance standard (see page 59).
- **Restitution:** Students are required to make payment for damages to property of the University or another student.
- **Housing Relocation:** Students may be asked to relocate or move to another room on campus. The student will be expected to follow room change procedures as outlined in this Handbook and provided by HRE. This relocation must be completed in a timely fashion according to the deadline outlined in the sanction.

## Assignment of Steps

The conduct review officer hearing HRE cases will evaluate the information available and assign steps to a violation for which a student is found responsible. Typically most steps 'expire' at the end of the academic year in which they are assigned, although depending on the date and severity of the violation steps may cross academic years if the student chooses to re-contract with HRE (i.e. a violation in late spring or summer may come with a sanction requiring the student to start the following year on a certain step level).

Listed below are some Community Standard violations and the possible associated steps, some of which have a range and may be listed under multiple step levels. Steps associated with standards not listed below will be determined at the discretion of the conduct review officer. *The following list is meant to serve as a guide and is not a complete list of the infractions and subsequent sanctions. Final assignment of steps is at the HRE conduct review officer's discretion.* If a student is placed on probation (4 steps) after Spring Break, they will remain on probation through the Fall semester the following academic year. If a student is placed on probation (4 steps) in May, their probation will be for the duration of the next academic year. Steps become effective when they are assigned, not when the violation occurs. Any steps assigned after move-out will roll over into the following academic year.

### Step 1 Violations

- Access to Housing: Propping doors and gates
- Quiet and Courtesy Hours
- Care of Common Areas and Property, Care of Apartments Rooms & Suites: Improper trash disposal
- Non-Compliance: Failing to complete conduct sanctions

### **Step 2 Violations**

- Access to Housing: Use of closed facilities
- Alcohol: Alcohol containers (empty and/or for decoration), minor alcohol violation
- Alcohol Edu: Not completing Alcohol Edu by the due deadline
- Vehicles and Transportation: Riding skateboards/bicycles/etc. within the Villages
- Care of Common Areas and Property, Care of Apartments Rooms & Suites: Improper trash disposal, minor damage
- Fire Safety: Possession of candles, incense, or HRE/University signs
- Floor Meetings: Unexcused absence from a floor meeting
- Furniture: Removing furniture from a common area
- Guests and Overnight Visitors: Failure to register an overnight guest for one night, exceeding the allowed amount of guests (will be charged \$45 per night guest fee)
- Marijuana possession of paraphernalia (2-4 steps range)
- Non-Compliance
- Quiet and Courtesy Hours: A violation during 24 hour quiet periods
- Pets (may have cleaning/damage fees charged)
- Smoking: Smoking in non-designated areas outside

### **Step 3 Violations**

- Access to Housing: Climbing gates
- Alcohol: Public intoxication/unable to care for self, violation of alcohol privileges, hosting a gathering where alcohol is present
- Care of Common Areas and Property, Care of Apartments Rooms & Suites: Improper trash disposal, minor damage
- Fire Safety: Failure to evacuate in the event of a fire alarm
- Guests and Overnight Visitors: Excess of 8 overnight guests
- Non-Compliance: Failure to provide identification, being uncooperative or verbally abusive to staff
- Smoking: Possessing a hookah (water pipe)

### **Step 4 Violations**

- Alcohol: Providing alcohol to students under the age of 21
- Care of Common Areas and Property, Care of Apartments Rooms & Suites: major damage
- Dangerous Behavior
- Drugs: Possession of drug paraphernalia, being under the influence of a prohibited substance, participating in an activity where drugs are present (regardless of consumption)
- Fire Safety: Disabling/removing a smoke detector
- Harassment
- Marijuana: Possession but not use of, or in the presence of but not using
- Smoking: Smoking inside an HRE facility, includes an electronic cigarette (e-cig, vapor)
- Vandalism

### **Step 5 Violations**

- Harassment
- Fire Safety: Falsely pulling a fire alarm, tampering with fire safety equipment, removing or damaging exit signs
- Theft
- Vandalism
- Marijuana use (may be 5 or 6 steps)

**Step 6 Violations**

- Assault
- Dangerous Behavior
- Drugs: Use, possession, distribution, sales, manufacture/cultivation of an illegal substance
- Harassment: Threats against another community member or staff
- Marijuana use, distribution, sales, or cultivation
- Theft
- Vandalism - major property damage
- Weapons

## Community Living Standards

---

Living in a community presents many wonderful opportunities for learning and relationships. Living together effectively in a community requires adherence to reasonable community living standards, the University code of conduct, and the laws which govern our state, local area, and campus. You may find information online at [www.csuci.edu](http://www.csuci.edu). All students are responsible for knowing and abiding by CSU Standards. Prior to move-in, all residents must finish reading the Resident Handbook and sign affirming that they have done so.

Housing & Residential Education (HRE) Community Living Standards are outlined below. Knowledge of and adherence to these standards as well as those items listed in the Residential Education, Administrative Services and Information, Facilities, and Safety Information sections is required of all resident students. Not meeting or abiding by the standards within this *Resident Handbook* may result in disciplinary action.

1. **Access to Housing:** The following guidelines are essential to maintaining a safe, secure, and orderly community. Residents may not make unauthorized entry or use of, or misuse, any University property.
  - A. Access to common areas: Public or common areas are for the use of the resident and their guests only. Sleeping overnight in public areas is not allowed. Organized functions in public areas must be approved in advance by an HRE staff member. Entering common areas after the space has closed is prohibited.
  - B. Access to residential units: Unauthorized entry into an apartment, suite, room, or building other than the one assigned is prohibited.
  - C. Alternative stay: We do provide students with legitimate cause the opportunity to arrive prior to the academic year, remain on campus during winter break and University holiday periods, and in some cases following graduation. This is known as an Alternative Stay, and there is an additional charge for this period, which equates to the daily rate of the HRE License Agreement. A request must be completed no later than 14 days prior to the requested extension period. To submit a request, sign onto myCI, select Student Housing link, then select Alternative Stay. Residents approved to reside within housing outside of the license agreement dates may access their assigned bedrooms, apartments and/or suites, and the Village common areas during operational hours.
  - D. Entry: Residents must use appropriate doors and gates to enter areas in housing. Climbing in or out of windows and balconies is prohibited.
  - E. Gates: Interior and exterior gates are specifically designed for the security of the residents. Propping or manipulating these gates to provide unauthorized access is prohibited. Residents may only access Housing via key or ID swipe; no other mode of entrance is permitted, such as reaching or jumping over a gate.
  - F. Unauthorized access: Providing access to the Villages to anyone other than a resident or a guest is not allowed. Emergency exits are for emergency use only.
  - G. Restricted areas: Unauthorized presence on rooftops, overhang, ledge, areas underground, or marked for restricted access for any reason is prohibited. Unauthorized entry to restricted areas such as closed buildings, mechanical rooms, data rooms, and custodial closets is prohibited.

NOTE: Violation of this standard is subject to charges.

2. **Alcohol:** The University is committed to maintaining an environment for students that is predominantly free of alcoholic beverage consumption and strictly adheres with federal and state laws. No student is to report to class, or any University activity, while under the influence of alcohol. The intent of this standard is neither to encourage nor to endorse the use of alcoholic beverages, but to describe the permitted and prohibited use in student housing. Any alcohol violation may result in the disposal of alcohol and alcohol containers present.

Medical Leniency: Whenever there is concern for the health and well-being of a student and there is fear about reporting it to avoid getting their friend in trouble, we offer Medical Leniency. This is most common when a student is under the influence of alcohol or drugs, but could also be the result of an injury due to inappropriate actions. Medical Leniency means that we will review the reported individual's case leniently because their friend or roommate did the right thing by reporting it to university officials who could provide

assistance and secure medical attention, if needed. In order for Medical Leniency to apply, the resident making the report must request it on behalf of their friend.

Alcohol Privileges: Individuals may earn alcohol privileges independent of the other residents in their apartment. Residents age 21 or older may consume alcohol in certified rooms if the residents:

- a. Complete AlcoholEdu, an online alcohol education course.
- b. Complete the Alcohol Education Program (AEP) online certification and fill out the accompanying Alcohol Privilege Card (APC) application.
- c. Retrieve their APC from the program's coordinator or designee
- d. Have 3 steps or less on their HRE conduct record.

Residents with approved alcohol privileges are still responsible for their presence or participation during any alcohol violation by another resident or guest, which will result in meeting with a conduct-hearing officer.

Designated Consumption Zone (DCZ): Once all residents of an apartment or suite pass the AEP online certification and complete the APC card application, the Coordinator of Residential Education will generate a DCZ placard for the apartment or suite. Residents who are unable to retrieve their APC and DCZ on move-in day must work with the Coordinator of Residential Education to retrieve both to receive the associated privileges of each. Once residents receive their DCZ certification, they may store and consume alcohol in that space in compliance with the HRE Community Living Standards. Residents with an APC and non-resident guests 21 or older may also consume alcohol in DCZ apartment or suite with their APC card or valid identification on them at all times; for residential students, a valid ID will not qualify as a substitute for the APC. For verification, residents must always keep their DCZ certification posted on the refrigerator of the approved apartment. Please note that rooms in Santa Rosa Village do not qualify for a DCZ placard and thus all alcohol is prohibited.

If any member of an apartment loses their alcohol privileges, the apartment is no longer a DCZ. When an apartment loses its alcohol certification, residents must immediately remove all alcohol and alcohol containers.

- A. General guidelines: The distribution, sale, and brewing of alcohol is prohibited for all residents. Possession, consuming, and being in the presence of alcohol or alcohol containers is prohibited for all residents and guests under the age of 21, and for anyone who does not possess a current APC. Residents 21 and older may not possess or consume alcohol in any DCZ until they complete the AEP online certification process and receive their APC.
1. Alcohol consumption, alcohol containers, whether full or empty, decorative or for recycling, and being in the presence of alcohol or alcohol containers is only permitted for those with an APC in Santa Cruz, Anacapa, and Town Center DCZs.
  2. Residents and guests are prohibited from being intoxicated in any common area within Anacapa, Santa Cruz, and Santa Rosa Village, or Town Center. A common area is considered any location outside of a resident's apartment or suite.
  3. Alcoholic beverages and containers are prohibited in all public areas, such as the Anacapa Commons, the pool, the Jacuzzi, recreation areas, balconies, sidewalks, grass areas, etc.
  4. Residents who exhibit an inability to exercise care for one's safety or the safety of others, which includes causing a public disturbance, are in violation of this standard. If a resident or resident's guest consume alcohol off campus, and either party exhibits threatening behavior (e.g., vomiting, inability to walk, unconsciousness, etc.) upon returning to campus, then the sober or capable party must contact the RA on duty immediately or the police if one requires immediate attention or healthcare. Residents who fail to facilitate care for themselves or their guests (i.e. dropping off an intoxicated resident in a common area or parking lot and leaving) are in violation of the Alcohol Community Living Standard.



- b. Excessive amounts: Excessive amounts and common sources of alcohol are prohibited in housing. Quantity violations of the Alcohol CLS will result in disposal of alcohol present in the apartment or suite.
  - 1. Excessive amounts are defined as alcohol supplies that are excessive for the number of people present. Residents are permitted to have no more than a six-pack of beer, a 750-milliliter bottle of wine, or a 750-milliliter bottle of spirits per person in a DCZ.
  - 2. Common source or bulk quantities are defined as but not limited to kegs, pony kegs, punch bowls, large mixtures of alcohol with other substances, large serving containers, wine boxes, commercial dispensers, or the amount of alcohol equivalent to a common source alcohol beverage container, whether empty or full. Due to their visual similarity to kegs used for alcohol, root beer kegs are prohibited without written approval from the Director of Residential Education.
  - 3. Devices used or intended for the rapid consumption of alcoholic beverages are prohibited.
  - 4. The individual reporting the incident and the student housing conduct officer hearing any resulting case will determine if the amounts violate the Community Living Standard.
- c. Alcohol privileges: An APC is required for all residents in a DCZ where alcohol is being stored or consumed, or where alcohol containers are present.
  - 1. Residents with alcohol privileges must carry their APC on them when consuming or in the presence of alcohol and present it to University staff upon request.
  - 2. No person under the age of 21 may be present or admitted into an apartment where alcoholic beverages are being served, consumed, visible, or not appropriately stored (e.g., alcohol containers in a bathtub). It is the residents' responsibility to check the age of everyone present, and ensure they have their APC in the DCZ where alcohol or alcohol containers are present.
  - 3. Residents with an APC may not consume or be in the presence of alcohol when residents under age 21 are present.
  - 4. Replication, altercation, or misuse of APCs and DCZ Certificates is prohibited.
  - 5. Guests (non-housing resident) over the age of 21, with a valid ID, may possess or consume alcohol in a DCZ. The resident host is responsible for the behavior of their guests and ensuring that their guest abides by all laws, standards, and policies, including the alcohol standard contained herein.
  - 6. Individual room parties or gatherings that create disturbances, damage, excessive noise, cause health or safety concerns, are prohibited. Parties or gatherings that involve more than one room are prohibited.
  - 7. All residents are responsible for following the above alcohol guidelines at all times. All residents present at the time of an alcohol violation may lose their alcohol privileges. Residents must immediately return any revoked APCs or DCZs to the Coordinator of Residential Education.

- 3. **Alcohol Edu**: Statistics show that alcohol is a common issue among college students. It is essential for residents to understand the appropriate use of alcohol and the side effects of alcohol usage.
  - A. First time CSUCI residents are required to complete Part I of the Alcohol Edu online course prior to moving into Housing.
  - B. First time CSUCI residents are also required to complete Part II of the Alcohol Edu online course during the timeline provided to them individually, typically within 45 days of completing Part I.
- 4. **Assault and Fighting**: Any aggressive activity or behavior that results in, or will likely result in physical harm to another community member, University Official, or guest thereof is prohibited.  
 NOTE: Violation of this standard is subject to criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.

## 5. Care of Rooms, Suites, and Apartments

- A. Check-In: Upon check-in, residents shall check the condition of their dwelling and note on the Inventory tab of the Student Housing link. This must be completed within 72 hours after receiving their keys.
  - B. General Care:
    - 1. It is the responsibility of all roommates to keep the apartment/suite/room free of all community standard violations.
    - 2. It is the responsibility of all roommates to keep their apartment/suite/room clean and sanitary throughout the occupancy period. All areas must be cleaned on at least a weekly basis to maintain sanitary conditions.
    - 3. Residents are expected to regularly dispose of trash, and recyclables to the proper outside dumpsters daily, minimally twice a week. Bags or other collections of trash/recycling should not be left in any student room, or common area in suites and apartments, as it poses a health concern. It is a violation to place trash or recyclables outside an apartment/suite, in a hallway, courtyard or any area other than the trash and recycling dumpsters. Dispose of electronic waste properly.
    - 4. Residents are expected to maintain reasonable sanitation and safety standards, store food properly, maintain appliances in a clean and safe working condition, and submit online Housing Repair Request Form to HRE for repair of damages to a unit.
    - 5. Dishes should not be washed in any bathroom sink, and no food or other items should be put down those drains as it leads to serious clogs. To wash dishes use the common area kitchens in G130, G230, K1, Anacapa Commons, apartment kitchen, or Santa Rosa family room properly, scrape food into trash before rinsing and utilizing the garbage disposals.
    - 6. All residents occupying an apartment/suite/room are responsible for the common areas; any charges incurred will be split equally between all residents of a unit should the University be unable to determine responsibility for damages or loss after appropriate investigation.
  - C. Winter Break:
    - 1. At the end of the fall semester residents are required to clean their apartments to the original move-in condition. NOTE: This does not mean remove all items/move-out, but a cleaning of the area.
    - 2. All trash and recyclables must be removed from apartments/rooms/suites before the halls close for winter break.
    - 3. Santa Cruz Village residents must defrost and clean their provided mini-refrigerator(s) by the end of fall finals week.
  - D. Health, Safety, and Occupancy Checks:
    - 1. HRE will conduct periodic Health, Safety, and Occupancy inspections throughout the year. Residents will be given notice in advance of these inspections, as they require entry into every student room. Violations of Community Living Standards and/or License Agreement that are found during such inspections will result in administrative action.
    - 2. Residents given notice during checks to submit Housing Repair Request Form and/or clean their room/common area due to excessive mess must do so within 3 business days. Follow-up checks will be completed on rooms that are a concern, and administrative and judicial action will be taken for rooms not in compliance.
  - E. All guidelines under Room Alterations apply.
- NOTE: Violation of this standard is subject to charges.

## 6. Care of Common Areas and Property:

- A. Common areas and property are for the use of residents and registered special guests only, thus they are the responsibility of every resident. This includes, but is not limited to: lounges, study rooms, game rooms, exercise room, art room, dance studio, media room, stairs, recreation areas, kitchens, balconies, pool, laundry rooms, doors, walkways, fire extinguishers, elevators, exit signs, and lights.

- C. Any malicious damage or acts that result in additional clean up in or around the housing buildings, grounds, or other facilities or property is prohibited. Residents who use common area spaces are required to clean the area at the conclusion of the use. This includes ensuring trash is picked up, the room is vacuumed, and equipment and furniture are returned to their proper locations. Excessive volume of trash should be taken to the dumpster and not stacked on top or next to a trash can.
- D. Dirty dishes, cooking equipment, or food not properly stored, that is left in a common area kitchen will be disposed of. Dirty dishes, equipment, or food can attract vermin and is a health risk to the community.
- E. All furniture and equipment in common areas must remain in its designated common area. Equipment must be used in the way it is designed to be used. Residents should not tamper with electronic (i.e. thermostats) or safety equipment, or misuse game equipment.
- F. If equipment is not working or is broken, please assist us and your fellow residents by reporting the issues right away to the Village office, or the RA on duty.
- G. The use of spray paint, glitter, or glue on the surfaces of the Art Room is prohibited (i.e. gluing items to surfaces). All spills should be cleaned up immediately. Only paint, markers, or similar art mediums are allowed to be used on floor, ceiling, and walls of the room (windows, screens, light switch, thermostat, and smoke detector should not be marked).

NOTE: Violation of this standard is subject to charges.

- 7. **Community Respect:** Respecting the rights of students to study and use the Housing facilities is important to maintaining a positive University and residential community. Interfering with the attempts of others to study, and failure to show respect for community members and housing staff is not permitted. Behaviors or actions that interfere with others' normal use of facilities are prohibited. As members of a civil community, residents are expected to comply with all reasonable requests for courtesy, including issues regarding noise, common area space, trash disposal, etc.
- 8. **Computer and Internet Use:** Computer and internet usage must be in accordance with the terms noted in the **IT.03.001** Interim Policy on Responsible Use. Refer to <https://policy.csuci.edu/sp/4/sp-04-005.htm> for the full document. (Refer to 41. Wireless Routers.)
- 9. **Dangerous Behavior:** Any activity which can be interpreted as endangering or harming oneself, any community member, or a guest is prohibited. This also includes negligence, failure to assist or report an observed physical danger (i.e. fighting, significant physical injuries, or a student under the influence who is unable to care for themselves), or any other action which imperils or jeopardizes health and/or safety of self and/or others.
- 10. **Drugs:** The possession, use, sale, manufacture or distribution of any illegal drug or substance, including the possession of drug paraphernalia, is prohibited on the CSU Channel Islands campus, and in all its buildings, including HRE. Residents can also report suspected drug activity directly to the University Police. (Refer to 23. Marijuana.)
  - A. Being under the influence of a controlled substance is prohibited.
  - B. Inability to exercise care for one's own safety and/or the safety of others while under the influence of a controlled substance is a violation.
  - C. Organizing or participating in activities where controlled substances are present or being consumed is prohibited. Participation is defined as being present at the event regardless of consumption.
  - D. Possession of prescription drugs not prescribed specifically to that individual is prohibited.
  - E. Possession or use of drugs by a guest or visitor is prohibited and the resident who the guest or visitor is visiting will be held accountable as if the resident was in possession or using drugs.

NOTE: Violation of this standard is subject to criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.

11. **Elevator:** Passenger elevators located within the buildings are provided for use by residents, their guests, and staff. Activities in the elevators may be recorded at all times. In order to keep elevators in safe working condition, the following actions are prohibited:
- Smoking in the elevators.
  - Intentional damage to and/or vandalism of the elevators, such as prying elevator doors open, jumping, graffiti, spilling a drink, dropping food, etc.
  - Overloading elevators.
  - Use of emergency alarms and emergency stops in non-emergency situations.
  - Evacuating people from the elevator without trained personnel.

**Elevator Emergencies:**

- If a person is trapped in an elevator, sound the alarm and wait for help to arrive before attempting evacuation.
- Evacuation from the elevator will be handled in accordance with established safety protocols for elevator evacuation.
- The person trapped in the elevator should remain calm and respond to the direction of University and emergency personnel.

12. **Energy and Water Conservation:** As part of the HRE effort to promote sustainability and energy conservation, residents must employ energy-saving actions to avoid excessive consumption.
- Santa Rosa Village bedrooms are furnished with a cube-sized mini-fridge. To ensure proper egress, and due to limited space in the suites, the mini-fridge must be stored on the wall next to the closet space. Cooking devices are not permitted within the suite, which includes a microwave, hot plate, coffee machine, toaster, etc. Each family room in Santa Rosa Village provides a full size refrigerator, microwave, toaster, blender, and Keurig coffee maker.
  - Santa Cruz Village suite common areas come with a microwave and mini-fridge provided. Suites with four or more occupants will have two mini-refrigerators, those with three or fewer will have one mini-refrigerator, in the designated space in the suite common area. Additional regular or mini-fridges or microwaves are prohibited.
  - Anacapa Village and Town Center are furnished with a full size refrigerator in every kitchen. Additional regular or mini-fridges are prohibited.
  - All appliances are required to be Energy Star rated.
  - Air-conditioners and space heaters are not permitted. Town Center apartments may have centralized air, which should be used sparingly.
  - All residents should turn off lights, twinkle lights, fans, and televisions when they leave their room for an extended period of time (class, study group etc.).
  - Please make every effort to conserve water. Limit the length of showers and do not leave water running for excessive periods of time. Shower timers are available upon request to your village office.

NOTE: Violation of this standard is subject to charges for excessive utility usage. For Town Center, excessive usage would be defined as any monthly utility charges totaling over \$100.

13. **Fire Safety:** Maintaining the safety of the HRE communities is of the utmost importance, and it is imperative all residents maintain a safe environment and report any malfunctioning fire safety equipment (such as exit signs, smoke detectors, etc.).
- Art Room: Spray paint and similar art mediums are not allowed in the art room since the over-spray typically set off the smoke detector in the room, and then the fire alarm in the building. Spray type paint should be used outdoors, not on, or near pavement nor concrete with care given not to damage surrounding grounds or property.

- C. Egress: All hallways, exits, stairwells, doorways, or areas that are deemed an egress (i.e. windows) need to be free from garbage, bicycles, clutter, furniture, or other items that may or have a potential to limit entry/exit. This includes hanging objects over handrails and gates such as towels, wetsuits, etc. All doors and windows must have the ability to be fully opened.
- D. Evacuation: All persons are required to evacuate the building immediately upon the sound of an alarm. Interfering with emergency services, procedures, or failing to conform to established safety regulations and/or instruction given by emergency response staff is prohibited.
- E. Fire Safety Equipment: Falsely reporting a fire, tampering with, disabling, blocking access to the fire extinguisher, or misuse of any fire safety equipment (i.e. fire alarms, smoke detectors, fire sprinkler, fire extinguishers, EXIT signs, etc.) is prohibited. Do not hang any items from a fire sprinkler or smoke detector. Use of fire safety equipment must be reported to HRE immediately, failure to report usage would constitute a violation.
- F. Candles & Open Flame: Candles, incense and/or any type of open flame within or adjacent to any HRE facility or grounds is prohibited. Candles for any purpose (this includes but is not limited to decoration, religious rituals, etc.) are prohibited. If found, such items will be confiscated. This includes wax warmers as noted under (I) Heat Source.
- G. Combustibles: Possessing or storing gasoline, fireworks, combustible chemicals/fluids and/or fuel-driven engines/appliances (i.e. motorcycles, mopeds, gas/propane grills, charcoal, lighter fluid, etc.) is prohibited. This includes storing any of these items on your balcony.
- H. Cooking: Cooking and/or cooking equipment such as toaster ovens, electric grills, etc. are to be stored and used in designated kitchen areas of Anacapa, and G building common area kitchens. Cooking in Santa Cruz, Santa Rosa bedrooms or suite areas, and Anacapa and Town Center bedrooms or living rooms is not allowed. Any appliance with an open heating coil or hot plate is not permitted. Residents wishing to barbeque should use the grill adjacent to the Anacapa pool area. Barbeque grills are not allowed in Town Center apartments or balconies. Residents must attend to all cooking food in an apartment or common area kitchen (Anacapa Commons, G130 Lounge, G230 Game Room, K160). Leaving cooking food unattended is a safety risk that can lead to a live fire, damage, and/or injury.
- I. Decorations: All materials used must not encroach into the hallway but may be in the alcove of the suite or apartment door. All decorations must be non-combustible (i.e. made from fire-proof material) and be UL list-approved for the intended use. Live, or cut down trees and other materials of flammable nature are prohibited. All decorations are to be removed within two days following the holiday or prior to leaving the apartment for the holiday. Only LED string of lights may be used and must be turned off when the room is not occupied.
- J. Heat source: Heated elements which could be left unattended for long periods of time (such as simmering potpourris or scented light bulb rings) and require heat to release scent are prohibited. Open-coiled electric or heating appliances such as space heaters and sun lamps are prohibited. All allowed heat source equipment (such as curling/flat irons, glue guns, irons, etc.) must be attended to at all times. Leaving equipment on while unattended is a serious safety risk, and prohibited.
- K. Lamps & lights: Halogen lamps and neon lights are prohibited.
- L. Plugs & extension cords: Power strips/surge protectors must have a UL rating. Appliances may not be plugged into a power strip. Plugging power strips into other power strips is prohibited. Extension cords are not permitted. Unplug items from a power strip when not in use.

NOTE: Violation of this standard is subject to criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.

- 14. **Floor Meetings**: Approximately twice per month floor meetings are arranged and facilitated by RAs. All residents are required to attend, in order to obtain pertinent information and updates. If not available for the meeting the resident is required to give the RA advanced notice, and schedule a follow-up time to receive information.

15. **Furniture:** All furnishings provided in the buildings are considered State property and are to remain in the designated area (i.e. bedroom, common area, lounges). In common and outdoor areas, the furnishings are for the use of all residents. Students who remove or damage lounge or outdoor furniture by taking it to their rooms or other locations are depriving other residents of this amenity. Moving any furniture from a common area without the written permission of an HRE staff member is prohibited. Adding additional furniture to student rooms can only be done with written permission from HRE. Waterbeds are prohibited.
16. **Guests and Overnight Visitors:** The rights and comfort of all residents/roommates must be considered when inviting guests into the apartment or suite, even during the day. A resident's request for any guest to leave, regardless of the guest's gender, must be honored. HRE supports the right of all students to live comfortably in their rooms to study, sleep, or enjoy their privacy. The safety and security of this environment could be compromised if unwanted guests are present too often, or if guests refuse to leave when their presence is disturbing a roommate or neighbor.
- A. Residents have the basic right to privacy in their assigned room. All licensees who occupy an apartment must agree to the presence of visitors and overnight guests.
  - B. Guests must abide by all HRE and University standards for behavior. Residents are responsible for their guests' and visitors' behavior and for any damage incurred by their guests and visitors. As such, any violations to the resident handbook or to University policy will be charged to the resident as if they were the one to commit the violation.
  - C. The resident host must accompany their guest(s) at all times. This includes the time when a resident is at class. At no time is it allowed for a guest or visitor to be in student housing without the hosting resident present with the guest. Unescorted guests will be asked to leave the premises. Residents may not lend their key cards to anyone, including visitors and guests.
  - D. Residents may have up to three visitors at any one time in their room/apartment/suite. To comply with fire codes, there may be no more than:
    - 12 people present in an Anacapa Village apartment.
    - 12 people present in a Santa Cruz two-bedroom suite.
    - 6 people present in a Santa Cruz one-bedroom suite.
    - 10 people present in a Town Center apartment.
    - 8 people present in a Santa Rosa bedroom.
    - These limits include residents and guests.
    - The term guest and visitor applies to current CSUCI residents who are not assigned to the space they are visiting.
    - Residents may obtain permission to exceed their guest limit with written permission of their Coordinator of Residential Education, to be obtained at least two (2) business days before extra guests will be present. Limits regarding maximum people allowed in an apartment/suite still apply.
    - Residents are encouraged to use community common areas for gatherings.
  - E. Visitors are allowed in apartments or rooms from 8:00 a.m. through 10:00 p.m. daily. Those who stay after 10:00 p.m. must be approved in advance as an overnight guest. All residents must register overnight guests via signing into myCI, and selecting Student Housing application portal link, then select Visitor, and then Register New Visitor.
  - F. Overnight guests, including family members of residents, are limited to a maximum stay of two consecutive nights. A charge of \$45 will be placed on the residents account for each night exceeding the second consecutive night. Each resident may have overnight guests a total of eight nights per semester.
  - G. Guests are required to show a valid I.D. when requested.

- H. If guests bring a vehicle to campus, they must obtain and properly display a temporary University parking permit from Transportation & Parking Services in addition to an overnight permit from HRE. This overnight permit may be obtained through the village office. Guests must park in A10 lot.
- I. An individual guest is allowed eight overnight stays per semester, and is limited to a maximum stay of two consecutive nights. A charge of \$45 will be placed on the resident's account for each night that exceeds their guest's 8 approved overnight stays. This is to avoid an individual guest living in housing through being the guest of different residents (i.e. room hopping).

NOTE: Violation of this standard is subject to charges and loss of guest privileges.

- 17. **Harassment/Bullying:** HRE seeks to promote and support a community where all its members may live together free of harassment or bullying so severe and pervasive that its effect, whether intended or not intended, could be considered by a reasonable person in the shoes of a complainant and is in fact considered by the complainant as limiting their ability to participate in or benefit from the services, activities, or opportunities offered by the University. Harassment or bullying that threatens or endangers the health or safety of any person within or related to the residential community is prohibited. Harassment or bullying may come in different forms, including but not limited to verbal, written, telephonic, electronic, physical, and/or any other type of statements or behavior, such as epithets, slurs, physical harassment (e.g., assault, impeding or blocking movement, or any physical interference with normal work or movement), or visual forms of harassment. Harassment covers unwelcome conduct of a sexual nature. While romantic and/or social relationships between members of the University community may begin as consensual, they may evolve into situations that lead to charges of Sexual Harassment or Sexual Violence, including Domestic Violence, Dating Violence, and/or Stalking, subject to definition. Harassment and bullying do not include constitutionally protected activity or conduct that serves a legitimate purpose. NOTE: In the event such conduct violates the provisions of CSU Executive Order No. 1097, <http://www.calstate.edu/eo/EO-1097-rev-3-29-19.pdf>, the matter may be referred to the campus inclusion officer who adjudicates Title IX and Discrimination, Harassment, and Retaliation complaints and, if found to be a violation of CSU's Executive Order, could be cause for discipline under the Student Conduct Code.
- 17. **Hookahs:** Hookahs are strictly prohibited from being used, stored, or transported through the residential halls. Hookahs are not allowed to be brought into the residential halls for any reason including cleaning or storage. Refer to 32. Smoking policy for information regarding use of hookahs outside of the residential areas.
- 18. **Identification:**
  - A. Residents are required to carry student identification with them at all times, which must be presented upon request from a University official.
  - B. All residents must be identifiable by not wearing masks or costumes that obscure one's face (i.e. Halloween). Should this standard conflict with a resident's religious practices, please schedule a meeting with the Director of Residential Education to discuss exemption from this standard.
  - C. Residents may not falsely identify or misrepresent themselves as an agent of the University (administrator, faculty, staff, etc.)
  - D. Residents and/or guests should not be in the possession of another individual's University identification.
- 19. **Improper Check-Out:** Residents are required to follow all procedures for checking out of and vacating their space. Prior to vacating all residents must:
  - A. Have reached the end of their license agreement, have an approved contract cancellation, or have had their license revoked. Moving out of housing without approved notice does not release the resident of financial obligations. Removal from housing (license revocation) does not release the student of financial obligations.
  - B. Restore the unit to move-in condition, including cleaning and returning furniture to original locations (i.e. beds bunked).

- C. Check-outs at the conclusion of the spring semester require submission of a Check-out Cleaning Agreement, which outlines which resident is responsible for cleaning and damages of different items.
- D. Residents must complete a Check-Out form, sign all necessary paperwork and return issued key card and hard keys.

NOTE: Violation of this standard is subject to charges.

**20. Improper Room Change:** It is important for the safety and security of residents that they occupy the space they are assigned to. For information on the room change process please refer to page 22.

- A. Moving into any room or room assignment without written authorization from HRE is prohibited. Residents making unauthorized room changes may be required to return to their original room.
- B. Residents who do not have roommates should be prepared to have a roommate move in at any time. Spreading out in a vacant space is considered an improper room transfer.

NOTE: Violation of this standard is subject to charges.

**21. Keys and Security:** The locking systems in HRE are designed for flexibility, convenience, and security. Each student will be issued appropriate key(s) that allow access to their bedroom, apartment or suite, the security gates, and all common areas with Anacapa, Santa Cruz, and Santa Rosa Villages according to the posted hours of operation.

- A. All keys and key cards remain the property of HRE, and each resident is responsible for their issued key. Should a key be lost/missing/stolen, residents are required to report it to the HRE office within 48 hours. A police report for a stolen key is required to avoid a key charge. A non-refundable charge will be assessed for any replacement key(s) issued to the resident during occupancy and/or any key(s) lost or not returned upon check-out.
- B. Keys will only be issued to the resident and not to friends, family, or relatives.
- C. Under no circumstances should a resident duplicate, sell, transfer, or lend their key to another individual. Permitting others to use a room key for purpose of improperly gaining access to a residence or common area is prohibited.
- D. Bypassing or tampering with the locking mechanism for any door is prohibited. This includes propping or taping of any doors.

**22. Marijuana:** The possession, use, sale, manufacture or distribution of marijuana, including the possession of marijuana paraphernalia, is prohibited on the CSU Channel Islands campus and in all its buildings, including HRE. Residents can also report suspected drug activity directly to the University Police. Marijuana violations may result in the confiscation of paraphernalia and disposal of marijuana.

- A. Being under the influence of marijuana is prohibited.
- B. Inability to exercise care for one's own safety and/or the safety of others while under the influence of a marijuana is a violation.
- C. Organizing or participating in activities where marijuana is present or being consumed is prohibited. Participation is defined as being present at the event regardless of consumption.
- D. Possession or use of marijuana by a guest or visitor is prohibited and the resident who the guest or visitor is visiting will be held accountable as if the resident was in possession or using marijuana.
- E. Medical marijuana cards, or other cards issued for the purpose of designating the holding individual's right to possess and use marijuana, are not recognized at CSU Channel Islands. At no time will a student, resident, or guest be allowed to possess or use marijuana, marijuana paraphernalia, or be under its influence while in student housing or while on campus.

NOTE: Violation of this standard is subject to criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.



23. **Non-Compliance:** University officials are working to provide students and guests with a safe and secure environment within student housing. In order to facilitate the progress of normal University business, it is imperative that students comply with reasonable requests of University officials.
- A. Failure to comply with a reasonable request or the intentional impediment of University business or procedures is prohibited. All University staff, including Resident Assistants, are considered University officials for the purpose of this guideline.
  - B. The following actions are considered non-compliance and are prohibited: providing false information or failing to provide information to a staff member, concealing violations from staff (i.e. hiding prohibited items), not answering doors when staff is attempting to make contact (or hiding from staff in any fashion), interfering with staff while they are performing their duties, and being uncooperative or verbally abusive to staff.
  - C. Residents assigned educational sanctions as part of the conduct process are expected to complete their assignments. Failing to fulfill sanctions to the satisfaction of the conduct officer is a violation of this standard.
24. **Pets:** To maintain a clean, healthy, and allergen free environment the only type of pet permitted are fish in tanks of 10 gallons or less. The harboring, feeding, or possession of any animal in or around any housing facilities is prohibited, including visiting pets. This includes gerbils, rats, hamsters, snakes, turtles, lizards, or any other contained animal. Exceptions are made for support and service animals (as defined by California Law) for students who are registered with Disability Accommodations & Support Services as requiring this accommodation. For service and emotional support animals refer to page 66.  
NOTE: Violation of this standard is subject to clean-up and sanitation charges.
25. **Pool and Spa:** The Anacapa Village pool is heated and available for use by all residents and their guests. Student housing residents may not use the pools located in University Glen, nor Mission Hills Apartment Homes. Guests must always be accompanied by their resident hosts, and no pets or emotional support animals are allowed in the pool area (refer to 25. Pets). Service animals are not permitted in the pool or spa water. All rules must be followed when using the pool. Glass is not allowed in the pool area. Pool hours are from 8 a.m. to 11 p.m. Sunday through Thursday and 8 a.m. to 1 a.m. Friday & Saturday.
26. **Posting:** All materials to be posted must be submitted to HRE for posting. Materials may be posted in campus housing only in those areas designated by HRE for posting. Only postings with the HRE stamp are authorized; any postings found without this stamp may be removed by HRE. Only materials related to University-related programs, services, or activities may be authorized. Those wishing to post in HRE may contact the Residential Education Operations Assistant at the Santa Cruz Village front desk. Posting of any material on another residents' door without the prior permission by such other residents is prohibited. HRE reserves the right to remove from public view any signs or materials that promote or depict actual violence or harm, threats of violence or harm, expression that constitutes criminal or severe harassment, obscenity, false advertising, or conduct that would otherwise be illegal or a violation of campus policy. Public view includes but is not limited to the external apartment/suite door, windows facing out, areas of an apartment/room that can be easily seen from the outside, and hallway bulletin boards. Materials relating to a campus event or program must be removed following the last date of event or program.
27. **Quiet and Courtesy Hours:** Quiet hours are established to promote an atmosphere conducive to quiet study and the ability to sleep in the late evening and early morning hours. All residents must abide by quiet and courtesy hours.
- A. Quiet hours are from 10 p.m. to 8 a.m. Sunday through Thursday (and holidays), and midnight to 8 a.m. on Friday and Saturday. During quiet hours, sound from a room, suite, or apartment should not be audible outside the unit door, nor in adjacent rooms. This includes conversations outside, noise in stairwells, slamming doors, and anything that may cause a disturbance to others.
  - B. 23 1/2 hour quiet hours are in effect during pre-finals and finals week.

- C. Courtesy Hours are to be observed 24 hours a day seven days a week. Courtesy hours require that noise which can be heard outside your bedroom be kept to a minimum to respect students living in the apartment/suite and those living around you. If you are disturbed by noise in the community, please speak with your neighbors, and for additional assistance contact HRE staff.
- D. Music should not be able to be audible from outside of any community space or individual's room.
- E. HRE may make exceptions to this standard for sanctioned events.

- 28. Recording or Photographing Others:** All residents have the right to privacy when in the residence halls. Recording or photographing a person anywhere in a housing facility without their consent is prohibited. This includes within a student's room, suite, or apartment or in any other part of the housing facility. Recording or photographing someone without their consent may also be considered a form of harassment and may be referred for student conduct and/or Title IX review and response.
- 29. Room Alterations:** Residents are liable for any room alterations and/or damages. Students are encouraged to decorate their rooms; however, caution should be used in order to prevent damage to the apartment.
- A. Alterations, changes, modifications, remodeling and/or renovating, including but not limited to, painting of the unit, tampering with the electrical or mechanical fixtures in the unit or public areas, installing in-line water purification systems, or installing a door or area lock without consent of HRE is prohibited.
  - B. There are no additional storage spaces available; students must make their own arrangements off-campus to store items.
  - C. Use of staples, tacks, nails, screws, tape (masking, duct, or cellophane), stickers, or glue is prohibited on any HRE property, including doors, floors, walls, ceilings, windows, bulletin boards, and any furniture. Approved Dorm Tape, painter's tape, frog tape, white wall putty, and in some locations Command™ type adhesives are allowed should all product directions be followed and no damage to the wall occur upon removal.  
NOTE for Santa Rosa: Command™ type adhesives are NOT permitted in Santa Rosa Village. Staples, tape, and putty are not permitted in the bulletin boards, use pushpins.
  - D. Damage resulting from nails, screws, adhesive/tape, stickers, or tacks shall be repaired by University maintenance and charged to the student. The student should not attempt to repair damages, as this could complicate the repair process and result in additional charges.
  - E. Residents shall not install or place any equipment or construction of any type on the grounds, over the door, or in the buildings. This includes equipment such as exercise poles, pull-up bars, resistance pulls/bars, or any other type of installed equipment.
  - F. Satellite dishes may not be mounted on or outside buildings.
- 30. Service or Emotional Support Animals:** Service and emotional support animals are subject to additional guidelines not listed in the handbook that can be provided upon request from HRE's main office. Contact Disability Accommodations & Support Services to request accommodation. If approved and prior to bringing an animal to housing, HRE requires resident to sign an addendum to the license agreement, and will seek roommates' concurrence.
- A. Resident is responsible for maintaining control of the animal at all times. Animals must be on a leash anytime the animal is on campus.
  - B. Resident is obligated to follow the University pet policy when the pet is outside of resident's assigned domicile.
  - C. Animal's waste must be disposed of properly, which does not include flushing down the toilet. It is the resident'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. Receptacles for this purpose are available throughout the hiking trails in surrounding areas.
  - D. Resident is responsible for, indemnify and hold harmless the 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 animal.

- E. Resident is responsible for the animal's wellbeing included, but not limited to, regular feeding, watering, bathing, grooming, flea/tick treatment, and veterinary care. Routine use of a flea prevention product.
- F. The animal must not interfere with the quality of life of roommate(s) or other residents. Upon confirmation of a concern, it will be the resident's responsibility to address the behavior, and rectify the issue.
- G. If invited into another person's domicile, and a roommate returns and does not want the emotional support animal in their domicile, the emotional support animal and handler must leave immediately. The same holds true for emotional support animals in a common area within housing. If another person does not want the emotional support animal in the area the animal and handler must leave.
- H. The animal is never allowed in the pool or spa.
- I. The animal must be under supervision, or secured within an animal kennel at all times. The resident is solely responsible for the care of their animal. It is recommended the licensee not be gone from their domicile for more than 24 hours without animal.

31. **Smoking:** The California State University system have all been designated as smoke and tobacco free campuses. The following will not be allowed anywhere on campus:

- A. Use of any type of smoke-emitting products (i.e. cigarettes, pipes, hookahs, cigars, etc.).
- B. Use of anything that looks or gives the effect of smoking (i.e. e-cigarettes, vapor products, vaping).
- C. Tobacco and nicotine use in any form (except FDA approved smoking-cessation products when used for this purpose).

32. **Solicitation:** Engaging in door-to-door distribution, advertising, sales, promotion, commercial transactions, and/or solicitation of any nature (including religious proselytizing) within the buildings or on the grounds of HRE is prohibited, unless specifically invited in advance by individual residents. Residents are requested to notify the HRE office and/or University Police if solicitors are seen conducting business.

33. **Storm Drain:** Only rain water is permitted down storm drains. Reduce and prevent water pollution by: sweeping and raking up debris on surfaces, use less weed and pest control chemicals, avoid over watering, do not dump chemicals or oil down, place pet waste in containers for proper disposal, properly maintain your pool and spa, use a full or self-service car wash that recycles water and uses as little water as possible, use biodegradable cleaning products. Report improper discharges to the following email address: [fsworkcenter@csuci.edu](mailto:fsworkcenter@csuci.edu). Storm drains: do not drain to the sanitary sewer and storm water is not treated at waste water treatment plants, are present in developed areas to prevent flooding by transporting water away from development. Storm water is transported by storm drain systems and flows into streams, creeks, lakes, rivers, and the ocean, and pick up many pollutants along its journey such as trash, sediment, and nutrients. All of these can harm wildlife, their habitat, and our drinking water supplies. Common urban pollutant sources include: landscape debris, pet waste, soaps/detergents from car washing, illegal dumping or fertilizers, pesticides and herbicides, litter and trash, and leaking vehicles. For more information on ways to prevent storm water pollution visit: [www.vcstormwater.org](http://www.vcstormwater.org).

34. **Theft:** Removing or stealing University property or property belonging to a roommate, campus community member, or guest is prohibited. This includes the unauthorized use of services and acts of fraud.  
NOTE: Violation of this standard is subject to fines, criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.

35. **Vandalism:** Willful or negligent damage caused to University, HRE, or community member property by a resident or guest is prohibited. Damage includes the removal, defacing, destruction, or tampering with property (including grounds/landscaping). Any areas affected areas may be temporarily shut down from use because of vandalism.

NOTE: Violation of this standard is subject to fines, criminal charges, referral to the Dean of Students, and/or Termination of License on first time offense.

36. **Vaporizing or Vaping:** Refer to 32. Smoking Community Living Standard referencing the campus smoking policy.

**37. Vehicles and Transportation**

- A. Bicycles, skateboards, roller blades, scooters, or other wheeled modes of transportation may not be ridden within student housing areas.
- B. Bicycles must not obstruct or be parked in public passageways, egress, walkways, or in the housing facility. Bicycles may not be locked or attached to any gate, pole, tree, or other housing equipment. Bicycles may be parked and locked in designated bicycle racks or in resident rooms. Bicycles in racks must be maintained in good working condition.
- C. Motorized transportation cannot be taken into apartments/suites or any housing facility for any reason, or operated on sidewalks, patios, or lawns in or around on-campus residence areas.
- D. Badly damaged or inoperable vehicles will not be allowed in the SH-UG, SH1, or SH2 parking lots more than two weeks regardless of permits or registration. Changing the oil or other automotive fluids in your vehicle as well as the performance of major automotive or body work in or around all parking lots is prohibited.
- E. Motor vehicles may not be washed in parking lots.

**38. Weapons and Dangerous Items**

- A. Possession of any firearm (including BB guns and pellet guns) on State university property is a felony and is prohibited on the premises of the University (Section 626.9, California Penal Code).
- B. Use or possession of any weapon including, but not limited to: rifles, shotguns, handguns, BB guns, air rifles and pistols, paintball guns, bows and arrows, knives, daggers, swords, spears, ninja stars, brass knuckles, and ammunition, is prohibited in housing. This statute applies to all students, faculty, staff, and visitors (except sworn peace officers) and to all vehicles while on campus.
- C. Possession, remodeling, or usage of any item resembling a real weapon, firearm, or explosive is prohibited.
- D. Firecrackers, fireworks, explosives, flammable chemicals/materials, or pyrotechnics of any nature are not permitted

NOTE: Violation of this standard is subject to criminal charges, referral to the Dean of Students, and/or termination of license on first time offense.

**39. Windows, Balconies, Ledges, and Roofs**

- A. Tampering with or removing blinds, windows, or window screens from any part of the building is prohibited.
- B. Students are not permitted on roofs, building ledges, or overhangs.
- C. Throwing objects or liquids from windows, balconies, stairwells, or roofs is prohibited.
- D. Using a balcony as a means to store unsightly articles, garbage or University-owned furniture is not permitted. Sitting on, perching on, or jumping over balcony railings is also prohibited.
- E. Shaking, cleaning, hanging, or placing any articles from or out of the window, outside window ledges, balconies, landings, or on roofs of the building is prohibited.
- F. Shouting or yelling across or from balconies is disruptive to the community and prohibited.

40. **Wireless Routers:** Students are not allowed to bring their own internet equipment. The installation of personal wireless routers, ad-hoc networked devices, hubs, and/or other cable TV or Ethernet splitters are prohibited. Personal wireless routers may create interference with the wireless access points and impact the network performance of wireless network users. Additional information is located via:  
<https://policy.csuci.edu/sp/4/sp-04-005.htm>

## Frequently Asked Questions

---

### 1. Will I have roommates?

Anacapa Village: Yes. Our Anacapa apartment floor plan includes a four bedroom, two bath apartment set up to accommodate four to six students. Typically each apartment has four single person occupancy bedrooms. Some rooms have double occupancy.

Santa Cruz Village: Yes. The majority of our two bedroom suites are designed for double occupancy accommodations per each bedroom, allowing four students per suite. Each suite has a bathroom. Some suites have triple occupancy.

Santa Rosa Village: Yes. The majority of our bedrooms are double and triple occupancy.

Town Center: Yes, in most apartments. There are very limited single occupancy studios. In one-bedroom apartments there will be a double occupancy bedroom. In two-bedroom apartments are both double occupancy.

### 2. Who is my roommate?

Information regarding names and contact information of your assigned roommate(s) will be available via your myCI Student Housing link once posted. We encourage you to contact them prior to moving in to coordinate what each of you will bring or simply to get to know each other! Please note roommate assignments are not final until move-in day and may change prior to move-in for administrative reasons.

### 3. What should I bring?

Santa Rosa Village: Your suite is furnished with bedroom furniture, a ceiling fan, and one cube sized mini-fridge. Each family room in Santa Rosa Village provides a full size refrigerator, microwave, toaster, blender, and Keurig coffee maker. Microwaves, coffee machines, and cooking appliances are not permitted within the suite.

The following are our suggestions of some items you might want to bring.

**Bedroom includes:** ceiling fan, extra-long twin bed and mattress, three stackable drawers, shared closet, lockable file cabinet, desk, and desk chair.

**What to bring:** extra-long twin size sheets, blanket, pillow, study lamp, fan, iron, alarm clock, pad-lock (to lock file cabinet), and personal computer.

**Community bathroom includes:** toilet, toilet paper, shower, shower curtain, robe hook, mirror, counter top, sink, and towel rack. Our custodians will clean the bathrooms/showers. Items left behind will be discarded.

**What to bring:** shower caddy, toiletries, towels, bathrobe, and slippers.

**Family room includes:** Keurig coffee maker, microwave, refrigerator, sink, toaster, blender, can opener, dish rack, and cupboards. Food preparation should only take place in the Community Kitchen and Family Room kitchen area. Dish towels and hot pads will be provided.

**What to bring:** paper plates, bowls, plastic eating utensils, cup, K-cups.

Santa Cruz Village: Your suite is furnished, and includes mini-refrigerator and microwave in the suite's common area. Please note, due to our commitment to sustainability, do not bring an additional mini-refrigerator or microwave. We have a limited number of mini-refrigerators and microwaves allowed in each suite. Please refer to the Energy Conservation Community Living standard for guidelines.

The following are our suggestions of some items you might want to bring, or correspond with your roommates about bringing to your new suite.

**Bedroom includes:** extra-long bed and mattress, three stackable drawers, shared closet, lockable file cabinet, desk, and desk chair.

**What to bring:** extra-long twin size sheets, blanket, pillow, study lamp, fan, iron, alarm clock, television, paddle lock, and personal computer.

**Bathroom includes:** toilet, shower, shower curtain, mirror, cabinet, sink, towel rack.

**What to bring:** toiletries, toilet paper, towels, trash can, and non-corrosive cleaning supplies.

**Storage area includes:** shelving for food storage.

**What to bring:** paper plates, plastic eating utensils.

Anacapa Village: Your apartment will be fully furnished, including all major kitchen appliances. The following are our suggestions of some items you might want to bring, or correspond with your roommates about bringing to your new apartment.

**Bedroom includes:** bed, dresser/stackable drawers, closet, file cabinet, desk, and desk chair.

**What to bring:** sheets (extra-long twin size), blanket, bedspread, pillow, study lamp, fan, iron, alarm clock, television, and personal computer.

**Bathroom includes:** toilet, shower, shower curtain, mirror, cabinet, sink, towel rack.

**What to bring:** toiletries, toilet paper, towels, wastebasket, and non-corrosive cleaning supplies.

**Food preparation and storage area includes:** refrigerator, freezer, microwave, stove and oven, cabinets, pantry closet, dishwasher, trash bin and recycle bin, kitchen table, and three chairs.

**What to bring:** dishes, pots & pans, silverware, glasses, cups, ice cube trays, dishwasher soap and dishwashing soap, and non-corrosive cleaning supplies.

**Living room area includes:** coffee table, sofa, two armchairs, and end table.

**What to bring:** television.

Town Center: Your apartment is furnished, including all major kitchen appliances. The following are our suggestions of some items you might want to bring, or correspond with your roommates about bringing to your new apartment.

**Bedroom includes:** bed, dresser, closet, file cabinet, desk, and desk chair

**What to bring:** extra-long twin size sheets, blanket, pillow, study lamp, fan, iron, alarm clock, television, and personal computer.

**Bathroom includes:** toilet, shower, shower curtain, mirror, cabinet, sink, towel rack.

**What to bring:** toiletries, toilet paper, towels, trash can, and non-corrosive cleaning supplies.

**Food preparation and storage area includes:** refrigerator, freezer, microwave, stove and oven, cabinets, pantry closet, dishwasher, trash bin and recycle bin, washer and dryer.

**What to bring:** dishes, pots & pans, silverware, glasses, cups, ice cube trays, dishwasher soap and dishwashing soap, and non-corrosive cleaning supplies.

**Living room area may include:** coffee table or end table, sofa or two armchairs, and may include bar stools or kitchen table and chairs.

**What to bring:** television.

#### **4. What about decorating my room?**

Your room has been professionally designed with decorator paint, floor coverings, and window blinds. You may bring items from home to personalize your space, but remember the rooms will be used for years to come, so please take care in choosing décor which makes it easy to return the room to its original move in condition. Refrain from using pins, nails, tape, glue, etc. We recommend using Dorm Tape. Command™ strips may not be used in Santa Rosa.

For decorating and storage purposes you may want to know the dimensions of your room. Please use these room dimensions as a guide only.

##### **Anacapa Apartment approximate measurements:**

A and D bedroom: 8' 10 x 11' 2

B and C bedroom: 9' 10 x 9' 8

Living room: 11' x 11' 8

Typical Windows: Length: 4' 11 Width: 2' 10

##### **Santa Cruz Bedroom approximate measurements:**

Double-Double (4 persons to a two bedroom suite): 12' 7 x 10' 8

Single-Double (2 person room): 14' 3 x 10'

Single (1 person single): 7' 10 x 10'

##### **Santa Rosa Bedroom approximate measurements:**

Suite: 10' 2 x 16' 6

Accessible bedroom: 9' x 17'

#### **5. What amenities are provided in Santa Rosa Village?**

Santa Rosa Village has study rooms, family rooms, mail room, laundry room, community kitchen and living rooms.

Residents of Anacapa, Town Center, and Santa Cruz may request via HRE main office to gain access to common areas within Santa Rosa Village.

#### **6. What amenities are provided in Anacapa Village?**

Anacapa Village is home to The Commons, laundry facilities, vending machine areas, a swimming pool, spa, computer labs, study rooms, presentation room, surfboard storage, and built in barbeque.

Santa Cruz, Town Center, and Santa Rosa residents also have access to all common areas within Anacapa Village.

#### **7. What amenities are provided in Santa Cruz Village?**

Santa Cruz Village has laundry facilities, vending machines, music practice rooms, a dance studio, art studio, exercise workout room, gaming room, game room, computer lab, and television lounges. A fully equipped exercise room is also just steps away!

Residents of Anacapa Village, Town Center, and Santa Rosa also have access to all common areas within Santa Cruz Village.

#### **8. What amenities are provided in Town Center?**

Town Center has a program room with a printer, lounge area, tables and chairs, and is adjacent to the HRE Town Center front office in 103B, which faces Rincon Drive parking lot.



**9. Once I've moved in, will there be any occasions when I may need to move again?**

Housing & Residential Education reserves the right to relocate individuals as needed. We will make every attempt to keep relocations to a minimum. Relocations may also be initiated for facility, emergency or disciplinary reasons.

Although students are required to move out of student housing for winter break, you may leave your items in your room and only take what you want while you are gone. Students requiring residence during winter break will need to submit an Alternative Stay request, minimally 14 days prior to winter break. To submit a request, sign onto myCI, select Student Housing link, then select Alternative Stay.

**10. How do I request to cancel or amend my License Agreement?**

The HRE License Agreement is very much like a lease you would sign for an apartment off campus and is binding for the entire academic year. Release from the License Agreement is only allowed in the following situations: end of CSU Channel Islands student status, marriage, and extreme hardship.

Releases are never allowed simply because someone would rather live off campus. Requests for release are reviewed and decisions are communicated in a meeting or via email, depending upon the situation. To request a release sign into myCI and select the Student Housing link.

**11. May I stay on campus over a holiday break? What about the summer?**

We do provide students with legitimate cause the opportunity to remain on campus during University holiday periods. This is known as an Alternative Stay, and there is an additional charge for this period which equates to the daily rate of the HRE License Agreement. A request must be completed no later than 14 days prior to the requested extension period. To submit a request, sign onto myCI, select Student Housing link, then select Alternative Stay.

We also offer summer residency for students who are working on campus at CSU Channel Islands or who desire to stay in the local community. A separate Summer HRE License Agreement is required. To apply for summer license agreement, sign onto myCI, select Student Housing link, then select Summer.

**12. How do I request to transfer to another apartment or suite?**

In the event that you experience conflicts with your roommates, we urge you to follow the suggestions outlined in the Roommate Mediation & Conflict Resolution section of this handbook. To learn more about the room change process, please refer to page 22 for Room Changes.

**13. How can I request repair for my apartment or suite?**

If your apartment or suite is in need of repair or service, you may submit a work order request online via [www.csuci.edu/Housing](http://www.csuci.edu/Housing), select Maintenance & Key Requests. An individual work order request needs to be filled out for each request.

**14. Am I responsible for damages to my apartment?**

When you move into your apartment, you and your roommate(s) are responsible for validating an online Room Inventory Inspection form within the first 72 hours after check-in. Provide a detailed description of the condition of your room when you moved in, including cleanliness, damage, and furniture.

When you check out, HRE will refer to the Room Inventory Inspection to compare the condition of your room upon check out to the recorded condition at move-in. If there are damages, including missing furniture or lack of cleanliness, a charge will be assessed. The charge will be assessed to the responsible party(s) student account. In the event we cannot determine who is responsible, all residents will be billed equally. A detailed list of damages and charges is provided in this handbook.

It is very important to report damages immediately as they occur in order to rectify the problem and address the student(s) responsible. HRE staff will conduct regular safety inspections to assist in the assessment of potential damages before the end of the year.

**15. Is there anything I can do to decrease my level in the Six Step Student Conduct Model and Process?**

We strongly encourage residents to use good judgment in their behavior. The Six Step Student Conduct Model and Process is designed to remind students of their responsibility for community living and to discourage repeated violations. Your step accumulations will generally remain for two semesters. On very rare occasions the Director of Residential Education will offer the opportunity to remove steps to residents who have reached 5 steps. The opportunity to remove steps is not offered to residents in steps 1-4 or who have reached the level of 6 steps. HRE encourages students to take all policies and potential consequences seriously as they will have a significant impact on one's ability to live on campus. Since the conduct process is designed to be educational, our aim is to increase and improve awareness and accountability to effective community living.