



Housing & Residential Education Resident Handbook

CSU CHANNEL ISLANDS



California State
University

**HOUSING &
RESIDENTIAL
EDUCATION**

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

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Welcome to On-Campus Living at CSU Channel Islands!

This handbook is your essential guide to life in Dolphin housing. Inside, you'll find information about the services, facilities, resources, leadership opportunities, procedures, and community expectations that shape your on-campus experience.

In Housing & Residential Education, we want all students to have an enjoyable and safe experience while residing on campus. To achieve this goal, we are committed to providing opportunities that help you build community and deepen your connection to CSUCI. However, we need your help! All individuals staying or visiting housing, when permitted, must behave in a way that supports the safety and well-being of everyone in the community. Resident students must avoid creating or contributing to conditions that could cause health or safety risks for themselves or others. Any resident students or guests whose actions conflict with University policies may face University disciplinary action, which could impact their CSUCI conduct record and their Housing & Residential Education License Agreement.

We encourage you to take time to review this handbook thoroughly. The policies and guidelines outlined here are designed to support your safety, well-being, and success while also protecting the rights and responsibilities of all residents. This handbook is considered an extension of your Housing [License Agreement](#).

Research shows that students who live and engage on campus experience significant personal and academic benefits, such as:

- Building lifelong friendships and connections
- Strengthening essential life skills like time management, budgeting, leadership, and conflict resolution
- Achieving greater academic success, including improved grades, stronger faculty relationships, and higher graduation rates

We encourage you to get involved! The more you invest in your residential and campus community, the more you'll gain from it personally, socially, and academically.

Our Housing & Residential Education staff are here to support and guide you. However, your experience is ultimately shaped by your own involvement. Don't hesitate to reach out, ask questions, or seek opportunities to grow. Welcome home, Dolphins. We wish you a meaningful and successful year ahead!

Mission Statements

California State University Channel Islands

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

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.

Housing & Residential Education Welcome

Welcome home!

On behalf of the entire Housing & Residential Education (HRE) team, I'm excited to welcome you to your on-campus community at CSU Channel Islands. Whether you're arriving for your very first semester or returning for another year, we're so glad you've chosen to live with us.

Living on campus is one of the most rewarding parts of the college experience. It's where learning meets life—where you'll form friendships, explore new ideas, grow in independence, and create memories that will stay with you long after graduation. Your residential experience is what you make of it, and we encourage you to be fully engaged: get involved, connect with your neighbors, join events, start conversations, and say yes to the opportunities around you.

We want you to have fun here—not just in the big moments, but in the everyday experiences that make living on campus special. Laughing with friends in the lounge, discovering new study spots, late-night conversations, and spontaneous adventures—these are the moments that shape your time here. At the same time, you'll learn what it means to live in a diverse community, to respect and support others, and to navigate the responsibilities that come with shared spaces.

This Resident Handbook is your guide to making the most of your time in Anacapa, Santa Cruz, or Santa Rosa Villages, or Town Center. It includes important information about community expectations, safety, resources, and all the ways we're here to support your success. We want you to feel empowered to take ownership of your experience, speak up when you see opportunities to improve your community, and reach out when you need support.

This is your home, and your experience here matters. Make it meaningful, make it yours, and most importantly—make it memorable.

Go Dolphins!



Julia Heck

Associate Vice President for Student Affairs—Student Life & Support Programs
Dean of Students
California State University Channel Islands

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 or 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.

The CSU prohibits harassment of any kind, including 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/>.

Erica Moorer Taylor
Title IX Coordinator
ADA Coordinator
Phone: 805-437-2077 Office: Lindero Hall
Email: titleix@csuci.edu

Questions may also be addressed to:
Office for Civil Rights
U.S. Department of Education 50 Beale Street, Suite 7200
San Francisco, CA 94105-1813
Telephone: 415-486-5555 FAX: 415-486-5570; TDD: 800-877-8339
Email: 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#Nondiscrimination_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

<u>Brandon Langford</u> Director of Housing & Residential Education	Director of Housing & Residential Education (DHRE) is the Lead administrator responsible for the direction, oversight, management, and integration of a comprehensive Housing & Residential Education (HRE) program, including student learning and experience, administrative services, facility management, and conferencing. The DHRE is responsible for providing direct and indirect supervision to all professionals and student staff and serves as the Lead Conduct Officer for student housing.
<u>Rachel Tafoya</u> Director of Housing Services & Operations	Director of Housing Services & Operations 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. Housing operations include licenses and occupancy, Housing facilities side oversight include work orders, cleanliness, repairs, and long-term maintenance.
<u>Brian Lindgren</u> Lead Coordinator of Conference Services & Marketing	Lead Coordinator of Marketing & Conference Services 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.
<u>Britney Huard</u> Occupancy & Budget Analyst	Occupancy & Budget Analyst 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.
<u>Diana Venegas</u> Occupancy Clerk	Occupancy Clerk 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.
Vacant Operations Analyst	Operations Analyst 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.
<u>Ray King</u> Facility Coordinator	The Facility Coordinator ensures our facilities are ready for residents to occupy and in operational working condition.
<u>Brian Accardi</u> IT Consultant	Information Technology Consultant (ITC) supports IT operations within Student Housing, ensuring compliance with campus standards and serving as the primary IT contact. Additionally, this position supports the functionality of student housing computer labs and collaborates with housing staff to meet the IT needs of both students and staff.
<u>Yovani Alexander</u> Living Learning Community Coordinator	Living Learning Community Coordinator is a professional staff member responsible for the development, facilitation, and sustainability of a dynamic Learning Community experience for students residing in University Housing. The LLCC also serves as an HRE and Student Conduct officer.

Vacant Student Conduct Specialist	Student Conduct Specialist (SCS) is a professional staff member responsible for adjudicating housing and university conduct that communicates rules and responsibilities while supporting students through an educational lens.
<u>Yasmine Wyatt</u> Coordinator of Residential Education	Coordinator of Residential Education (CRE) is a full-time, live-in professional staff member responsible for the development of a dynamic residential experience in their assigned Village. The CRE provides direct guidance and oversight to the Assistant Coordinators of Residential Education (ACRE) and Senior Community Advisors (SCA). The CRE also serves as an HRE and Student Conduct officer and participates in a 24-hour HRE emergency response rotation as the Staff Member On Call (SOC).
<u>Daniela Cruz</u> , <u>Ali Naqvi</u> , Heather Hollingsworth Assistant Coordinators of Residential Education	Assistant Coordinators of Residential Education (ACREs) are full-time, live-in professional staff members responsible for supporting the development of a dynamic residential experience, as directed by the CRE in their respective villages. This includes a range of programmatic and service functions, assisting in resident conflict mediation, facilitating academic support initiatives, and supervising Resident Advisors. The ACRE also serves as an HRE and Student Conduct officer and participates in a 24-hour HRE emergency response rotation as the Staff Member On Call (SOC).
<u>Jaime Lara</u> Residential Education Operations Assistant	Residential Education Operations Assistant (REOA) provides administrative support to the Residential Education Team (Director of HRE, CREs, and ACREs). 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).
Senior Community Advisor	Senior Community Advisors serve 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.
Resident Advisor	Resident Advisors (RAs) 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. Below is a table indicating the village where RAs help navigate resident concerns and assist with community building.
Desk Assistants	Desk Assistants are responsible for performing administrative functions, issuing equipment, games, and other materials available to residents, and other administrative tasks that keep the office running smoothly.

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:

- Jess Padilla, HRE Maintenance Supervisor
- Jesus Miranda, HRE Facilities Worker
- Jose Lopez, HRE Facilities Worker
- Gustavo Gonzalez, HRE Facilities Worker
- Joel Racine, Lead Grounds Worker
- Shawn Barilone, Grounds Worker
- Danny McDougald, Lead Custodian
- Andrés Guiterrez, Lead Custodian
- Marco Navarro, Custodian (Santa Rosa Village)
- Carmen Tello Hernandez, Custodian (Santa Rosa Village)
- Jose Cobian, Custodian (Santa Rosa Village)
- Joaquin Castanon, Custodian (Santa Rosa Village)
- Juan Magana, Custodian (Anacapa Village)



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
Town Center Office	(805) 437-8965
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 Social Media Information

Follow us for information, updates, and involvement opportunities!

Facebook: <https://www.facebook.com/cihousing>

Instagram: https://www.instagram.com/csuci_housing/

TikTok: https://www.tiktok.com/@csuci_housing

Twitter: https://twitter.com/CSUCI_Housing

Pinterest: pinterest.com/csucihousing/

YouTube: 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 frequently used University contacts.

Contact	University Extension
Admissions and Recruitment	8520
Associated Students Inc. (ASI)	2622
ASI, Student Government	2759
ASI, Student Programming Board	2756
ASI, <i>CSUCI View</i> Student Newspaper	2753
Broome Library	8561
Campus Recreation	8902
Career Development & Alumni Engagement	3270
Counseling and Psychological Services (CAPS)	2088
Cultural Centers:	
Inclusive Student Services Center	3528
Black Cultural Center	3783
LatinX Cultural Center	3773
Educational Access Center	3331
Educational Opportunity Program	8939
Educational Talent Search	3172
Financial Aid	8530
Inclusive Student Services	3528
Information Technology Help Desk	8552
Learning Resource Center	8409
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 the Housing & Residential Education (HRE) main office located in Santa Cruz Village, building E, room E150. Housing Services include housing licensing information, room assignments, housing fees, payments, work orders, and an information hub for housing questions, comments, or concerns.

Cancellations

The Housing & Residential Education License Agreement is a binding contract for the entire academic year or life of the license. The provisions for obtaining a contract release are outlined in your license agreement and provided below. All requests for release from one's housing license must be completed via the student housing portal by signing onto myCI and selecting the Student Housing tile.

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

- Cancellation more than 30 days before the beginning of the license. For the 2025-2026 academic year, this is on or before July 22, 2025.
- Marriage during the term of the license.
- Student status change (i.e., you are or will no longer be a student at CSUCI); for example, withdrawal from classes, graduation, medical withdrawal (except in cases of housing or University conduct violation).
- Personal, extenuating circumstances, 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 the hardship. The documentation required will vary depending upon the hardship circumstances. Students will need to provide any information they believe will prove that their hardship is significant and was unforeseeable at the time they signed the licenses.

Resident students who fall into one of the above categories must complete the *Request for Release from the Student Housing License Agreement* form located on the Student Housing Portal labeled 'Cancel Application' accompanied by a description of their circumstances and documentation to verify their request. Approved requests will be effective not less than 30 days after the date of the request, so early requests are advised.

License Cancellation Appeals

Students who wish to appeal their license cancellation decision may direct their appeal to the Director of 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](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I58BBC3204C6911EC93A8000D3A7C4BC3&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default)) via the following link (press CTRL key and click link):
[https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I58BBC3204C6911EC93A8000D3A7C4BC3&originationContext=documenttoc&transitionType=Default&contextData=\(sc.Default\)](https://govt.westlaw.com/calregs/Browse/Home/California/CaliforniaCodeofRegulations?guid=I58BBC3204C6911EC93A8000D3A7C4BC3&originationContext=documenttoc&transitionType=Default&contextData=(sc.Default))

Check-In and Check-Out

Students are required to return their apartments, suites, and rooms to move-in condition, regardless of when check-out occurs. Reasonable wear and tear are acceptable. Students are required to remove all personal property at the end of their occupancy and thoroughly clean their room, apartment, or suite. Any property left is considered abandoned, and the University may take possession and dispose of such property at the cost to the student. Single occupancy students are required to clean and sanitize all accessible spaces in their licensed space.

Check-in

All necessary paperwork and payments must be completed before moving in. Prior to move-in all residents must read the Resident Handbook and complete Alcohol Edu.

- A. **Room Inventory Inspections** are essential for all residents to review upon moving in. After checking in, residents should inspect their room, suite, or apartment to record the condition of their living area. Residents must immediately complete the inspection and no less than 48 hours of checking in. Please follow the below steps to complete the inspection:
 - a. Log onto myCI
 - b. Select Self-Service under Student Housing.
 - c. Select the Inventory tab on the top bar.
 - d. Complete both sections
 - i. “Inspections” is for your room.
 - ii. “Shared Inspections” is for the shared areas (kitchen, bathroom, hallway etc.). **Single occupancy residents will independently inspect personal and traditionally shared areas of the apartment or suite.**
 - iii. **Note:** if you are in a double room there is only one shared Inspection section.
 - e. Start with inspecting your room or skip to Step 5 if you share a room.
 - i. Select the room to highlight in blue and then select Review. On this page, you will see the entire Inventory for your room. Review every item and make comments if you do not agree with the conditions listed; also, make comments if something is broken or missing.
 - ii. Once you’ve reviewed each item select the Agree box on the right.
 - iii. Once you’ve reviewed the entire inventory select Save & Continue.
 - iv. You will receive a confirmation page to your myCI email address indicating that your room inspection is complete.



- f. The Shared Inspections are for shared rooms. **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 shared spaces.
 - i. Select the room you want to start with first then select Review.
 - ii. On the next page, you will see the inventory items for the area. Look over every item and make comments if you do not agree with the conditions; also, make comments if something is broken or missing.
 - iii. Select the Agree box on the right side after you've reviewed each item.
 - iv. Select Save & Continue once you've reviewed the entire inventory
 - v. You will receive a confirmation page at your myCI email address indicating that your inspection is complete.

Check-out

Prior to vacating it is important to review all check-out procedures and consult with your RA, ACRE, or an HRE main office staff member if you have any questions. The check-out process includes:

- A. **If vacating mid-semester:** confirm with the HRE main office to ensure you are approved to leave student housing and have completed the HRE cancellation request with supporting documentation via your student housing portal.
- B. Complete the electronic check out form via your student housing portal and submit all issued keys at the HRE Main Office during business hours, Monday through Friday 8a.m. to 5p.m or at your village office after hours.
- C. Adequately clean and restore the room, apartment, or suite to move-in condition, regardless of when check-out occurs.
- D. Completion of all appropriate checkout forms, including the Check-out Cleaning Agreement.
- E. Returning room keys and ensure the mailbox key is in the appropriate place in the bedroom, suite, or apartment.

Students who move out without an approved cancellation from HRE will be considered to have abandoned their license, which does not relieve them of the financial terms of the license. HRE may recover and take possession of a room if it determines it is abandoned. Residents who leave their unit in poor condition upon move-out may be subject to one or more of the following:

- a. Charges for damages and cleaning
- b. Student housing sanctions including revocation of future residency privileges
- c. HRE and Student Conduct implications.

Post Check Out Room Inspections

After a student fully vacates their space, HRE staff will conduct a detailed inspection of the room, suite, or apartment. This process occurs after keys are returned and the space is considered officially checked out. Staff look for cleanliness, damage, missing furniture, and any maintenance concerns.

It is important that the space is left clean, free of personal belongings, trash, and perishable items. Charges may be applied for excessive cleaning needed, removal of belongings or trash, or damage beyond normal wear and tear.

These charges are assessed based on comparison to the Room Inspection Inventory Form (RIF) completed at move-in.

Charges for shared spaces (e.g., bathrooms, kitchens, living rooms) will be divided among all residents of the space unless one resident takes responsibility. Residents will be notified via email of any charges applied to their student account.

To avoid unnecessary charges, residents are encouraged to:

- Follow posted cleaning and check-out instructions
- Ask HRE staff for guidance before vacating if unsure about room condition expectations

Check-out Cleaning Agreements

These are completed by roommates to indicate who is responsible for cleaning common spaces, and to indicate responsibility for damage in the apartment, room, or suite.

Students who vacate before the end of their license should email their village Assistant Coordinator of Residential Education about damage caused to the room, suite, or apartment during their stay.

A student who does not submit the cleaning contract or complete proper check-out paperwork will be held financially responsible for what HRE deems to be their portion of the cleaning and repair of the entire apartment. **Single occupancy residents are responsible for any damage or uncleanness not noted on the Room Inventory inspection.**

Note: A cleaning agreement not signed by all residents in the space will not be considered valid and cannot be used during the appeal process.

Check Out Cleaning/Damage Charges and Appeals

Housing & Residential Education allows residents the opportunity to appeal damage and cleaning charges assessed at move-out. Appeals must be submitted by the published deadline following the end of the term (typically within 10–14 days of the charge posting).

To be eligible for an appeal, the following conditions must be met:

- The appeal must be submitted by the stated deadline.
- The resident must provide a clear explanation of why they believe the charge is incorrect.
- If another resident is responsible, that individual must email Housing directly accepting responsibility. Appeals will not be approved based on secondhand claims or assumptions.

Appeals will only be considered for the following reasons:

- The damage was accurately documented in the resident's Room Inventory Form (RIF) at move-in.
- The resident provides confirmation that another individual has accepted responsibility.
- A documented error was made by staff in processing the inspection.

Please Note: Personal photos or videos will not be accepted in place of the official Room Inventory Form, as metadata on digital files can be edited.

What is NOT grounds for appeal:

- Forgetting to fill out or complete the Room Inventory Form
- Submitting a work order instead of marking the damage on the RIF
- Claims that damage existed at move-in without RIF documentation
- Refusing to return to a space or clean due to a personal decision or conflict (e.g., interpersonal issues with suitemates)

Once an appeal has been reviewed and a decision issued, all appeal decisions are final.

Our Commitment to Fairness

We understand that being charged for room damages can be frustrating. Please know that our policies are designed to ensure fairness and consistency for all residents.

- The Room Inventory Form (RIF) is how we give ownership to students to document the condition of their space at the start of occupancy. It empowers residents to protect themselves by providing a formal, timestamped record that our staff uses to assess accountability. By holding all students to the same standard and relying on this shared system, we maintain an equitable process across the board and avoid the risk of subjective or inconsistent decisions.
- Appeals are always reviewed thoroughly and thoughtfully. Our goal is to treat each student with respect while upholding a process that is fair to all members of our residential community.

Minimum damage/cleaning charges

Apart from normal wear and tear, residents are expected to return their room and furniture in the same condition as when they moved in. Below are descriptions of some common charges. The estimates below are minimums. However, the final charges will reflect the actual damage in the space.

Item	Cost
Bed replacement	\$580
Bedrooms and common spaces cleaning	\$50 an hour
Blinds repair or replacement	\$75
Bookcase replacement	\$185
Carpet Damage	\$50-\$1150
Ceiling fan damage	\$50
Closet door repair or replacement	\$100
Couch, chair, or table repair or replacement	\$50 - \$500
Desk replacement	\$240
Damage caused by a 3M hook or command strip	
- Damage less than a quarter size	\$10 per damage
- Damage larger than a quarter size	\$25 per damage
Dirty/unclean appliances	\$50 an hour
Door jamb repair/replacement	\$60
Drawer replacement	\$155
File cabinet replacement	\$225
Furniture not returned to original position	\$50 per hour
Mattress Replacement	\$150
Medicine cabinet/mirror damage	\$100



Micro Fridge replacement	\$450
Mini fridge replacement	\$300
Missing Brita pitcher	\$25
Missing hard Key	\$150 (subject to increase)
Missing key card	\$25 (subject to increase)
Missing mailbox key	\$25 (subject to increase)
Missing or damaged chair	\$150
Missing plungers	\$15
Missing Shower Curtain	\$10
Painting	\$50/hour
Painting - one wall and room door	Approximately \$200
Pinhole wall/ceiling repair	\$2 per pinhole
Repair, replacement, or carpet cleaning	\$50+
Replacing of two surfboard racks and two locks	\$345
Smoke Detector damage	\$60
Tape/Sticker Removal	\$25
Trash	\$25 per bag
Trash can/recycle bin replacement	\$15 each
Unremoved 3M hook or command strip	\$10
Wall Guard or baseboard damage	\$25
Wall/ceiling - Hole larger than a fist size	\$100 per hole
Wall/ceiling - Hole larger than a quarter size	\$50 per hole
Wall/ceiling - Hole less than a quarter size	\$25 per hole
Window Repair, replacement, and/or cleaning	\$100
Window screen repair/replacement/cleaning	\$40



Eligibility for Housing

Eligibility for on-campus housing 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 have their license revoked and deemed ineligible for housing in the event of high housing demand or student conduct concerns. However, enrolling in less than nine units does not release one from their licenses—all cancelations must be approved.

Fees Not Covered by Room and Board

Description	Minimum Charge
Guests after two nights	\$45/night
Unapproved/ Improper Check Out	\$150
Past due payment	\$25
Lockout charge after 2 nd re-entry	\$10
Key card replacement	\$25
Hard key replacement	\$150
Mailbox key replacement	\$25
Tampering with fire safety equipment	\$500 and a State Fire Marshal fine
Room change administrative fee	\$50

Additional Charge Information

- Guest fee applies to the third and all subsequent nights a guest remains in housing.
- Improper check-out includes failing to check-out and complete a checkout form and return all issued university keys at the end of occupancy.
- Charges are billed according to the cost of labor and supplies required to return the apartment, suite, or room to move-in condition.
- Charges are split evenly between roommates when there is a discrepancy in responsibility for damages.
- Removal of trash and the hauling of items are 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 is \$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 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 is the cost of the item plus installation labor.
- Charges are subject to change due to increases in materials or administrative costs.

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/license-agreement.htm> .

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. Your housing payment includes access to all HRE facilities and the following:

- Your bed space: private or shared room.
- Furniture: bed, dresser/stackable drawers, file cabinet, desk and chair, bookshelf; living room furniture in Town Center and 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: to make living on campus a fun, educational, and memorable experience. Most programs and activities are 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.

Dining/Board Fee

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. A student's Village assignment determines their minimum required board plan.

The minimum meal plan requirements are as follows: Santa Rosa, first-year students – Unlimited 5-day, Santa Rosa, second-year students and Santa Cruz Villages- Basic 160 Plan; Anacapa Village - Basic 60 Plan; and Town Center - Basic 35.

- **Town Center Basic 35 Plan:** Student is credited 35 meals each semester in Islands Café, an all-you-care-to-eat dining program. This plan also provides \$375 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Basic 60 Plan:** Student is credited 60 meals each semester in Islands Café, an all-you-care-to-eat dining program. This plan also provides \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Premier 90 Plan:** Student is credited 90 meals each semester in Islands Café, an all-you-care-to-eat dining program. This plan also provides \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Basic 160 Plan:** Student is credited 160 meals each semester in Islands Café, an all-you-care-to-eat dining program. This plan also provides \$350 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Unlimited 5-day:** Unlimited 5-day includes unlimited meal swipes between Monday-Friday, valid at Islands Kitchen. This plan also includes \$125 Flex Cash each semester to use at participating campus eateries on a declining balance basis.
- **Unlimited 7-day:** Unlimited 7-day is a full meal plan that includes all meals served weekly for residential dining. This plan also includes \$100 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	Anacapa Village	Town Center
Basic 35	35	\$375	2	\$1540			X
Basic 60	60	\$125	3.8	\$1552		X	X
Premier 90	90	\$125	5.6	\$2156		X	X
Basic 160	160	\$350	10	\$4070	X	X	X
Unlimited 5-day	231	\$125	14	\$4800	X	X	X
Unlimited 7-day	323	\$200	20	\$5580	X	X	X

- All resident meal plans are tracked via the DolphinOne ID Card. Students must carry their DolphinOne ID Card on their person at all times for identification and to access their meal plan.
- Licensees choosing a plan that exceeds the minimum requirement may elect to revert to the appropriate minimum meal plan on or before September 5, 2025, for fall semester, or January 30, 2026, for spring semester. Licensees may upgrade their plan at any time by emailing student housing. At any time, students may add money to their meal card, by loading funds via DOCK online or contacting Dining Services at www.dineoncampus.com/CSUCI utilizing the kiosk to add dining dollars to their existing meal plan. Kiosks are located in Broome Library 1350 T&I Help Desk. **Until further notice, students can make online deposits towards dolphin dollars at by navigating the following website,** <https://www.csuci.edu/cardservices/dolphinonecard-information.htm> Upgrades from the basic plan to a larger meal plan can be completed by emailing student.housing@csuci.edu.
- Islands Kitchen is an all-you-care-to-eat dining facility. A meal credit will be deducted from the student's account each time the student enters to eat. Student agrees to take food for their personal consumption only while dining in Islands Kitchen. Only food provided in Chartwells provided containers may be taken from Islands Kitchen.
- In order to ensure that each student who purchases a plan is able to obtain the expected benefit, meal plan credits and flexible spending dollars are not transferable to other students or visitors. All campus dining venues provide cash options for visitors or CI community members who have not purchased a meal plan.
- We encourage students to use all their meal plan credits and flexible spending dollars during the academic year to maximize their dining plan. Meal credits for Islands Kitchen do not carry over from fall to spring semester. However, flexible spending dollars do carry over from fall to spring semester, but expire at the end of the academic year. Remaining credit at the end of the year cannot be refunded or carried forward to the next academic year. These meal swipes or boards are good at Islands Kitchen and Late Night Eats at Ekho's Cafe (Late Night Eats only Monday-Thursdays 8PM-10PM) and expire at the end of the semester. Each of these plans also include flexible spending dollars for use at any campus dining venue, flex dollars carry over from fall to spring semester. Additional flex dollars may be added to an account at any time (see Incentive Plan below).

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, without a housing issued release form. It is your responsibility to provide account balance information and due dates to the necessary party paying your account.

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 is jeopardized.
- HRE Student Conduct Process (see Community Standards section).
- Administrative necessity of the University.

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

Renter's Insurance

The University does not provide insurance coverage for the personal property of residents or for damage caused by accidents, fire, theft, flooding, or other unforeseen incidents. This means that any personal or property damage sustained by the Licensee (resident) is not covered by CSUCI or Housing & Residential Education.

To protect yourself and your belongings, the University highly recommends that all residents obtain renters insurance.

To help make this easier, Housing & Residential Education has partnered with GradGuard, a college-specific renters insurance provider that offers:

- Coverage for theft, fire, water damage, and more
- Low deductibles and monthly premiums
- Protection for personal belongings both on and off campus



- Liability coverage in case of accidental damage to campus property or other residents' belongings

GradGuard is optional, but strongly encouraged. Residents may also choose another provider. You can learn more or enroll in coverage at:

https://gradguard.com/?school_id=929

Room Changes

A great deal of attention is given to assigning residents based on their living and roommate preferences, and room changes should be infrequent. If conflict arise, all residents assigned to a space are expected to make their best efforts to resolve the problem, with the assistance of their Resident Advisor (RA) and the Assistant Coordinator of Residential Education (ACRE). HRE reserves the right to temporarily or permanently relocate a student 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 room change should first communicate the issue(s) to their RA, and with their assistance, work toward a resolution.
- Residents should inform their RA why they want to change rooms and complete the Room Change Form via their student housing portal. Once the form is completed and reviewed, the resident will be notified of the room change status via the portal. If approved, the Coordinator of Residential Education will contact the resident within 5 business days to discuss their request and initiate the change.
- There is a \$50 per person administrative charge for approved room changes. Changing rooms involves updating Room Inventory Forms (RIF), HRE databases, any records, creating new keys, necessary cleaning, and other important items. Exceptions to this charge are for extenuating circumstance and are granted by the Director of Housing & Residential Education.
- Housing fees may increase or decrease depending on the new location and room type.
- Residents must follow all check-out, and check-in processes for their new and former assignments.
- Residents have 24 hours to check out of their former location once they are issued keys for their new assignment to avoid additional charges.
- Changing apartments, suites, or bedrooms, without written authorization from a housing professional staff member constitutes an Improper Room Change violation, which may result in a \$150 charge and result in returning to one's correct/licensed space.
- Room changes are not permitted during the first and last two weeks of Fall and Spring semesters or during the summer term

Room Inventory Form

- When you move into your assigned space, you will receive a Room Inventory Form (RIF) that documents the condition and contents of your room, suite, or apartment at move-in. This form notes furniture, fixtures, and any existing damage or issues.
- Please carefully review and verify the RIF within the first few days of your residency. For any item you mark as damaged or not in working order, be sure to add detailed comments describing the issue. This information helps clarify the condition of the space and protects you from being held responsible for pre-existing damage later.
- At the same time, you submit the RIF, please also submit a maintenance request (work order) for any damage or repairs you identify. This ensures that Housing & Residential Education staff are aware and can begin addressing issues promptly.
- The RIF will be used during the post check-out inspection to compare the condition of your space at move-out. Damage or missing items beyond normal wear and tear that were not documented and reported on the RIF may result in charges to your student account
- Feel free to keep a copy of your signed RIF for your records and refer to it throughout your residency as needed.

Town Center Apartments

To accommodate all students desiring to live on campus, HRE works collaboratively with the Mission Hills Apartment Homes to offer apartment-style student housing to returning and transfer residents within the Town Center. All students who reside in Town Center are considered Housing residents and must follow all rules and guidelines within the HRE License Agreement, any license addendums, and this Handbook.

- a. Residents who are locked out or need assistance should visit the Town Center Village office when they are open and call the Town Center RA on duty if the office is closed.
- b. Residents will receive a key card that provides them with access to the Anacapa, Santa Cruz, and Santa Rosa Village gates and common spaces.
- c. HRE residents will not have access and are not permitted to use University Glen or 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 are financially responsible for any monthly utility charges (gas and electricity) over \$100. Excessive energy consumption is also a violation of the Energy Conservation Community Living Standard and may affect students' university and housing conduct status.
- e. Town Center units have internet service and include a modem.
- f. Residents with a vehicle on campus are required to purchase a Student Housing (SH) parking permit. Student Housing permits are valid in parking lots, SH1, SH2, and SH-UG. Unless otherwise noted by Transportation & Parking Service, SH parking permits are only valid in SH lots.



Facilities and Maintenance

Housing & Residential Education's facilities include three villages on main campus and Town Center.

Santa Rosa Village (SRV) houses approximately 585 first-year first-time college students. SRV offers double and single occupancy bedrooms, with shared gender-specific bathrooms, one all-gender restroom per pod, furnished bedrooms, including a cube size mini-fridge. Each floor has wireless internet access, a study room, and a furnished family room with a TV, refrigerator, microwave, and sink.

Santa Cruz Village (SCV) houses approximately 452 sophomore and upper-division residents. SCV offers two-bedroom, one-bath, furnished suites shared by four students. Each furnished suite has cable TV access and wireless internet access.

Anacapa Village (AV) houses approximately 3484 upper-division residents. Each of the 87 apartments shared by four to six students offer a nicely appointed living room, dining room, and kitchen in addition to 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, housing approximately 99 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.

Note: Housing facilities are available as permitted by public health and university officials and are subjected to change. Please call or visit your village office for more information about HRE common spaces.

Caring for Your Suite or Apartment

It is important to regularly clean your room, suite, or apartment to avoid damage, and insects and rodents. The following are important guidelines to use in caring for your area:

A. Furniture

- Furniture may not be disassembled. Please submit a Work Order via the Housing website for any furniture concerns.
- Do not use harsh abrasives on wooden furniture. Note: a damp towel or wood furniture polish will work well and help keep the furniture in good condition.
- All furniture must remain in units.

B. Stove/Oven

- Wipe down and disinfect the stove top and exterior of the stove regularly.
- Wipe down the vent above the stove regularly.
- 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

- Take out the trash regularly (we recommend daily, minimally twice a week).
- Note: Housing residents should never accumulate bags of trash in any room or common space or leave garbage outside of a room, suite, or apartment door.
- Food waste should be disposed of in the food waste containers included in each resident's room. Food waste must be disposed of in the brown food waste bins located in Santa Cruz and Anacapa trash areas.

E. Dishwasher

- Use only dishwasher soap in your dishwasher – do not use regular dish soap.
- Run your garbage disposal with water running before using your dishwasher.
- Scrape food off dishes into the trash and rinse them before filling 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 Sinks

- Never put food down the drain— scrape food directly into the HRE provided green food waste bins.
- Bathroom sinks should not be used to wash dishes or to dispose of food.
- Do not use a plunger in the sink; submit a work order for malfunctioning appliances.
- Do not use chemicals to unclog a drain. If a sink backs up, fill out an online HRE work order.
- Always turn on the cold water while using your garbage disposal.
- Do not pour oil and grease down the drain. They can damage the plumbing and make the sink drain more slowly. **Note:** put leftover oil in a jar or plastic container when cool and dispose of full containers into the dumpster.
- Do not put hard items like bones, vegetables, fruit, eggshells, metal, etc. in the garbage disposal.
- Regularly clean and disinfect all sinks using a non-abrasive cleaner (we recommend once a week).

G. Microwave Oven

- Clean your microwave often with a cloth or sponge and soap and water.
- Don't put anything metal or metallic in the microwave (e.g., silverware, foil, teabags with staples attached, or pots).
- Don't run the microwave without anything inside, as this will burn out the motor.

H. Toilet

- Use a plunger if your toilet overflows and mop the area around the toilet to avoid slipping.
- Turn off the water at the back of the toilet if your toilet is about to overflow.
- Clean the toilet regularly with a non-abrasive cleaner and a toilet brush (we recommend weekly)
- Don't flush anything other than toilet paper in the toilet. Disposable or flushable wipes, feminine hygiene products; plastic and cardboard applicators, and clothing pieces (i.e., undergarments) can seriously damage the septic system and should never be flushed.
- Do not use chlorine or cleaning tablets in the toilet tank.

I. Bathroom

- Regularly clean and disinfect the tub and all surfaces using a non-abrasive cleaner (we recommend once a week).
- Use a glass cleaner to clean mirrors and fixtures.
- Do not 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. Please submit a work order if the problem persists.

J. Light Fixtures and Ceiling Fans

- Submit a work order to replace burned out light bulbs that are beyond reach. Anacapa residents may obtain light bulbs from Anacapa Village office. Town Center residents may obtain light bulbs from the Town Center Village office.
- Do not install light bulbs exceeding 60-watts

K. Doors

- Refrain from hanging any items onto or over the door as this compromises the fire rated doors and jambs.
- Refrain from placing window gels on doors to avoid bleeding of color onto door which is deemed a chargeback expense.

Common Areas

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.

Housing will continue to engage a routine cleaning schedule. However, residents are responsible for cleaning and sanitizing shared surfaces before and after each 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
- B. 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.
- C. **Community Living Room:** If furniture in The Anacapa Commons and Santa Rosa's Community Living Room needs 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 Village.
- D. **Computer Labs:** One computer lab is located in Santa Cruz and Santa Rosa Village. There is a two-hour limit when residents are waiting for a computer. Please submit a [Technology Workorder](#) to report computer issues. Printers, ink, and paper are available; however, residents are prohibited from printing excessively (e.g., online books) or providing printing for non-housing residents.
- E. **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 need to be discarded by 10 p.m. every night. Dishes must be cleaned after each use. The carpet should be vacuumed at minimum, 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 windows.
- F. **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.



- G. Secret Garden:** To participate in Housing's Secret Garden, located on south end of building H, submit your request via [your student housing portal, under My Housing, select the link, "Secret Garden Application"](#), 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.
- H. 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 via your student housing portal, under My Housing, select the link "Surfboard Storage Room Request Form".
- I. 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	Anacapa Commons	Monday - Friday: 8 a.m. - 11 p.m. Saturday - Sunday: 10 a.m. - 11 p.m.
Anacapa Village Office	Across from the Anacapa Commons	Monday - Friday: 8 a.m. - 11 p.m. Saturday - Sunday: 10 a.m. - 11 p.m.
Barbeque, BBQ, bar-b-que	Adjacent to Anacapa courtyard	Sunday - Monday 10 a.m. - 11 p.m.
Conference Room	A105	Open 24-hours
Laundry Rooms	A107, B130, C148	Daily 7 a.m. - midnight
Pool and Spa	Adjacent to Anacapa courtyard	Sunday - Monday 10 a.m. - 11 p.m.
Presentation Room	B233	Sunday - Monday 10 a.m. - 11 p.m.
Residence Hall Association Office	A305	Temporarily Closed
Study Rooms	A205, B133, B333, C146, C246, C346	Open 24-hours
Surfboard Storage Room	C248	Daily 24 hours, securely store your surfboard, submit a request

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	Open 24-hours
Conference Room	E136	Open 24-hours
Dance Studio	E137	Open 24-hours
E1 Lounge	E130	Open 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	Open 24-hours
Main Housing office	E150	Monday-Friday: 8 a.m.-5 p.m.
Laundry Room	G140	Open 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
Study Room	G239	Open 24-hours
Video Gaming Room	G238	Sunday-Thursday: 7 a.m.-midnight Friday & Saturday: 7 a.m.-2 a.m.
Santa Cruz Village office	G150	Monday - Friday: 8 a.m.-11 p.m. Saturday – Sunday: 10 a.m. – 11 p.m.

Santa Rosa Village

Amenities	Location	Hours
Community Living Room	K165	Sunday - Thursday: 8 a.m.-midnight Friday - Saturday 10 a.m. - 1 a.m.
Family Room	Accessible to assigned pod	Open 24-hours
Community Kitchen	K160	Sunday - Thursday: 8 a.m.-midnight Friday - Saturday 10 a.m. - 1 a.m.
Laundry	K170	Open 24-hours
Study Rooms	Accessible by pod (K1 uses K2)	Open 24-hours

Santa Rosa Village office	K180	Monday - Friday: 8 a.m. - 11 p.m. Saturday - Sunday: 10 a.m. - 11 p.m.
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Town Center

Commonly Referred to	Location	Hours
Village Office and Community Space	Town Center Building B, 103 1B, facing Rincon Dr. parking lot	Monday - Friday: 8 a.m.-11 p.m. Saturday – Sunday: 10 a.m. – 11 p.m.

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. **Custodial staff will perform daily sanitization of all housing common spaces.**

Elevators

Passenger elevators 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.

Equipment

The Village offices provide a variety of games, recreational equipment, vacuums, and brooms, 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. If student housing equipment becomes damaged, the last person to return the equipment will be charged. **Please check with the village front desk to see what is available this year. Note: Residents are responsible for sanitizing all equipment before and after each use.**

Keys and Lockouts

Always carry your key with you and lock your doors. Propping doors open, providing your key to another person, or keeping doors unlocked increases the likelihood of unwanted guests into your residence, and is a Community Living Standard violation. If your key is lost or stolen, immediately submit a Replacement Key Request online via Housing's website under **Maintenance & Key Requests** or in person at the Main Housing office in Santa Cruz Village (E150). 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 is not refundable once a resident submits the replacement key request. The replacement charge for a Town Center key fob is \$75.

Students will receive two fee free lockouts every semester. Every lockout after that will result in a \$10 charge billed to the student's account. Students locked out during village office hours should visit their village office front desk. Students locked out after the office has closed can call their village's RA on Duty telephone number.

Landscaping

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 typically mowed on Monday beginning at 9 a.m., however can change due to inclement weather. The beautiful native California Sycamore trees drop leaves November through March, and we need to blow off the courtyards on a weekly basis as needed. 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.

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. Use of laundry cards or the WASH app are required for all machine use. Laundry cards may be purchased at the Add Value machines located in Santa Cruz or Anacapa Village offices. The wash/dry price is deducted from the card each time laundry is done. Through the Add Value machine or via the [WASH app](#), 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. Residents must provide their own detergent, fabric softeners, etc.
- c. Residents who lose credit value by using a washer or dryer should contact WASH directly for a refund.
- d. Problems or maintenance concerns can be reported via the student housing maintenance form.
- e. Laundry should be removed from the machines as soon as the cycle ends, and residents are responsible for monitoring their laundry and belongings.
- f. All laundry machines offer a [laundry alert system](#) that lets you know which machine is available and when a cycle is finishing. Download the [WASH app](#) for convenient timer and to be notified when machines are available.
 - o Currently, all laundry rooms are available 24/7.

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 during business hours. 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 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 5 a.m. and 3 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.

Mail

- a. The U.S. Postal Service will provide mail delivery service to the University Mail Room once to twice 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.
- b. Only current residents are eligible to receive mail in HRE.
- c. Mailboxes are shared between residents occupying double accommodations.
- d. 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.
- e. Resident mailboxes are 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.
- f. 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.
- g. 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



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

Mold & Moisture Prevention

Maintaining air quality and reducing excess moisture is a shared responsibility in campus housing.

Mold and mildew can form in damp environments especially in bathrooms, around windows, or near leaks and may cause health concerns if left untreated.

Prevention Tips:

- Use bathroom fans or open windows while showering to reduce humidity
- Avoid blocking air vents or covering HVAC units
- Do not hang wet towels, clothes, or rugs in enclosed areas for long periods
- Keep furniture slightly away from walls to allow airflow
- Immediately clean up any standing water or spills

What to Report:

- Visible mold growth on walls, ceilings, vents, or windows
- Persistent musty smells
- Water stains or leaks
- Malfunctioning fans or HVAC units

How to Report:

If you notice signs of mold or excess moisture, submit a maintenance request right away. Our staff will assess the issue and determine whether professional treatment is necessary. In some cases, Housing staff may need to enter your space for assessment or repairs. Do not attempt to treat mold with bleach or over-the-counter sprays, as this may make the problem worse or damage surfaces.



Non-University Searches

All entries and searches by non-University staff will be coordinated with the University Police. An HRE staff member will usually accompany the personnel as an observer. Unless one of the situations 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.

Parking

Parking permits are required for all vehicles to park on campus, including Housing residents. 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 receive an 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 dispensers 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 park overnight.

Overnight Guest Parking

Guests must purchase daily permits from the permit dispensers located in Lots A1, A2 or A4. If the guests are parked on campus overnight, they must obtain an 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 only valid in permitted in the in A10 parking lot and expires 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.

Pest Control

Maintaining a clean and comfortable living environment is a shared responsibility between residents and Housing & Residential Education. While occasional pests are a natural part of Southern California living, Housing takes proactive steps to minimize pest issues in our communities.

Common Pests You May Encounter:

- **Ants & Spiders:** These pests are frequently drawn to food, crumbs, spills, and moisture. Regular cleaning, especially in kitchens and bathrooms, is the best prevention.
- **Bedbugs:** Though rare, bedbugs can be introduced via luggage, secondhand furniture, or personal items. If you suspect bedbugs, do not attempt to treat the issue yourself, report it to Housing immediately.
- **Mice:** Rodents may enter when food is left out or trash is not disposed of properly. Keep food in sealed containers and report signs like droppings or scratching noises.

Our Commitment to Prevention:

- Housing & Residential Education works with licensed pest control professionals to routinely treat residence halls and apartments as part of ongoing maintenance.
- If additional treatment or inspection is needed in your unit, you will receive notification via your myCI email in advance. Staff will enter only as scheduled and with proper notice, unless there is an emergency.

Resident Resources & Responsibilities:

- Bug spray and traps are available at your Village Office during business hours.
- If a pest concern continues or worsens, submit a maintenance request through the Housing Portal. Our team will assess the situation and determine the next steps, which may include professional pest control.
- Avoid using store-bought sprays or foggers, as these may interfere with effective treatment and are not permitted in Housing spaces.

Tips to Prevent Pests:

- Keep food sealed and stored properly
- Take out trash regularly and clean up spills
- Do not leave dirty dishes in the sink
- Report any signs of pests or water leaks right away
- Avoid bringing in used furniture without inspection
- Quick reporting and proactive care help ensure a healthy and pest-free living experience for all residents

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.

**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, suite or apartment should be entered

without knocking. University officials will provide residents with sufficient time to open the door following a knock. 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 (e.g., 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.
- Reasonable suspicion of a drug, alcohol, or concerning Community Living Standard violation.

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.

Health, Safety, & Occupancy Checks

Each month, HRE staff members will enter rooms to conduct a primarily visual scan of each room, apartment, or suite for Health, Safety, & Occupancy Checks (HSOCs). Residents are expected to return the room in excellent condition at the end of their occupancy, and HSOCs aid in this process.

A. **HSOC Inspection Purpose**

- Fire and safety regulations are being adhered to (e.g., no candles, hot plates, use of excessive/improper extension cords, etc.).
- Check for leaks (e.g., opening cabinets near the sink, mini-fridge, refrigerator, microwave, freezer, shower, toilet, etc.).
- Rooms are reasonably clean and in good order, and operational (not damaged, or requiring repair),
- Verifying correct occupancy (e.g., residents are living in their correct room)
- For residents who have approved ESAs/SAs, a monthly health, safety and occupancy of your living environment will occur for the well-being of both you and your authorized animal.

B. Life Safety Equipment Check

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

Room Alterations

Residents are liable for any room alterations or damages and will be charged for damage or unapproved alterations. 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 accommodation the following year. Please note that satellite dishes are not allowed.

Residents are responsible for all repair and cleaning charges associated with not returning their space to its move-in condition. Note: required repairs due to apparent destruction or vandalism may prevent students from returning to student housing the following year.

- **Painting:** Rooms have been painted according to designer specifications. Painting of individual rooms is not allowed. Any damage resulting in painting or repairs will be completed by a professional, and the student(s) will be charged for all associated materials and labor.
- **Wall Hangings:** Students are encouraged to decorate their rooms; however, caution should be used to prevent damage. Postings that block windows or doors are prohibited. Damage resulting from nails, screws, tape, stickers, glue, or tacks will be repaired by University facility workers, and student(s) will be charged to repair any damages. Students should not attempt to repair damages to avoid complicating the repair process and additional charges.
- **Showerheads:** All showers have water-efficient showerheads and may not be removed or replaced.

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 take the proper steps to avoid garbage leakage when carrying your trash and recyclables to the dumpster. **Note:** we recommend using a bag to reduce the need 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.
- Feminine products should be wrapped in toilet paper and placed in a 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.
- Food waste should be disposed of in the food waste containers included in each resident's room. Food waste must be disposed of in the brown food waste bins located in Santa Cruz and Anacapa trash areas.

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

Alcohol and Other Drugs

Even if you're not personally using alcohol or other substances, we all share responsibility for keeping our communities safe. Housing & Residential Education encourages students to:

- Look out for one another
- Report concerning behavior
- Get help without fear of punishment when safety is at risk

Recognizing Alcohol Poisoning: The MUST HELP Acronym

Alcohol poisoning is a serious and potentially life-threatening medical emergency. If you suspect someone is experiencing alcohol poisoning, do not leave them alone—seek immediate medical attention and contact emergency services.

At CSUCI, we use the MUST HELP acronym to help students recognize the warning signs:



If someone shows any of these symptoms:

- **Call 911 immediately**

- Stay with the person and place them on their side if they are unconscious but breathing
- Notify University Police or the RA on Duty

Narcan/Naloxone Availability on Campus

In alignment with CSU policy, **Narcan (Naloxone)**—a medication that can reverse opioid overdoses—is available in designated locations on campus and through trained staff.

- Housing staff are trained in how and when to administer Narcan.
- You do **not** need to be using opioids to be at risk (substances may be unknowingly mixed).
- If you suspect an overdose: **Call 911, stay with the person, and follow staff directions.**

Safe Use = Smart Decisions

We strongly discourage the misuse of any substance. If you do choose to use, follow these tips:

- Never use alone
- Don't mix substances (especially with alcohol)
- Know your limits and monitor your surroundings
- Use campus resources like Counseling & Psychological Services (CAPS) for confidential support

Campus Evacuation

In the event of a campus-wide evacuation due to wildfire, natural disaster, or another emergency, CSUCI will use the campus alert system (via text, email, and phone) to provide updates, instructions, and available resources to the campus community.

If you do not have access to personal transportation, and only if the area is deemed safe, Santa Rosa Village (SRV) Commons will serve as the gathering point for Housing residents. Staff will be present to help organize transportation, provide temporary shelter if needed, and share real-time updates.

Residents should:

- Bring only essential items (e.g., medications, ID, phone/charger, water, important documents).
- Follow directions from Housing & Residential Education staff and emergency personnel.
- Remain alert for official announcements and guidance through CSUCI's alert system.

The University will coordinate bus or city transportation for residents without vehicles and communicate shelter availability and next steps through the alert system.

If SRV Commons is not safe, an alternate evacuation location or procedure will be announced.

Always prioritize your safety, and do not return to campus or to your housing assignment until you receive official clearance from the University.

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. This includes students with disabilities and Access Functional Needs.

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 a Staff member On Call (SOC) 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.

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. **Housing 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 sounds. Assist residents with disabilities as needed or call 9-1-1 if someone needs assistance.
 - b. In the event an 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 in Santa Cruz and Anacapa village, and in the hallways of Santa Rosa Village and Town Center.

- Go directly to the nearest designated 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

- D through G buildings evacuate to South Quad.
- H building evacuates to the lawn south of Anacapa Village (by SH1 and A building).

Santa Rosa

- K and L buildings evacuate to the Santa Rosa Lawn.

Town Center

- Evacuate to the parking lot 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 (805) 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 your Village Office, the Main Housing Office, 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.

Emergency Occupancy

Please note that in emergency situations (such as fires, earthquakes, flooding, etc.) Housing & Residential Education reserves the right to add additional roommate assignments to any room or apartment for a limited period.

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 room, suite, apartment mates or RA to inquire if they have been in contact with that person. If HRE staff suspects a community member is missing and is unable to contact them, they will contact CIPD.

Personal Safety Precautions and Recommendations

Safety on campus begins with you. Students are encouraged to take steps to safeguard themselves and their property.

- A. 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.
- B. Lock your bedroom door when you leave your suite/apartment.
- C. 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.
- D. 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.
- E. Report suspicious behavior to the University Police at (805) 437-8444 and contact your Village office.
- F. 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.
- G. When on campus during evening or early morning hours, walk with a friend or use the University escort service; do not walk alone.
- H. 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 emergency contact (EC) number in your cell phone. 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) 437-8965
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

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, if you choose, you can report the incident immediately to the University Police. Contacting the police can help ensure you get any needed medical attention and allow for 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 Housing & Residential Education, the Dean of Students and Associated Vice President for Student Life & Support Programs, and the Campus Title IX Coordinator. 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 victims of sexual violence.

Contact	Telephone Number
University Police Department	(805) 437-8444
24-hour emergency number	9-1-1
Student Health Services	(805) 437-8828
Counseling and Psychological Services	(805) 437-2088

- E. **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.
- F. **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. The [CSU Policy Prohibiting Discrimination, Harassment, Sexual Misconduct, Sexual Exploitation, Dating Violence, Domestic Violence, Stalking, and Retaliation \(Nondiscrimination Policy\)](#) is the system wide procedure for handling all complaints of discrimination, harassment sexual misconduct, sexual exploitation, dating violence, domestic violence, stalking, and retaliation made by any campus community member 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:

- Manager of Institutional Equity, Deputy Title IX Coordinator:
Name: Renée Fuentes
Email: renee.fuentes@csuci.edu
Phone: (805) 437-3608
Report forms can be found on CSU Channel Islands' Title IX & Inclusion webpage at: www.csuci.edu/titleix
- University Police:
Phone: (Emergency) 9-1-1
Phone: (non-emergency) (805) 437-8888
Email: police@csuci.edu
- U.S. Department of Education, Office for Civil Rights:
Phone: (800) 421-3481
Online: ocr@ed.gov
Complaint form can be submitted online with the OCR via: <http://www2.ed.gov/about/offices/list/ocr/complaintintro.html>.

G. 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.

- H. **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.

I. **Additional Resources ADA**

- 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



**TITLE IX &
INCLUSION**

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

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

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 the [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.

Campus Resources

- a. **Basic Needs Program:** The Basic Needs Program at CSUCI offers emergency food and toiletries, connects students to critical on and off-campus resources, and provides educational opportunities for students to take personal responsibility for their wellness and the well-being of their communities. The Dolphin Pantry is located in Arroyo Hall 115 and is open to students, faculty, staff, and community members. For additional information, please contact the Dolphin Pantry at 805-437-2067 or basicneeds@csuci.edu. Website, <https://www.csuci.edu/basicneeds/>
- b. **Career Development and Alumni Engagement:** 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. Website, <https://www.csuci.edu/careerdevelopment/index.htm>
- 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. Website, <https://www.csuci.edu/caps/>

- c. **Disability Accommodations & Support Services (DASS):** DASS offers accommodations and resources for students who choose to identify their disability to the University, provide verifying documentation and register for services. 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 Dr. Nick Fuentes, Director of Disability Accommodations & Support Services at (805) 437-3177. <https://www.csuci.edu/dass/>.

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 completed a request for special accommodations by designated application deadlines via completion of the following form reviewed by Disability Accommodations & Support Services, https://csuci.qualtrics.com/jfe/form/SV_5Asrly4QlmiOp1j.

- 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. <https://www.csuci.edu/studenthealth/>

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. **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 Campus Recreation at (805) 437-8902. https://www.csuci.edu/recreation/rec_center.htm

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

Events and Activities

HRE provides numerous events and activities, which are great opportunities for learning and building relationships. We aim 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:

D.O.L.P.H.I.N	Need	Need Description
D	Diversity Awareness & Education	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 in areas such as race/ethnicity, spirituality, sexual orientation, socioeconomic status, ability, and gender.
O	One's Self Awareness	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.
L	Life & Career Planning	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.

P	Personal Citizenship	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.
H	Healthy Living	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	Interpersonal Relationships	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	Neighborhood Connections	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 located either in the Villages or 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, which can be done through speaking with an RA, Assistant Coordinator of Residential Education, or Coordinator of Residential Education.

Floor Meetings

Resident Advisors will conduct mandatory floor meetings monthly that 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 participate in a scheduled meeting, please notify your RA in advance.

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.

FLU vaccinations are strongly encouraged for all students living on campus.

Lost and Found

The University Police operates a lost and found service on campus. All found items that appear to be above a \$50 value are to be reported and turned over to the University Police within 24 hours. Items found in HRE of lesser value are stored in the Santa Cruz Village Office lost and found until the end of the semester. If you are missing an item, feel free to ask the desk assistants in Santa Cruz if the item has been turned into them.

Roommate Mediation and Conflict Resolution

Roommate conflicts often 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. However, allowing frustration to reach its highest point is 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 conflict-related communication.** Communicate 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.

Student Assistants in Housing

Housing & Residential Education is supported by a team of student assistants who play a vital role in maintaining a safe, welcoming, and well-functioning campus living experience. These student leaders and workers serve in a variety of roles:

- **Resident Advisors (RAs):** RAs live in the residential communities and serve as peer leaders and mentors. They plan events, help build community, respond to student concerns, and are on call after hours to assist with urgent matters.
- **Desk Assistants (DAs):** DAs work at the front desks in each village and the main Housing Office. They assist with lockouts, mail and packages, check-ins and check-outs, and provide general support to residents and visitors.
- **Facilities Student Assistants:** These team members support Housing Facilities by helping with key support, room inspections, equipment inventory, and maintaining the physical spaces in our communities.
- **Grounds Student Assistants:** Groundskeepers assist in maintaining the outdoor spaces around Housing, including landscaping, trash removal, and beautification projects that contribute to a safe and enjoyable environment.
- **Summer Conference Student Assistants:** During the summer, student staff support check-ins, logistics, customer service, and operations for external groups staying in campus housing.



All student assistants are trained to serve the CSUCI Dolphin community with professionalism, respect, and care. They are also your fellow students, please treat them courteously and follow their guidance when it comes to housing procedures and policies.

Interested in working with us?

Visit <https://www.csuci.edu/housing/employment-involvement/index.htm> or log into Handshake to view and apply for open student assistant positions in Housing & Residential Education.

Housing & Residential Education

Student Conduct Procedures and Process

Student Conduct Overview

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 below. Further, all students of the CSU are responsible for abiding by the CSU Student Conduct Code, (Title V, Section 41301). Standard violations are addressed by HRE staff or the Dean of Students office through the student conduct process.

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. When there is an overlap of Community Living Standards and state law, students are accountable to all three entities: Housing & Residential Education, the University, and the University Police. Each of these offices work cooperatively with each other, and at the same time are authorized to adjudicate alleged violations independently.

The Conduct Process

Housing & Residential Education's conduct process is based on a system that incorporates residents involved, the Dean of Student's Office and Residential Education staff. The system is designed to provide students with awareness of their status in the conduct process. Conduct officers are required to act reasonably and responsibly consistent with HRE's procedures but are not required to prove guilt beyond a reasonable doubt. 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, which is also known as a preponderance of evidence, and is how higher education student conduct cases are most commonly adjudicated.

When a conduct officer receives a case, it is their responsibility to meet with all involved resident(s) to review the information reasonably available and make a decision about whether a student is responsible for the alleged violation(s). Each confirmed violation includes a housing administrative sanction ranging from a formal warning to license cancellation and an accompanying university sanction ranging from a formal warning to expulsion.



California State
University

**STUDENT
CONDUCT**

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



A resident's conduct record is based on the severity of the Community Living Standard violation(s), which is 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 a license cancellation, which is terms for removal from Housing. Additionally, due to the common severity violations that result in license cancellation, they are often reported to the University Police Department.

The Conduct Process and Associated Responses

The following table reflects possible administrative sanctions and its corresponding meeting.

Housing Sanctions	Required Meetings
Formal Warning	Meets with: Assistant Coordinator of Residential Education, Student Conduct Specialist, or the Living Learning Community Coordinator
HRE Probation	Meets with: Assistant Coordinator of Residential Education, or Living Learning Community Coordinator
Notification of Removal	Meets with: Director of Housing & Residential Education or designee Notification of removal at the end of the semester and denial of student housing eligibility in subsequent academic years
Termination of License	Meets with: Director of Housing & Residential Education or designee Immediate removal from student housing and denial of student housing eligibility in subsequent academic years
Dean's Office Sanctions	Required Meetings
Formal Warning	Meets with: Assistant Coordinator of Residential Education, Student Conduct Specialist, or the Living Learning Community Coordinator
Disciplinary/ University Probation	Meets with: Associate Dean of Students, Director of Housing & Residential Education, or designee
Suspension	Meets with: Associate Dean of Students and the Director of Housing & Residential Education or designees
Expulsion	Meets with: Associate Dean of Students and the Director of Housing & Residential Education or designees

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. Our process is designed to promote responsibility and effective community living through fair and reasonable accountability. Students are encouraged to enter this process honestly and openly to effectively resolve concerns and gain the most from the experience. Please note that violations of the community living standards are subject to termination of your housing license agreement and may be a violation of the student conduct code

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

1. An incident report (IR) is submitted to HRE. While IRs are most frequently provided by student staff, reports may also be submitted by students or other university staff who are impacted by a potential violation.
2. Incident reports are primarily reviewed by the Director of Housing & Residential Education (DHRE), Coordinator of Residential Education (CRE), Assistant Coordinators of Residential Education (ACRE), and the Residential Education Operations Assistant (REOA). If these reports contain sufficient information to warrant a conduct meeting or an educational discussion, a letter requesting a student meeting with the appropriate HRE conduct officer will be generated.
3. Students are expected to immediately schedule a meeting with the indicated conduct officer when they receive the investigation letter. Students are given three business days to schedule this meeting, unless notified otherwise. Meetings may be scheduled via the link in the Investigation letter, at the HRE main office (E150) for the DRE or at any village front desk for the other review officers. Failure to schedule a meeting in the specified timeframe or failure to attend a scheduled meeting may result in additional violations.

4. In the conduct 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 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 is communicated to the student electronically or in writing during the conference meeting in the form of a resolution letter. The outcome and sanction are final and binding if a student accepts the sanction.
6. In most cases, students may accept or reject the decision of the conduct officer. If a student wishes to reject the decision of the conduct officer, instructions are listed below and provided in the resolution letter. Students who reject a sanction will engage in the University's formal hearing process and will receive notice and instructions on the process within 10 working days.
7. Students on HRE probation or whose behavior results in egregious or severe violations of the CLS will meet with the Director of Housing & Residential Education and are at risk of removal from housing. Residents cannot reject an HRE removal decision but may appeal this decision with the Associate Vice President (AVP) for Student Life & Support Programs.

HRE Removal Appeal Process

Any student subject to removal may submit an appeal via email within 3 business days of receipt of their sanctions to AVP Julia Heck. Appeals must be based on at least one of the following criteria and speak directly and substantively to one or more of the following:

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 meeting will be scheduled to occur within two (2) days. In reviewing the appeal case, based on a preponderance of evidence, the AVP 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 AVPs decision of the appeal will be enforced, and the student will not receive any additional appeals.

Conduct Definitions

Conduct Meeting: A meeting with a University official who is authorized to review and respond to HRE community living standards and the Student Conduct Code violations. An investigation 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 or in writing delivered to their room.

Conduct Review Officer: A staff member responsible for reviewing and responding to incident reports. The conduct review officer sends the Notice of Investigation meeting invitation to all documented students.

Sanction: A requirement or condition imposed at the discretion of the conduct officer with an educational goal intended. Sanctions may include disciplinary action and associated educational component such as community service projects, an educational program or presentation, educational program attendance, or a research paper/project.

Resolution Agreement: An agreement between the University and those engaging the conduct process. Students have the opportunity to accept

or reject the conduct officer's finding or proposed sanction. Students who reject the finding or assigned sanction will continue in the conduct process via a University hearing.

Administrative 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 an **educational sanction** is to help students learn from personal and peer behavior during an incident. The conduct officer is responsible for determining the sanction that best meets the overall educational goal of the conduct process.

The level of responsibility assigned for a violation gives students a better understanding of the incident's severity as it relates to their housing status. Below is an explanatory guideline:

Formal Warning: 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.

Housing Probation: 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 to 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.

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 their behavior does not violate any other community living standards. Should the student be found responsible for behaviors that violate these standards prior to the end of the semester, they will be removed from student housing immediately. Notification of removal may also result in responsibility to pay future housing fees. Title 5 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.

*Per Title V of the California Code of Regulations
(<http://government.westlaw.com/linkedslice/default.asp?SP=CC R-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.*

Termination of License: The Director of Housing & Residential Education or 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. Removal will result in forfeiture of monies paid to student housing and will also result in responsibility to pay future housing fees. Title 5 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. Termination may also

preclude a student from being able to return to student housing for a specified period of time without permission from the DRE. 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=CC R-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.*

Administrative: University. The level of responsibility assigned for a violation gives students a better understanding of the incident severity as it relates to their university conduct record. Below is an explanatory guideline:

Formal Warning: 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.

Disciplinary/University Probation: A designated period of time during which privileges of continuing in Student status are conditioned upon future behavior. Conditions may include the potential loss of specified privileges to which a current Student would otherwise be entitled, or the probability of more severe disciplinary sanctions if the Student is found to violate the Student Conduct Code or any University policy during the probationary period.

Suspension: Temporary separation of the Student from active Student status or Student status.

Expulsion: Permanent separation of the Student from Student status from the California State University system. Expulsion, withdrawal in lieu of expulsion, and withdrawal with pending misconduct investigation or disciplinary proceedings shall be entered on the Student's transcript permanently, without exception; this requirement shall not be waived in connection with a resolution agreement.

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 resident. The objective is to help students learn from their experience and make a contribution to the community. A conduct officer may assign one or more educational sanctions. Examples of educational sanctions are listed below but are not limited to:

1. **Community Service Hours:** Students are required to complete a specified number of hours in a specific number of days. Typically students are assigned up to 5 hours per warning. Since the hours are designed to give back to the community, they must be completed with the resident's RA, the Village office, or another area within HRE.
2. **Educational Project:** Students are required to complete a specified educational project. This may include participation in an educational program or activity, writing a paper, or completing a project or task.
3. **No Contact Agreement:** At times, due to notable conflict, students are placed on a behavioral agreement/contract that precludes contact with a specified individual(s). This agreement requires students to keep their distance from each other and proactively avoid additional conflict. If issued, violations of a No-Contact Agreement may result in further disciplinary action.
4. **Restitution:** Students are required to make payment for damages to property of the University or another student.
5. **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 timely according to the sanctioned deadline.

Assignment of Administrative Sanctions

Listed below are some Community Living Standard (CLS) violations and possible associated administrative sanctions, some of which have a range of severity and may be listed under multiple categories. Sanctions associated with standards not listed below will be determined at the discretion of the conduct officer. The conduct review officer will evaluate the information available and decide responsibility for documented violations. A student's conduct record will remain with them unto graduation. For example, a student who receives a lower level Formal Warning their first year living in housing and violate a mid-level CLS during their second year is at risk of a more severe HRE administrative sanction (e.g., probation or greater).

The length of a residents' HRE probation will vary depending on the violation. however, as a guideline, students placed on probation after Spring Break probation could extend through the Fall semester the following academic year. Students placed on probation in May probation can be for the duration of the next academic year. Students who complete the terms of their probation may have the ability to receive an additional warning(s) before they receive a Notification of Removal or a Termination of License.

The following list is meant to serve as a guide and is not a complete list of the infractions and subsequent sanctions. Final decisions are at the conduct review officer's discretion.

Formal HRE Warning and University Warning (low level)

- 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

- 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)
- Cannabis possession of paraphernalia
- Non-Compliance
- Quiet and Courtesy Hours: A violation during 24-hour quiet periods
- Pets (may have cleaning/damage fees charged)
- Smoking

Formal Warning and University Warning (mid-level)

- 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)

HRE Probation and University Verbal Warning or Probation (mid – high level)

- 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)
- Harassment
- Cannabis: 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

Notification of Removal and University Probation (high level)

- Harassment
- Fire Safety: Disabling/removing a smoke detector
- Theft
- Vandalism
- Cannabis use

Termination of License and University Suspension or Expulsion (severe level)

- Assault
- Dangerous Behavior
- Drugs: Use, possession, distribution, sales, manufacture/cultivation of an illegal substance
- Fire Safety: Falsely pulling a fire alarm, tampering with fire safety equipment, removing or damaging exit signs
- Harassment
- Cannabis use, distribution, sales, or cultivation
- Theft
- Vandalism – significant property damage
- Weapons

Community Living Standards and Guidelines

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 conduct code, and the laws that govern our state, local area, and campus. You may find information online at www.csuci.edu. All students are responsible for knowing and abiding by CSU policies.

Housing & Residential Education (HRE) offers Medical Leniency whenever there is a concern for the health and well-being of a student, and there is fear about reporting it to avoid significant consequences for them or their friend(s). Medical Leniency is most common when a student is under the influence of alcohol or drugs but could also result from an injury due to inappropriate actions. Medical Leniency means that we will review the reported individuals' case leniently because someone present acted responsibly by notifying university officials who could provide assistance or secure medical attention.

Housing & Residential Education Community Living Standards are outlined below. Prior to move-in, all residents must read the Resident Handbook and sign affirming their completion. Knowledge of and adherence to these standards, the Student Conduct Code (Executive Order 1097), and those items listed in the Residential Education, Administrative Services and Information, Facilities, and Safety Information sections are required of all residential students. Not meeting or abiding by the standards within this Resident Handbook may result in disciplinary action.

1. Dishonesty, including:

- A. Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
- B. Furnishing false information to a University official, faculty member, or campus office.
- C. Forgery, alteration, or misuse of a University document, key, or identification instrument.
- D. Misrepresenting one's self to be an authorized agent of the University or one of its auxiliaries.

2. Unauthorized entry into, presence in, use of, or misuse of University property.

3. Willful, material and substantial disruption or obstruction of a University-related activity, or any on-campus activity.

4. Participating in an activity that substantially and materially disrupts the normal operations of the University or infringes on the rights of members of the University community.

5. Willful, material and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.

6. Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.

7. Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.

8. **Hazing, or conspiracy to haze.** Hazing is defined as any method of initiation or pre-initiation into a student organization or student body, whether or not the organization or body is officially recognized by an educational institution, which is likely to cause serious bodily injury to any former, current, or prospective student of any school, community college, college, university or other educational institution in this state (Penal Code 245.6), and in addition, any act likely to cause physical harm, personal degradation or disgrace resulting in physical or mental harm, to any former, current, or prospective student of any school, community college, college, university or other educational institution. The term “hazing” does not include customary athletic events or school sanctioned events.

Neither the express or implied consent of a victim of hazing, nor the lack of active participation in a particular hazing incident is a defense. Apathy or acquiescence in the presence of hazing is not a neutral act, and is also a violation of this section.

9. **Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.**
10. **Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.**
11. **Theft of property or services from the University community, or misappropriation of University resources.**
12. **Unauthorized destruction, or damage to University property or other property in the University community.**
13. **Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, other weapons, or dangerous chemicals (without the prior authorization of the campus president) on campus or at a University related activity.**
14. **Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.**
15. **Misuse of computer facilities or resources, including:**
- A. Unauthorized entry into a file, for any purpose.
 - B. Unauthorized transfer of a file.
 - C. Use of another’s identification or password.
 - D. Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - E. Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - F. Use of computing facilities and resources to interfere with normal University operations.
 - G. Use of computing facilities and resources in violation of copyright laws.
 - H. Violation of a campus computer use policy.

- 16. Violation of any published University policy, rule, regulation or presidential order.**
- 17. Failure to comply with directions or, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.**
- 18. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or wellbeing of members of the University community, to property within the University community or poses a significant threat of disruption or interference with University operations.**
- 19. Violation of the Student Conduct Procedures, including:**
 - A. Falsification, distortion, or misrepresentation of information related to a student discipline matter.
 - B. Disruption or interference with the orderly progress of a student discipline proceeding.
 - C. Initiation of a student discipline proceeding in bad faith.
 - D. Attempting to discourage another from participating in the student discipline matter.
 - E. Attempting to influence the impartiality of any participant in a student discipline matter.
 - F. Verbal or physical harassment or intimidation of any participant in a student discipline matter.
 - G. Failure to comply with the sanction(s) imposed under a student discipline proceeding.
- 20. Encouraging, permitting, or assisting another to do any act that could subject him or her to discipline.**

Access to Housing:

The following standards are essential to maintaining a safe, secure, and orderly community. Residents may not make unauthorized entry or use of, or misuse, any University property.

Access to common areas: Public or common areas are for resident use and their accompanied guests only. Sleeping overnight in public areas is prohibited. Organized functions in public areas must be approved in advance by an HRE professional staff member. Entering common areas after the space has closed is prohibited.

Access to residential units: Unauthorized entry into an apartment, suite, room, or building is prohibited.

Entry: Residents must use appropriate doors and gates to enter housing areas. Climbing in or out of windows and balconies is prohibited.

Alternative stay: Residing in HRE without completion and approval of the alternate stay form is prohibited.

Gates: Propping or manipulating interior or exterior gates to provide unauthorized access into housing is unsafe and 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.

Unauthorized access: Providing access to any area in housing to anyone other than a resident is not allowed. Emergency exits are for emergency use only.

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.

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 will result in the disposal of alcohol and alcohol containers present.

Alcohol Privileges: All residents are responsible for following the alcohol guidelines at all times. Individuals may earn alcohol privileges independent of the other residents in their apartment. Residents age 21 or older in good judicial standing may only consume alcohol in rooms certified as Designated Consumption Zones if the residents complete Alcohol Edu, the Alcohol Education Program (AEP) online certification, fill out the accompanying APC application, and retrieve their Alcohol Privileges (AP) from the coordinator or designee.

- Residents aged 21 or older with valid Alcohol Privileges may only consume alcohol or store alcohol or alcohol containers in rooms certified as Designated Consumption Zones (DCZ).
- Residents with approved alcohol privileges are responsible for their presence or participation during any alcohol violation by another resident or guest, which will result in meeting with a conduct officer.
- If any member of the room loses their alcohol privileges, the entire space is no longer a DCZ, and all residents must immediately remove all alcohol and alcohol containers.
- No person under the age of 21 may be present or admitted into an apartment where alcoholic beverages are served, consumed, visible, or not appropriately stored (e.g., alcohol containers in a bathtub).
- Residents with alcohol privileges may not consume or be in the presence of alcohol when residents under age 21 are present.
- Replication, altercation, or misuse of alcohol privileges and DCZ Certificates is prohibited.
- Non-housing residents 21 or older, 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 guests abides by all laws, Community Living standards, and policies.
- The distribution, sale, and brewing of alcohol is prohibited for all residents.
- Possession, consumption, and being in the presence of alcohol or alcohol containers is prohibited for all residents and guests under the age of 21.
- 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 alcohol privileges in Santa Cruz, Anacapa, and Town Center DCZs. **Note:** residents must always adhere to the maximum amount of alcohol in a DCZ whether containers contain liquid or not.



- Residents and guests are prohibited from being intoxicated in any HRE common area. A common area is considered any location outside of a resident's apartment or suite. 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.
- 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.
- 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.
- 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.
- 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 Housing & Residential Education.
- Devices used or intended for the rapid consumption of alcoholic beverages are prohibited.

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.

- All housing residents are required to complete Part I of the Alcohol Edu online course to maintain alcohol privileges in Housing and Part II 45 days after, which students will receive an email notification.
- Designated Consumption Zone (DCZ): Once all residents of an apartment or suite pass the AEP online certification and complete the AP application, the Coordinator of Residential Education or designee will provide you with your Designated Consumption Zone (DCZ) email certification. Residents who are unable to retrieve their Alcohol Privileges and DCZ on move-in day must work with the Coordinator of Residential Education or designee to retrieve both. Once residents receive their DCZ certification, they may store and consume alcohol in that space in compliance with the HRE Community Living Standards. For verification, residents must receive an Alcohol Privileges & DCZ Confirmation email.
- Residents with Alcohol Privileges AP and non-resident guests 21 or older may only consume alcohol in DCZ apartment or suite with their AP or valid identification; for residential students, a valid ID will not qualify as a substitute for the AP. Residents who choose to have guests in their DCZ while alcohol or alcohol containers are present assume the responsibility of checking the age of everyone present ensuring their residential guests have AP and their non-residential guests have a valid form of identification indicating their age. All residents present at the time of an alcohol violation may lose their alcohol privileges. Residents who lose their alcohol privileges must immediately return revoked alcohol privileges or DCZs to the appropriate coordinator. Please note that rooms in Santa Rosa Village do not qualify to be a Designated Consumption Zone (DCZ) placard and thus all alcohol is prohibited.

Animals

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, which 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.

Note: Violation of this standard is subject to clean-up and sanitation charges.



Art Room

Only paint, markers, or similar art mediums are allowed to be used on floors, ceiling, and walls of the room. Please note that windows, screens, light switch, thermostat, and smoke detector should not be marked or tampered with in any way.

Assault and Fighting: Violations of this CLS may result in termination of License on First time offense (See CLS: 7)

Cannabis and Other Drugs

Medical Marijuana cards or other cards issued for the purpose of designating an individual's right to possess and use cannabis are not recognized at CSU Channel Islands. At no time will a student, resident, or guest be allowed to possess or use cannabis, cannabis paraphernalia, or be under its influence while in student housing.

Residents can report suspected drug activity directly to the University Police. Residents documented with cannabis or paraphernalia will result in the confiscation of the paraphernalia and generally the disposal of the cannabis; large quantities of cannabis or any indication of selling will be reported to the University Police Department.



Care of Rooms, Suites, and Apartments

General Care:

- All roommates are responsible for keeping their apartment/suite/room free of all CLS violations. 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.
- All areas must be cleaned regularly to maintain sanitary conditions, store food properly, and maintain appliances in a clean and safe working condition.
- Food waste should be disposed of properly with the provided food waste receptacle as applicable or in the brown trash bin (located in each village near the dumpster).
- 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.

- Residents are prohibited from placing trash or recycling outside an apartment/suite, in a hallway, courtyard or any area other than the trash and recycling dumpsters.
- Residents are prohibited from washing dishes in any bathroom sink or putting food or other items down the drains to prevent serious clogs. Residents in SCV and SRV must use a community kitchen to wash dishes.
- Once residents receive their key(s), all roommates are responsible to keep the apartment/suite/room sanitary and free of community standard violations. As a general guideline to maintain sanitary conditions, residents should clean on a weekly basis and regularly dispose of trash, and recyclables to the proper dumpsters.
- Residents are expected to maintain reasonable sanitation and safety standards, store food properly, maintain appliances in a clean and safe working condition, and submit an online Housing Repair Request Form to repair damages to a unit. Residents should not wash dishes in any bathroom sink or put food or other items down the drains as it leads to serious clogs and damage. Residents without a kitchen should use the common area kitchens in G130, G230, K1 Community Space, Santa Rosa Village Family Rooms, and the Anacapa Commons, to wash dishes. Residents should also properly, scrape food into trash before rinsing and utilizing the garbage disposals.



Winter Break:

- 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 removing all items/move-out, but to thoroughly clean the space and remove trash or perishable items that may go bad during campus closure.
- The trash cans through the villages are for small pieces or single-use trash (e.g., a water bottle, candy wrappers or pieces of paper) Trash from one's room, bathroom, or kitchen should be disposed of in trash chute, when applicable, and the large dumpsters located outside of each village. Apartments/rooms/suites should be clean and sanitary (e.g., disposing of all trash and food that will expire while you are away) before the halls close for winter break.

To prevent mold and pest issues during the break, staff will enter each room to remove any trash or perishable items left behind. A \$25 administrative fee per bag may be charged to cover the labor and disposal of these items.

Care of Common Areas and Property

Common areas and property include, but is not limited to, lounges, study rooms, game rooms, the 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.

- All common areas and HRE property are for the use of residents and registered guests only, and thus they are the responsibility of every resident. 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.
- Residents are expected to always clean up immediately after themselves when in HRE. Residents should take excessive volume of trash to the dumpster and not stack trash on top or next to a trash can. Residents should also properly clean all dishes, cooking equipment, and properly store all food to reduce health risks and vermin within the community. Residents who do not properly dispose of their items agree to the understanding that HRE will dispose of any items left or not properly stored.
- Any malicious damage or acts that result in additional clean up in or around any housing building, grounds, or other facilities or property is prohibited.
- Residents are required to clean the area at the conclusion of using any common area, which includes ensuring trash is picked up, the room is vacuumed, and equipment and furniture are returned to their proper locations.
- Santa Rosa residents are responsible for shared community cleanliness in their designated POD (e.g., wiping counters, disposing of individual trash, removing expired food, etc.)
- Residents must not remove any furniture or equipment from common areas.
- Residents are prohibited from tampering with electronic (i.e. thermostats) or safety equipment, or misusing game equipment.
- The use of spray paint, glitter, or glue on the surfaces of the Art Room is prohibited (i.e. gluing items to surfaces).

Note: Violation of this standard is subject to charges.

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.)

Community Respect

As members of a civil community, residents are expected to comply with all reasonable requests for courtesy. Respecting the rights of students to study and use the HRE facilities is important to maintaining a positive University and residential community. Residents should not interfere with the attempts of others to study and should always show respect for community members and housing staff.

Doors

The following expectations apply to all residents:

- Damage to doors or door frames including dents, scratches, bent hardware, or added décor components will result in repair charges billed to the responsible resident(s).
- Residents are welcome to decorate their room doors to express themselves and build community. However, any signage or decorations that are vulgar, offensive, threatening, or violate University policy may be removed by staff without notice. Door decorations must also not damage the door (e.g., use painter's tape, not adhesives that leave residue or peel paint).

- Knocking, banging, ringing doorbells, or otherwise disturbing residents as a prank or to intentionally harass is prohibited. This includes “ding-dong ditch,” aggressive knocking, or repeated disruptions. Such behavior is considered a violation of community standards and may result in disciplinary action.

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.

- Being under the influence of a controlled substance is prohibited.
- Being in the presence of, organizing or participating in associated activities that involve controlled substances is prohibited.
- Possession of prescription drugs not prescribed specifically to that individual is prohibited.
- Cannabis: the possession, use, sale, manufacture, or distribution of cannabis is prohibited on CSU Channel Islands campus and in all its buildings.
- Residents are prohibited from possession of any cannabis paraphernalia or being under the influence of Cannabis in any housing facility.

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.

Elevator

Passenger elevators located within the buildings are provided for use by residents, accompanied guests, and staff.

- Activities in the elevators may be recorded at all times.
- To keep elevators in safe working condition, the following actions are prohibited:
 - Smoking.
 - Intentional damage to and/or vandalism, such as prying elevator doors open, jumping, graffiti, spilling drinks, dropping food, etc.
 - Overloading the elevators with people or items that affect operations or safety.
 - Use of emergency alarms and emergency stops in non-emergency situations.
 - Evacuating people from the elevator without trained personnel.

Elevator Emergencies

Elevator evacuations will be handled in accordance with established safety protocols for elevator evacuation.

- Anyone trapped in an elevator should sound the alarm and wait for help to arrive before attempting evacuation.
- The person stuck in the elevator should remain calm and always respond to the direction of University and emergency personnel.



Energy and Water Conservation

Please make every effort to conserve energy and water while residing in housing. Residents can be more mindful of their resource use by limiting the length of showers, immediately turning off water when finished, and turning off lights, twinkle lights, fans, and televisions when leaving rooms for extended periods of time (e.g., class, study groups, etc.), and unplugging items from power strips when not in use..

- As part of the HRE effort to promote sustainability and energy conservation, residents must employ energy-saving actions to avoid excessive consumption.
 - To ensure proper egress, and due to limited space in the suites, the provided mini-fridge must be stored on the wall next to the closet space.
 - Additional regular or mini-fridges or microwaves are prohibited.
 - Cooking devices are not permitted within the suite, which includes microwaves, hot plates, coffee machine with separate parts/heating elements (Keurig's are okay in spaces with kitchens), toasters, etc.
 - Only Energy Star-rated appliances are allowed that do not violate the above guidelines.
 - Air-conditioners and space heaters are not permitted.
- 3D printers are not allowed due to the amount of energy drawn the item requires.

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.

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.). Residents should make every effort to ensure that they are adhering to the HRE standards and all state laws to keep themselves and the community safe from fire related incidents.

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 the building's fire alarm.

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, which include hanging objects over handrails and gates such as towels, wetsuits, etc. Also, all doors and windows must have the ability to be fully opened.

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.

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 sprinklers, fire extinguishers, EXIT signs, etc.) is



prohibited. Residents are prohibited from hanging 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.

Candles & Open Flame: Candles, incense and/or any type of open flame within or adjacent to any HRE facility or grounds is prohibited. Torches, such as Tiki Torches, are 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.

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. In addition to cooking, residents should avoid any use of flammable spray indoors. Spray type paint should only be used outdoors, but not on or near pavement or concrete, with care given to the surrounding grounds or property.

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. Barbeque grills are not allowed in Town Center apartments or balconies. Leaving cooking food unattended in an apartment or common area kitchen is prohibited and a safety risk that can lead to a live fire, damage, and/or injury. Residents wishing to barbeque should only use the grill adjacent to the Anacapa pool area. Barbequing outside of the only designated space in HRE is considered a fire safety issue.

Decorations:

- Candles of any kind (including decoration or religious use) are prohibited.
- All decorations must be non-combustible (fire-proof) and UL-listed for the intended use.
- No live or cut trees or other flammable materials.
- Decorations should not encroach into the hallway but may be in the alcove of your suite or apartment door.
- Energy-efficient lights may be used if properly hung and turned off when the room is unoccupied.
- Decorations must be removed within two days after the holiday or before leaving for break.
- The following materials are prohibited for hanging decor: staples, tacks, nails, adhesives, tape (masking, duct, cellophane), stickers, or glue on any HRE property.
- Use only painter's tape, frog tape, or white wall putty for decorations.
- No decor should cover any fire safety equipment (sprinklers, alarms, etc.).
- No gel window clings (they stain) and no door wrapping (fire hazard).
- No fake snow or spider webs—both are fire hazards.
- Carved pumpkins must stay inside your space. Uncarved or fake pumpkins can be placed outside in the alcove, as long as they are not a tripping hazard.

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, hot plates, and sun lamps are prohibited. All must be attended to at all times. Leaving allowed heat source equipment (such as curling/flat irons, glue guns, irons, etc.) on is prohibited. Wax warmers are prohibited and will be confiscated if documented.

Lamps & lights: Halogen lamps and neon lights are prohibited. LED String lights are prohibited as the adhesive on the lights can cause excessive damage when removed.

Plugs & extension cords: Extension cords are never permitted in housing. Power strips/surge protectors without a UL rating are prohibited. Appliances may not be plugged into a power strip. Plugging power strips into other power strips 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.

Floor Meetings

Approximately once per month floor meetings are arranged and facilitated by RAs. All residents are required to attend to obtain pertinent information and updates. If unavailable for the meeting residents are required to give their RA advanced notice and schedule a follow-up time to receive missed information.

Furniture

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.

Guests and Overnight Visitors

- Guests must abide by all HRE and University standards for behavior. Residents are responsible for their guests' and overnight visitors' behavior and for any damage incurred by their guests or overnight 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.
- Visitors are allowed in apartments or rooms from 8 a.m. to 1:00 a.m. daily. Those who stay after 1 a.m. must be logged in advance as an overnight guest. All residents must register overnight guests by signing into myCI, selecting Student Housing application portal link, selecting Visitor, and then clicking Register New Visitor. Guests must also complete the overnight guest contract, agreeing to abide by all HRE community living standards.
- Each resident may have a maximum of three guests at one time. Residents may have guests stay overnight for a total of eight nights per semester. All guests, including family members, are limited to a maximum of two consecutive nights and cannot exceed eight overnight stays per semester. A \$45 charge will be placed on residents' accounts for each night exceeding the second consecutive night. Residents may obtain permission to exceed their guest limit with written permission from the Coordinator of Residential Education at least two business days before extra guests will be present. However, limits regarding maximum people allowed in an apartment/suite still apply.
- Guests must abide by all HRE standards and are required to show a valid I.D. when requested. Guests who bring a vehicle to campus can only park in A10 parking lot with a properly displayed temporary University parking permit from Transportation & Parking Services and an overnight permit from HRE. Residents may retrieve the HRE overnight permit through their village office.
- To allow time for new residents to complete their roommate agreements, overnight guests will not be permitted during the first two weeks of the fall and spring semesters. After the waiting period and roommate agreement has been completed, overnight guests can begin being checked in through the village office. Roommate agreements are a requirement of the guest process.
- The rights and comfort of all residents/roommates must be considered when inviting guests into the apartment or suite. A resident's request for any guest to leave, regardless of the guest's gender or sex, must be honored. The term guest and visitor apply to anyone not licensed to the space including current CSUCI residents visiting another resident.

- 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.
- The resident host must accompany their guest(s) at all times including when a resident is at class. At no time is a guest or visitor allowed to be in student housing without the hosting resident. Unescorted guests will be asked to leave the premises. Residents may not lend their key cards to anyone, including other housing residents, university students, or external guests.
- To comply with fire codes, there may be no more than the following (these limits include residents and guests)
 - Santa Rosa Village room: 8 people
 - Santa Cruz Village one-bedroom suite: 6 people
 - Santa Cruz Village two-bedroom suite: 12 people
 - Anacapa Village apartment: 12 people
 - Town Center apartment: 10 people
- 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.
- Unregistered guests are not allowed in apartments, rooms or suites between 1 and 8 a.m.
- Guests are limited to a maximum stay of two consecutive nights before a \$45 charge is placed on the hosting residents' account for each night exceeding the second consecutive night.

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

Health, Safety, and Occupancy Checks

Housing & Residential Education will conduct periodic Health, Safety, and Occupancy check (HSOC)s throughout the year. Residents will receive advanced notice of these inspections, as they require entry into every student room. Please note that violations of Community Living Standards or the License Agreement may result in administrative action that affect one's student conduct record and housing status. Residents given notice during HCOCs to submit a Housing Repair Request Form or to clean their space due to potential health hazards must do so within 3 business days. Follow-up checks will occur with residents on notice, and HRE will take administrative action that can affect one's student conduct record and housing status.

Identification

- Residents are required to carry student identification with them at all times, which must be presented upon request from a University official.
- All residents must be identifiable by not wearing costumes, paint, or anything that obscures one's face and identity (e.g., Halloween-related coverings). Should this standard conflict with a resident's religious practices, please schedule a meeting with the Director of Housing & Residential Education to discuss an exemption.
- Residents and/or guests should not be in possession of another individual's University identification.
- Guests are required to show a valid I.D. when requested.

Improper Checkout

- Residents are required to follow all procedures for checking out of and vacating their space. Prior to vacating all residents must restore the unit to move-in conditions, including cleaning and returning furniture to original locations (i.e. beds bunked).

- Residents who check out 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. Charges will be split between all residents in rooms where residents do not note damage responsibility or an indication of cleaning responsibilities. Please note that moving out of housing without approved notice or removal from housing for conduct does not release the resident of financial obligations.
- Residents are not released from their housing license agreement and associated fees unless their license has been revoked, the terms of their agreement has ended or with an approved contract cancellation.
- Residents are required to complete a Check-Out form, sign all necessary paperwork and return issued key cards and hard keys before vacating.

Note: Violation of this standard is subject to charges.

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.

- 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.
- 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.

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.

Residents are prohibited from duplicating, selling, transferring, or lending their key(s) to another individual for any reason, including to gain access to a residence or common area. Bypassing or tampering with the locking mechanism for any door is prohibited, which includes the propping or taping of any door.

All keys and key cards are considered the property of HRE, but residents are responsible for their issued key(s) until the end of their license agreement. Residents are encouraged to immediately report a lost, stolen, or missing key, not to exceed 48 hours, to the main HRE office. A non-refundable charge will be assessed for any replacement key(s) issued to the resident during occupancy and for any key(s) lost or not returned upon check-out. Please note that a police report for a stolen key is required to avoid a key charge

Non-Compliance

All University staff, including Resident Advisors, are considered University officials for the purpose of this guideline. University officials work to provide students and guests with a safe and secure environment within student housing. It is imperative that students always comply with reasonable requests of University officials to help facilitate the progress of University business.

- Residents not abiding these guidelines are at risk of violating Community Living Standard 17, and are responsible for fulfilling any associated sanctions.

- The following actions impede housing operations and should always be avoided.
 - Residents or guests should never refuse to provide information to a staff member or provide false information, conceal violations from staff (i.e. hiding prohibited items), not answer doors when staff is attempting to make contact, hiding from staff, or interfere with staff while they are performing their duties.
 - Residents assigned educational sanctions as part of the conduct process are expected to complete their assignments.

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 residents to sign an addendum to the license agreement and will seek roommates' concurrence.

Resident is responsible for maintaining control of the animal at all times.

- Animals must always be on a leash.
- Animal's waste must be disposed of properly, which does not include flushing down the toilet. Residents must 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.
- 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.
- Handler's must comply with all requests for an emotional support animal to be removed when visiting another resident's accommodation or in a common area within housing.
- The animal must be under supervision or secured within an animal kennel at all times.

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/Mission Hills Apartment Homes.
- The pool and spa generally close when the Anacapa village office closes; residents are expected to follow pool hours accordingly. If at any time a student is asked to leave the pool area due to misconduct or a violation of community living standards, they will do so immediately.
- Residents must always accompany their guests.
- Pets and emotional support animals are not allowed in the pool area.
- 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.



Posting

All materials to be posted must be submitted and approved by HRE. Those wishing to post in HRE may complete our Marketing Request Form.

Public display of obscene matter is prohibited, and under the discretion of University. HRE reserves the right to remove from public view any postings deemed to others as obscene or that are detrimental to the overall goals of the University. Public view includes but is not limited to the external apartment/suite door, windows facing out, areas of an apartment/room that can be seen from the outside, and hallway bulletin boards.

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.

- 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, which includes conversations outside, noise in stairwells, slamming doors, and anything that may cause a disturbance to others.
- 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.
- Residents are not permitted to play music that is audible from outside of any community space or an individual's room.
- HRE may make exceptions to this standard for sanctioned events.

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, *which 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 be referred to student conduct and/or the Title IX and Inclusion office for review and response.

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.

- 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.
- Use of staples, tacks, nails, screws, adhesives for decorations or decorative lights, 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
- LED strip lights with their provided adhesive are not permitted as the adhesive causes significant damage when removed.
- Command™ type adhesives are not permitted anywhere in Housing.
- Staples, tape, and putty are not permitted in HRE-provided bulletin boards.
- Students are prohibited from repairing damages, as this could complicate the repair process and result in additional charges. Damage resulting from nails, screws, adhesive/tape, stickers, or tacks shall be repaired by University maintenance and charged to the student.
- Residents shall not install or place any equipment or construction of any type on the grounds, over the door, or in the buildings, which includes exercise poles, pull-up bars, resistance pulls/bars, or any other type of installed equipment.
- Satellite dishes may not be mounted on or outside buildings.



Service or Emotional Support Animals

Residents who are approved for a Service or Emotional Support animal 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. To prevent any health and safety concerns, residents are also responsible for their animal's wellbeing included, but not limited to, regular feeding, watering, bathing, grooming, flea/tick treatment, and veterinary care. In addition to ensuring the Service or Emotional support animal is properly secured, HRE also recommends that one not be away from their domicile for more than 24 hours without animal.

Smoking

The California State University system has designated all campuses as smoke and tobacco free.

- The following will not be allowed anywhere on campus:
 - Use of any type of smoke-emitting products (i.e. cigarettes, pipes, hookahs, cigars, etc.).
 - Use of anything that looks or gives the effect of smoking (i.e. e-cigarettes, vapor products, vaping) is prohibited.
 - Tobacco and nicotine use in any form (except FDA approved smoking-cessation products when used for this purpose) is prohibited.
 - Hookahs: Hookahs are strictly prohibited from being used, stored, or transported through the villages. 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.

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 Housing & Residential Education (HRE) is prohibited unless specifically invited in advance by individual residents. Additionally, residents and guests are not permitted to operate or advertise any business, sell items, or provide paid services from their campus residence. Residents are encouraged to notify the HRE office and/or University Police if solicitors are seen conducting business.

Storm Drains

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: fworkcenter@csuci.edu. Storm drains: do not drain to the sanitary sewer and storm water is not treated at wastewater 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.

Unauthorized Activities

Theft of property or services from the University community, or misappropriation of University resources.

Removing or stealing University property or property belonging to a roommate, campus community member, or guest is prohibited.

The unauthorized use of services and acts of fraud is prohibited.

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.

Unauthorized Alterations

Willful or negligent damage caused to the University, or HRE, by a resident or guest is prohibited.

Damage includes the removal, defacing, destruction, or tampering with property (including grounds/landscaping).

Note: Any areas damaged or vandalized may be temporarily shut down from use. 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.

Weapons and Dangerous Items

Use or possession of any weapon including, but not limited to: rifles, shotguns, handguns, BB guns, air rifles and pistols, Nerf or high powered air guns, paintball guns, bows and arrows, knives, daggers, swords, spears, ninja stars, brass knuckles, torches, and ammunition, is prohibited in housing among all students, faculty, staff, and visitors (except sworn peace officers).

- Possession, remodeling, or usage of any item resembling a real weapon, firearm, or explosive is prohibited.
- Residents are prohibited from possessing or using firecrackers, fireworks, explosives, flammable chemicals/materials, or pyrotechnics of any nature.

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.

Windows, Balconies, Ledges, and Roofs

- Tampering with or removing blinds, windows, or window screens from any part of the building is prohibited.
- Students are not permitted on roofs, building ledges, or overhangs.
- Throwing objects or liquids from windows, balconies, stairwells, or roofs is prohibited.
- Using a balcony to store unsightly articles, garbage or University-owned furniture is not permitted.
- Sitting on, perching on, or jumping over balcony railings is prohibited.
- 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.
- Shouting or yelling across or from balconies is prohibited.

Vehicles and Transportation

- Residents can only park their bikes in the designated bike racks in housing. Residents can store their bicycles in their room, but residents should talk with their roommate about keeping the bike in the room.
- Bicycles, skateboards, rollerblades, scooters, or other wheeled modes of transportation may not be ridden within student housing areas.
- 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.
- 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.



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. 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 your payment to Housing & Residential Education may delay payment processing. To ensure proper processing, include your name and your nine-digit student ID number.

2. Can I use financial aid 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 outstanding balances on your account. Students must check their account information through myCI or call the Financial Aid office at (805) 437-8530 to ensure that their 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.

3. What do I do if my financial aid does not cover all of my housing expenses?

After your financial aid 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 are expected pay the difference. You are responsible for paying the difference or enrolling in the Housing Installment Payment Plan. All payments must be made until your student account states a zero balance. Once your account reaches 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 your anticipated financial aid, such as approval of Parent PLUS loans or additional loans, please communicate such information with our offices as soon as possible.

4. 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 overpaid amount. If your account displays a credit, Student Business Services (SBS) will issue you a refund check. 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.

5. May I increase my meal plan during the school year?

Resident students may upgrade from the Basic Plan to the Enhanced or Premier Plans at any time during the semester. To request a meal plan upgrade, please submit your request via email to 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 posts to your account.

Can I use Dolphin Dollars/Flex Cash to purchase meals?

Yes, meals at Islands Kitchen may also be purchased with Dolphin Dollars once the Islands Kitchen meal balance is exhausted. 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 Broome Library. If Islands Kitchen 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. **Until further notice, resident who elect to add additional funds to their dolphin dollar balance should do so through the following online method, <https://www.csuci.edu/cardservices/docs/dolphinone-card-online-user-guide.pdf>.**

Please note that since the meal plan is required for all residents, *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.

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.

6. Is parking available for residents?

There are student housing (SH) parking lots adjacent to all student housing accommodations. Resident Students will need to purchase an SH parking permit online from the Transportation & Parking Services office. If a guest will be parking on campus for a short amount of time, we suggest that they 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.

7. 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 physical signature to HRE), referred to as a housing license agreement, 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 on our Housing website.

8. 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.

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.

Santa Rosa Village: Yes. The majority of our bedrooms are double 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. Two-bedroom apartments are both double occupancy.

9. 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.

10. 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, and blender. No additional appliances are permitted in bed spaces unless approved by DASS however, ice machines, coffee machines, and small cooking appliances can be stored in the family room at the resident's own risk.

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: 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, etc.

Santa Cruz Village: Your suite is furnished and includes a 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.

11. 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 putty for posting. Command™ strips may not be used anywhere in HRE.

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'

12. 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. Anacapa, Town Center, and Santa Cruz residents can visit the HRE main office to gain access to Santa Rosa Village common areas.

13. 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.

14. 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.

15. What amenities are provided in Town Center?

Town Center has a community 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.

16. 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 when the campus is closed, you may leave your items in your room and only take what you want while you are gone. Students requiring residence during campus closure 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.

17. 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.

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

We 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.

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.

19. 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. **Until further notice, room changes will be minimal and, when possible, based on extenuating circumstances.**

20. 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, select Maintenance & Key Requests. An individual work order request needs to be filled out for each request.

21. 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.

22. Is there anything I can do to decrease my Administrative Sanction?

We strongly encourage residents to use good judgment in their behavior. conduct process is designed to remind students of their responsibility for community living and to discourage repeated violations. On rare occasions the Director of Housing & Residential Education will offer the opportunity to lessen the administrative sanction to residents who have received a Notification of Removal. The opportunity for administrative adjustments is not offered to residents who have received probation or less. 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.