

DIVISION OF STUDENT AFFAIRS AND CAMPUS DIVERSITY • DIVISION OF BUSINESS AND FINANCIAL AFFAIRS



❖ SDSU ❖

YOUR GUIDE TO

Community Living

2024 - 25



Welcome to the residential community at SDSU. We designed this guide to help you navigate through this exciting experience and feel more at ease in your new college home. In this guide, you will find general information about living in our on-campus communities and our university policies. Be sure to familiarize yourself with all of this critical information. As a member of our community, you will be held accountable for knowing and following these rules and maintaining the space you live in. It is our goal to create a safe and friendly living environment to help you reach your fullest potential and take full advantage of your college living experience.

YOUR NEW HOME

This is your home for the next year. By signing your Student Housing License Agreement, you are indicating that you are an adult who is mature and capable of handling the opportunity and responsibilities of living in a community, confronting someone who is violating your rights, being accountable for your behavior and recognizing the compromises necessary when living with other people. In adult life, all rights have corresponding responsibilities. You are responsible for your actions within a community and how those actions affect others. Be responsible and considerate of your community. Behaviors that do not adhere to the policies outlined in this document may result in judicial action, eviction or paying restitution.

HOW TO USE THIS DOCUMENT:

- STEP 1** Read it.
- STEP 2** Bring it with you to your first floor meeting.
- STEP 3** Have a discussion about community living standards with your resident adviser (RA)/community assistant (CA), roommate(s) and other residents.
- STEP 4** Complete the Shared Living Agreement.

Transform
Your Tomorrow

WELCOME

CONTENTS

WELCOME	2
YOUR NEW HOME	3
MEET YOUR STAFF	5
STUDENT LEADERSHIP	7
YOUR RIGHTS AND RESPONSIBILITIES	8
SUCCESSFUL ROOMMATE RELATIONS	9
ECO LIVING FOR AZTECS	11
SAFETY AND EMERGENCY PROCEDURES	12
POLICIES AND REGULATIONS	18
BUILDING AMENITIES ORIENTATION	32
MEAL PLANS	38
LICENSE AGREEMENT INFORMATION	42
FAQ	46
CONTACTS	50



FOLLOW US ON SOCIAL MEDIA

For all the latest news and updates, follow us on social media.

Instagram: [@SDSU_Housing](#)

Facebook: [@SanDiegoStateHousing](#)

On Instagram, you will find:

- » Programming and events
- » Dining menus and specials
- » Building tours and highlights
- » Lifestyle and wellness tips
- » Giveaways and contests
- » Community connections
- » Links to check your meal plan balance, laundry, TV streaming and more!



MEET YOUR STAFF

At SDSU, there are many student and professional staff members available to assist you while you are living in the residential community.

RESIDENTIAL EDUCATION OFFICE

Residence Hall Coordinators

The residence hall coordinators are full-time, master's level professionals who strive to make your living environment safe, comfortable, inclusive and conducive to your success. Residence hall coordinators also supervise student leaders, manage the day-to-day activities of the community and coordinate hall activities and programs.

Resident Advisers/Community Assistants

The resident advisers and community assistants are student leaders who live on each floor and are available to assist you with academic, social and personal needs. Resident advisers are based in our first-year communities, whereas community assistants are based in our second-year communities. Resident advisers and community assistants are responsible for facilitating community building, resolving conflicts and maintaining university policy.

Faculty-in-Residence

The faculty-in-residence serve as liaisons between SDSU faculty and students. These SDSU faculty members live in apartments located within the campus residential communities. They work closely and cooperatively with the residential staff. Together, they develop academic communities that meet your needs by encouraging your intellectual stimulation and academic success.

General Adviser and Retention Specialists

The general adviser and retention specialists are full-time, coordinated care advisers for students living in our residential communities. They provide academic advising and retention programs for students and manage our academic resource spaces, the STAR Centers.

Assistant Coordinators

The assistant coordinators are full-time team members who assist the residence hall coordinator in overall community management and manage front desk operations. They also serve as advisers for the hall/community councils.

Front Desk Assistants

The front desk assistants are students who are responsible for providing you with campus information and any customer service needs. Front desk assistants also monitor building security and enforce safety procedures.

OFFICE OF HOUSING ADMINISTRATION

Central Office Front Desk Staff

The central office front desk staff consists of full-time SDSU students who are responsible for monitoring the [virtual front desk](#)¹ and oha@sdsu.edu email account for the Office of Housing Administration. The central office front desk staff are available to answer all of your questions regarding housing or direct you to the appropriate specialist.

Assignments Team

The assignments team is responsible for assigning your building, room type, roommate and residential learning community (if applicable) based on the interests that you select in the [Housing Portal](#)². The assignments team is also available to process room switches and contract release requests.

Student Accounts Coordinator

The student accounts coordinator is responsible for managing accounts and billing related to housing and meal plan fees. The student accounts coordinator is available to answer any questions regarding your payments.

Security Operations

The Security Operations team, in collaboration with Housing Facilities Services and University Police, is responsible for managing keys, SDSUCard access, CCTV, temporary cards, physical security and monitoring the oha-security@sdsu.edu email. Private Security might assist with preventative patrol to observe and report damages and deter unwelcome behavior. The Security Operations team works closely with University Police and they also conduct routine inspections of exteriors and common areas to ensure risks are minimized.

RezCon Assistants

The RezCon assistants are available to help you get your computer set up and connected to online services, including email and the internet. RezCon assistants can also help you with network connectivity issues.

HOUSING FACILITIES SERVICES

Custodial and Maintenance

Keeping your living area clean and in good repair is a shared responsibility. Custodial and maintenance staff are members of the residential community team and work together with residents in maintaining the facilities.

¹ [SDSU.zoom.us/j/99078582970](https://sdsu.zoom.us/j/99078582970)

² oncampusliving.sdsu.edu/StarRezPortalX/D63C6131/1/1/Home-Home



STUDENT LEADERSHIP

REPRESENTATIVE GOVERNMENT

Residence Hall Association

The Residence Hall Association is the student voice for all of the SDSU residential communities, connecting students to campus entities such as Housing Administration, Residential Education and Associated Students. Representatives from each community meet weekly with the RHA executive and programming boards to address issues affecting residents. Residents participating in RHA also have an opportunity to be involved in the creation and implementation of social and educational events, budgets and policies for the residential communities while serving as a voice representing the students living on campus.

Hall/Community Council

The Hall/Community Council is the student voice for residents in a particular residential community. These councils meet regularly to address important issues specific to the community. They also plan events and assist students in creating a positive community within their residential community.

National Residence Hall Honorary

The National Residence Hall Honorary is an organization that is comprised of the top 1% of leaders in the residence halls. NRHH focuses its efforts on creating recognition and service opportunities for students in the community. Nominations to join NRHH will open in the fall. Follow NRHH [@sdsu_nrhh](#) on Instagram to learn more about the exciting opportunities NRHH is bringing to your community.

YOUR RIGHTS AND RESPONSIBILITIES

AS A COMMUNITY MEMBER

As a member of the SDSU residential community, you have an equal set of rights and responsibilities.

YOU HAVE THE RIGHT TO ...	
<i>A clean, maintained living environment that supports academic success.</i>	<i>A community environment free from harassment.</i>
<i>Develop your own lifestyle.</i>	<i>No unwelcome touching.</i>
<i>Consider all common areas as shared living areas.</i>	<i>Live in a place where you are respected.</i>
<i>Form a Hall/Community Council to serve the interests of residents.</i>	<i>A safe and secure living environment.</i>
<i>Politely confront another resident with concerns. If you cannot agree, an RA/CA may act as a mediator.</i>	<i>An alcohol and drug-free living and learning environment.</i>
<i>Govern your space maturely.</i>	<i>A supportive environment in which to live and study.</i>

YOU HAVE THE RESPONSIBILITY TO ...	
<i>Treat your living community with respect.</i>	<i>Understand policies and procedures in the Student Housing License Agreement you signed, which are in effect at all times. Take responsibility for inappropriate actions and accept the consequences.</i>
<i>Keep your room neat and clean. Submit service requests immediately for any issues.</i>	<i>Address harassment directly and clearly.</i>
<i>Respect rights to privacy.</i>	<i>Clearly communicate boundaries.</i>
<i>Not distract those studying or sleeping, no matter what time it is.</i>	<i>Treat community members respectfully regardless of gender, sexual orientation, race, heritage, religion or disability. Do not tell insulting jokes and confront others who do.</i>
<i>Respect others' lifestyles and not impose your lifestyle on them.</i>	<i>Never let a non-resident enter a building with you, report strangers in the building and unprop open doors.</i>
<i>Confront those who abuse or vandalize property.</i>	<i>Follow SDSU, residential and state alcohol, drug and smoking policies.</i>
<i>Pay for damages to common areas.</i>	<i>Check your SDSU email daily.</i>
<i>Give input to Hall/Community Council and attend programs.</i>	<i>Directly confront those who infringe on your rights. Confront one another with concerns before contacting a staff member.</i>
<i>Support each other.</i>	

SUCCESSFUL ROOMMATE RELATIONS

Sharing a room and living in a community are learned skills. There are benefits to developing good relationship skills. The skills you build now will serve you later in life. College students are mature and capable of handling the responsibilities of living in a campus community. These responsibilities include confronting someone who is violating your rights, being accountable for your responsibilities and behaviors, as well as recognizing your own behavior and compromises necessary for living with other people. In order to successfully live with others, communication is a necessity.

Differences are normal and provide opportunities for growth and learning about others and their lifestyles. Some roommates will become close friends while others may never be close but will live together respectfully. Each roommate owes the other the courtesy of speaking to each other first if a conflict arises.

Be prepared to discuss your preferences with your roommate(s) to reach a mutual understanding for your Shared Living Agreement. The Shared Living Agreement will be completed during your first week of classes. It can be utilized as a point of reference should future conflicts arise between you and your roommate(s).

CREATING A COMMUNITY LIVING AGREEMENT

Our commitment to the community is based on sound assumptions:

- » Living in the residential community is an extension of the classroom learning experience. Residential communities provide a unique opportunity to put citizenship development into practice. We strive to promote human dignity, civility and mutual appreciation for the uniqueness of each member of our community and the basic values of intellectual honesty, tolerance and mutual respect.
- » The opportunity to live with diverse individuals is central to the mission of the university. All people having freedom from discrimination, harassment and violence are fundamental to the success of our community. While freedom of speech will be protected, the residential community will speak out against intolerance and abusive behavior.
- » As a resident, you are expected to discuss, negotiate and sign a Community Living Agreement. Changes can be made at any time. Always discuss problematic issues with involved individuals as the first course of action. Resident advisers/community assistants and residence hall coordinators can assist with conflict resolution and problem solving if initial discussions do not resolve an issue.
- » Growth often results from dealing with conflict. Dealing positively with personal differences helps prepare you for life beyond college. In group living, it is essential that you actively participate in your own individual growth and the development of your residential community.
- » Keep in mind that policies and procedures in your license agreement are in effect at all times. What are some additional guidelines you would like to create to have the most positive living experience possible? Try to explain your wishes in the Community Living Agreement.
- » At the conclusion of your second community meeting, a Community Living Agreement will be created and you will be asked to sign it. It is to your benefit to participate in the process since all members will be held to the agreement.



FACTS BEHIND THE MYTHS

MYTH: My roommate(s) and I have to become best friends.

FACT: While sometimes roommates do become best friends, most of the time they become good friends. You do not have to be best friends to have a fun and rewarding experience, but it is important that you learn to respect one another no matter what relationship may develop.

MYTH: Having a Shared Living Agreement will put restrictions on what I can and can't do.

FACT: A Shared Living Agreement has guidelines to which you agree. It is not in place to restrict you. Everything you and your roommate(s) agree to should be things with which you are comfortable. If you are not comfortable with something, talk to your roommate(s) until you find a compromise that works for everyone.

MYTH: If I just keep to myself and my side of the room, everything will be fine.

FACT: While this may work for a short time, you are living in a shared space and your paths will cross. Having open lines of communication from the beginning will allow for a friendlier environment.

MYTH: My roommate and I need to be alike for us to get along and have a good year.

FACT: Having similar hobbies and habits can make it fun to live together. However, it is also good to get to know someone different than you. Your roommate(s) may have some great things to share with you. You may learn some new skills and interests.

MYTH: If I get into a disagreement with my roommate, I should switch rooms.

FACT: Navigating conflicts is a part of the roommate experience and an important life skill. Before requesting a room switch, you have options. Talk through your concerns with your roommate and if you need help, you can reach out to your RA/CA, or your RHC. You can also reach out to the Office for Restorative Practices at sacdORP@sdsu.edu.



ECO LIVING FOR AZTECS

Small actions repeated every day can significantly reduce your impact on the environment.



ELECTRICITY

- ❑ Turn off the lights when you leave your room and use natural lighting whenever possible.
- ❑ Switch out incandescent light bulbs for energy-efficient LED ones in your desk and floor lamps.
- ❑ Unplug anything not in use to prevent phantom energy leaks. Even if they're off, plugged-in electronics still use energy. Use a power strip or surge protector to turn off multiple electronics at once.
- ❑ Keep your windows closed when the heating or air conditioning is on.



LAUNDRY

- ❑ When doing laundry, wash on a cold cycle. It cleans just as well as a hot cycle and uses less energy.
- ❑ Wash full loads of laundry and use concentrated, environmentally friendly detergent.
- ❑ Wash and dry your clothes outside the peak energy hours of 4 p.m. to 9 p.m. By using less electricity during these hours, you can ensure that your energy is coming from cleaner sources.
- ❑ If you have space, purchase a clothes-drying rack to save energy and money.



WATER

- ❑ Turn the faucet off while brushing your teeth and while shaving or washing your hands.
- ❑ Limit your shower duration to 5-7 minutes.
- ❑ Fill your reusable water bottle at the hydration stations around campus.
- ❑ Submit a service request if you see a water leak.



RECYCLING AND COMPOSTING

- ❑ Learn and follow campus waste and recycling guidelines. Almost everything is recyclable.
- ❑ Compost your food scraps and food soiled paper in your community compost bin.
- ❑ Think before you print. If you do need a paper copy, print double-sided.
- ❑ Separate your e-waste (anything with a cord or battery) and enter a service request. We'll pick up and dispose of your old light bulbs and electronics.
- ❑ Drop off used batteries at the front desk in your community for proper disposal.

In an emergency, call
911
or 619-594-1991

Create an
emergency plan.
Visit www.ready.gov
for suggestions

Residents are required to
complete an **emergency**
contact³ page through the
Housing Portal

The Residential Education and Housing Administration staff strive to provide a safe, on-campus living environment for you to live and learn. We encourage you to become familiar with the safety information and emergency procedures provided in this section.

EMERGENCY PROCEDURES

If an emergency occurs, call 911 or 619-594-1991 for University Police and contact your community's front desk right away to reach Residential Education staff.

Emergencies include fire, sickness, accidents, or a threatening situation. The university recommends that families create an emergency communication plan in case of national or regional emergencies. Please complete an [emergency plan](#)⁴ before arriving on campus.

In the event of a campus-wide emergency or health and safety concern, you will receive SDSU emergency alert text messages from University Police, unless you have opted out of this service.

During a campus emergency, additional information may be found at urgent.sdsu.edu.

Prior to move-in, residents are required to complete an emergency contact information page on the Housing Portal through the license agreement process. All of the information provided is kept confidential. It is important that all requested information is completed in case of an emergency or in the event you are reported missing.

In the event of an emergency, proceed to your evacuation assembly point. Find and stay with your residential community group or RA/CA until you are officially accounted for and released. Contact a family member as soon as possible to let them know you are safe.

ACTIVE SHOOTER OR VIOLENT INTRUDER

Be aware of your surroundings and any unusual activity. If there is an accessible escape path, attempt to evacuate the location. Leave personal items behind, keep your hands visible and empty and follow instructions of law enforcement. If you are in a room and escape is not possible, stay there and lock the door or barricade the door with furniture. Remain quiet, silence your cell phone and evaluate the situation. If safe to do so, call 911 to notify University Police. If you cannot speak, text 911 or call and leave the line open to allow the dispatcher to listen. Take note of emergency notifications (text messages, emails, and announcements). As a last resort, and only if your life is in imminent danger, attempt to disrupt or incapacitate the suspect by acting aggressively, throwing items, or yelling.

AUTOMATED EXTERNAL DEFIBRILLATORS (AED) AND NARCAN

Automated External Defibrillator (AED) machines are located in each residential community near the front desk, with the exception of M@College. AEDs in Granada and Piedra del Sol, are located in their respective community rooms. In the event of a medical emergency, call 911. CPR and AED training is available online or in person through the [Red Cross](#)⁵, however, training is not required to operate an AED machine. For the locations of all AEDs on campus visit [SDSU Safety Services](#)⁶.

Naloxone, also known as Narcan, is available in a marked red box next to each AED. Naloxone is a medication used for known or suspected opioid overdoses. Naloxone is not a replacement for medical care and 911 should always be called in the event of a suspected overdose.

³ oncampusliving.sdsu.edu/starrezportalx

⁴ ready.gov/plan

⁵ redcross.org/take-a-class

⁶ bfa.sdsu.edu/safety

SAFETY AND EMERGENCY PROCEDURES

ALARMS AND BUILDING EVACUATIONS

All residents and guests are required to evacuate the building if an alarm is sounded and proceed to the evacuation assembly point.

- » University and city ordinances consider fire regulation and evacuation drills essential.
- » Alarms and fire equipment must not be disturbed except in actual emergencies (California Penal Code Section 148.4). Violators will be prosecuted and found responsible for violating the Student Code of Conduct.
- » A continual alarm signals evacuation by all residents and guests. Use the closest available stairwell (or gate if applicable) to exit. Do not use elevators.
- » In drills and real emergencies, building staff has the same authority as representatives of the Fire Department.

EARTHQUAKE

If you feel shaking or get an earthquake alert:

- » DROP where you are onto your hands and knees. This position protects you from being knocked down and also allows you to stay low and crawl to shelter nearby.
- » COVER your head and neck with one arm and hand. If a sturdy table or desk is nearby, crawl underneath it for shelter if possible. If no shelter is nearby, crawl next to an interior wall (away from windows and mirrors). Stay on your knees and bend over to protect vital organs. If seated, cover your head and neck with both arms if possible.
- » HOLD ON until the shaking stops. Under shelter, hold on with one hand and be ready to move with your shelter if it shifts. If you are under no shelter, hold on to your head and neck with both arms and hands.
- » Don't run outside.
- » If indoors, watch for objects that could fall on you, such as light fixtures, furniture, and ceiling tiles.
- » Do not dash for exits as stairways may be broken or jammed with people. Power for elevators may fail.
- » If outside, avoid buildings, power poles, and other objects which could fall. Move to an open area.
- » Do not go inside a building.
- » If in a vehicle, stop in the safest space possible.

FIRE SAFETY

Fire alarm systems in the residential communities are reliable and use state-of-the-art technology. The campus fire alarm network is monitored by University Police. Alarms are very sensitive. Alarms can be inadvertently set off by carelessness in cooking, use of appliances or smoke, as well as more dangerous reasons. Nevertheless, all alarms must be taken seriously and all residents must immediately evacuate. Each and every device (pull-station, smoke detector, heat detector, etc.) has a specific address programmed into the controller. If a problem is evident, the controller will know exactly which detector or alarm is sounding, and will then transmit that information to University Police.

- » Residents may re-enter the building only when notified by staff that it is safe to do so. Residents will need to show their SDSUcard before re-entering a community after an evacuation and guests will need to be checked in again.
- » Failure to evacuate in a timely manner and follow the instructions of university staff will result in student conduct consequences.

EMERGENCY PREPAREDNESS

Residents are encouraged to keep these supplies in their room:

- ☐ Flashlight with extra batteries
- ☐ Heavy gloves, shoes, and a blanket
- ☐ Three gallons of drinking water
- ☐ First-aid kit
- ☐ Adequate supply of necessary medications



Fire alarm systems were installed for your protection. At no point should residents attempt to disable, tamper with or remove smoke detectors from their rooms. The safety of our residents has been taken into consideration and maintaining the integrity of our systems is managed with the assistance of all residents. Residents tampering with any part of any system, in any manner, will be reviewed for immediate eviction, student conduct, and legal action. Please be advised that all repairs made necessary due to tampering with fire alarm equipment will be charged to the resident. Furthermore, in accordance with California Penal Code Section 148.4(a)(1), tampering with a fire alarm or life safety system may be considered a felony. If you notice a problem with the fire alarm system, please contact your front desk.

IN CASE OF FIRE, DO NOT USE ELEVATOR

For fire inside your room:

1. Call 911. Give your exact location and provide details of the situation.
2. Activate the fire alarm pull station, if available.
3. If you cannot safely extinguish the fire, evacuate the area and leave all personal belongings. Close all doors as you leave. Take your keys.

For fire outside your room:

1. Feel the door. If it is hot, don't open it. Call 911 or 619-594-1991 to report the situation and the exact location to University Police. Seal the bottom of the door with a towel or other material to keep out smoke. Move away from the door.
2. If the door is not hot, open it cautiously. Walk to the closest safe stairwell. If smoke is present, stay low. Walk downstairs. Go up only if downward movement is not safe.

Prepare in advance. Count the doors between your room and stairwell in case the hallway is dark or smoky.

SEXUAL MISCONDUCT, DATING VIOLENCE, AND STALKING

SDSU is committed to a community free from crimes of sexual misconduct, sexual exploitation, domestic violence, dating violence, sexual harassment, and stalking. All members of the university community share responsibility for upholding this policy as we strive to attain our goal of a violence-free community.

Individuals alleged to have committed any of the above-listed behaviors 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 misconduct, harassment, or violence will be subject to discipline, pursuant to the California State University Policy Prohibiting Discrimination, Harassment, Sexual Misconduct, Sexual Exploitation, Dating Violence, Domestic Violence, Stalking, and Retaliation ([CSU Nondiscrimination Policy](#))⁷ and

To contact University Police, call 911 or 619-594-1991.

⁷ calstate.policystat.com/policy/12891658/latest/

Student Conduct Procedures [\(Executive Order 1098\)](#)⁸, and will be subject to appropriate sanctions, including separation from the California State University. 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(s). SDSU's primary concern is the safety of its campus community members. The use of alcohol or drugs never makes the victim/survivor at fault for sexual misconduct, harassment, or violence; therefore, victims/survivors should not be deterred from reporting incidents of sexual violence out of concern 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.

TITLE IX NOTICE OF NON DISCRIMINATION

SDSU 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 SDSU (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:

- » **Sexual Discrimination** means an adverse act of sexual discrimination (including sexual harassment and sexual violence) that is perpetrated against an individual on a basis prohibited by Title IX of the Education Amendments of 1972, 20 U.S.C. §1681 et seq., and its implementing regulations, 34 C.F.R. Part 106 (Title IX); California Education Code §66250 et seq., and/or California Government Code §11135.
- » **Sexual Harassment** is unwelcome conduct of a sexual nature that includes, but is not limited to, sexual violence, sexual advances, requests for sexual favors, indecent exposure, and other verbal, nonverbal or physical unwelcome conduct of a sexual nature, where such conduct is sufficiently severe, persistent or pervasive that its effect, whether or not intended, could be considered by a reasonable person in the shoes of the individual, and is, in fact, considered by the individual, as limiting the individual's ability to participate in or benefit from the services, activities, or opportunities offered by the university. Sexual harassment also includes gender-based harassment, which may include acts of verbal, nonverbal, or physical aggression, intimidation, or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.
- » **Sexual Violence** means physical sexual acts (such as unwelcome sexual touching, sexual assault, sexual battery, and rape) perpetrated against an individual without consent or against an individual who is incapable of giving consent due to that individual's use of drugs or alcohol or disability.

DISCRIMINATION, HARASSMENT, AND RETALIATION (DHR)

SDSU is committed to maintaining an inclusive and equitable community that values diversity and fosters mutual respect. We embrace our community differences in age, disability (physical and mental), gender (or sex), gender identity (including non-binary and transgender), gender expression, genetic information, marital status, medical condition, nationality, race or ethnicity (including color, caste, or ancestry), religion (or religious creed), sexual orientation, veteran or military status. All students have the right to participate fully in CSU programs and activities free from discrimination and harassment.

To file a Title IX complaint visit titleix.sdsu.edu/file-a-complaint/student-complaint-process

⁸ sacd.sdsu.edu/student-rights/student-discipline



WHO TO CONTACT IF YOU HAVE COMPLAINTS, QUESTIONS, OR CONCERNS

SDSU's Title IX Coordinator and DHR Administrator monitor and oversee overall Title IX and DHR compliance. SDSU's Title IX Coordinator and DHR Administrator are available to explain and discuss: your right to file a criminal complaint; the university's complaint process, including the investigation process; how confidentiality is handled; available resources and supportive measures, both on and off campus; and other related matters. If you are in the midst of an emergency, please call the police immediately by calling 911.

Title IX Coordinator and DHR Administrator:
Gail Mendez
Director, Center for the Prevention of Harassment and Discrimination
5500 Campanile Drive
San Diego, CA 92182-1620
619-594-6464
gmmendez@sdsu.edu

Duties and Responsibilities: Monitoring and oversight of the overall implementation of Title IX and Discrimination/Harassment/Retaliation compliance at the university, including coordination of training, education, communications, and administration of grievance procedures for faculty, staff, students, and other members of the university community.

If you have a complaint against an SDSU student, faculty, or staff member, or visitor for sexual harassment, sexual misconduct, sexual

exploitation, dating violence, domestic violence, stalking, discrimination, harassment and/or retaliation you should contact the Director for the Center for the Prevention of Harassment and Discrimination (CPHD), Gail Mendez.

The CPHD director is responsible for Title IX and Discrimination/Harassment/Retaliation compliance for matters involving faculty and staff, including training, education, communication, and administration of grievance procedures for all complaints against faculty, staff, and visitors, including those complaints filed by students.

All Housing and Residential Education staff have a duty to report any information that may violate Title IX or Discrimination/Harassment/Retaliation policies to their supervisor. All information must be reported, including the names of those potentially involved, even when the person has requested anonymity.

EACH RESIDENT IS VIEWED AS A RESPONSIBLE PERSON WHO WILL BE HELD ACCOUNTABLE FOR THEIR OWN ACTIONS AND THOSE OF THEIR GUESTS.



THIS IS YOUR HOME

When you signed your Student Housing License Agreement to live with us, you agreed to live by the policies* and standards of conduct for SDSU Housing found both in this handbook and in the license agreement. Being held accountable to these standards provides educational opportunities that encourage students to evaluate their own actions and decisions, and to acquire skills to make good choices. These policies are in addition to policies set forth in the [Student Code of Conduct](#)⁹.

These policies and standards of conduct govern all occupants of our on-campus residential communities. They have been designed to benefit individual students, as well as the entire residential community. By completing and signing the Student Housing License Agreement and addendums, and taking occupancy of a residential room, suite, or apartment, you agreed to abide by all of these policies and regulations. When misconduct is reported, the campus will take appropriate action in accordance with campus policy, and in consultation with University Police and/or campus administration as necessary. Any resident who, by virtue of behavior toward themselves, staff, or other residents, shows an inability to live in a group setting under these policies and regulations, or refuses intervention by Housing and Residential Education staff, M@College staff, or other university officials, will be subject to removal from housing and/or referral to the Center for Student Rights and Responsibilities for consideration of further action. Consequences for violating one or more of these policies and regulations include a range of student conduct actions up to and including separation from the university, eviction, restitution, and legal action, even if the consequence is not specifically delineated within the specific policy below.

*These policies are subject to change, without notice.

ALCOHOLIC BEVERAGES

1. No resident or guest under 21 years of age may possess, consume, manufacture, distribute, or be in the presence of alcohol in the on-campus residential communities.
2. Alcohol Paraphernalia: Empty alcohol containers, including shot glasses, may be considered evidence of consumption of alcohol previously contained therein, and are therefore prohibited from the residential communities.
3. Hard Liquor: Neither residents nor guests of any age may possess or consume hard liquor, such as whiskey, rum, vodka, etc. in any residential community.
4. Gross consumption of alcohol and the results of such consumption (such as disruptive or destructive behavior, vomiting, urinating, or defecating in locations other than restroom toilets, and/or incidents or conditions necessitating extra care by staff and other such acts) are prohibited.
5. Drinking games are prohibited.
6. Regardless of age, guests are not permitted to bring alcohol into any residential community.
7. Residents 21 years of age or older may possess and consume beer, hard seltzer, and wine where permitted and under the following conditions:
 - a. Only in an of-age resident's room, suite, or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
 - b. Resident's guest(s) age 21 or older, may consume beer, hard seltzer, and wine only in the resident's room, suite, or apartment (not including balcony) with the door(s) closed, with no one under 21 present at any time.
 - c. No student room with one or two residents age 21 or over may contain more than a total of 72 oz. of beer or hard seltzer, or 750 ml. of wine, including sparkling wine.
 - d. No student room with three or more residents age 21 or over may contain more than a total of 144 oz. of beer or hard seltzer, or 1500 ml. of wine.
8. In addition to these policies, residents are expected to abide by the university [alcohol policy](#)¹⁰, which applies to all campus living environments.

⁹ [sacd.sdsu.edu/student-rights/student-conduct](#)

¹⁰ [sacd.sdsu.edu/student-rights/student-conduct/alcohol-substance-abuse](#)

APPLIANCES

University-provided microwave fridge combination devices or refrigerator and microwave appliances are provided for food preparation and storage. Microwave fridge combination devices must be plugged directly into a wall outlet. No personal refrigerators of any size are permitted.

Cooking appliances including, but not limited to, rice cookers, toasters, toaster ovens, slow cookers, popcorn poppers, air fryers, and instant pots may only be used in apartment kitchens, Tepeyac & Tacuba kitchenettes, or community kitchens.

Mini fridges, space heaters, barbecues, portable stoves, hot plates, portable air conditioners, and electric water coolers are prohibited in all on-campus residential communities. Humidifiers and essential oil diffusers are not permitted due to the additional moisture generated. Violations will result in student conduct action and monetary restitution for costs attributed to removal of, or repairs resulting from, the possession or use of unauthorized appliances will be the responsibility of the resident.

BATHROOMS

Residents and their guests are not permitted to enter or use bathrooms designated for genders of which they do not identify. Single use, gender inclusive restrooms may be utilized by any resident or guest, regardless of gender identity.

Any bidet which requires installation to a plumbing fixture are prohibited. Portable or travel bidets not requiring installation to a plumbing fixture are permitted once written approval has been obtained from the Executive Director of Housing Administration and/or the Executive Director of Residential Education (or their designee) for the purpose of religious or spiritual observance only. Requests for exceptions must be in writing to oha@sdsu.edu and, if approved, the housing maintenance staff will install the bidet.

BICYCLES

Bicycles are not permitted in buildings (including residential community rooms), courtyards, patios, or balconies. Bicycles may be stored only in designated bicycle storage areas near or adjacent

to the residential community during occupancy. Bicycles placed or stored in any other location will be impounded.

SDSU Parking & Transportation Services offers free bicycle registration for all students. Registering your bicycle is easy and may assist in locating the bicycle if it is ever lost, stolen, or found by University Police.

CANDLES, INCENSE AND OTHER FLAMMABLES

Candles, incense, wax melters/warmers, and butane torches are prohibited in residential communities. This includes decorative, unlit candles. The burning of any materials, including incense or candles, is prohibited except when prior written approval has been obtained from the Executive Director of Housing Administration and/or the Executive Director of Residential Education (or their designee) for the purpose of religious or spiritual observance only. Requests for exceptions must be in writing to oha@sdsu.edu.

CLEANLINESS, HEALTH AND HYGIENE

Reasonable efforts must be made to maintain personal cleanliness and hygiene.

1. Inspection Reports: Online Move-in Inspection Reports are available on the resident’s Housing Portal after move-in. SDSU licensees and M@College residents are required to complete an inspection report. **Any resident who does not complete their Move-in Inspection Report within 72 hours of their move-in date waives their right to contest any damage charges.**
2. Cleanliness and Trash: Rooms, suites, apartments, and shared public areas must be kept clean and sanitary at all times, including proper disposal of empty food and beverage containers. Trash is each resident’s responsibility and should be regularly discarded to designated areas. If trash from a resident’s room is found in non-designated areas, residents will be held accountable for its appropriate disposal and all administrative charges associated with its removal and cleaning. Residents may not interfere with the safe and clean environments of others. Trash that is not removed on a regular basis can attract insects and contribute to mold growth in your room.



3. Residents are prohibited from activities that violate any health code, including urinating or defecating in locations other than restroom toilets.
4. Room Inspections: The university reserves the right to inspect rooms, suites and apartments on an as-needed basis. If any room or space is found to be the cause of health and safety violations or concerns, the university may have the room, suite or, apartment cleaned at the expense of any assigned occupants of the room, suite, or apartment. Charges for pest control services will be added if needed and are the responsibility of assigned occupants.

CLOSURE OVER BREAKS

Residents who leave the residential communities for university break periods, including winter break, Thanksgiving break, and spring break, must unplug all electrical items, except permitted appliances such as refrigerators or microwave/ fridge combination devices. Residents not assigned to housing that is open over the break periods must vacate their living space according to the terms outlined in the license agreement. All residents must notify the Office of Housing Administration of their intent to reside in applicable communities over university-related breaks. Building access will be restricted for all residents not occupying their residential community during these periods, as well as for those who have not properly informed the Office of Housing Administration of their intent to

reside in their residential community during breaks. Please refer to the [Housing Over the Break webpage](#)¹¹ for more information

COMMERCIAL VENTURES AND SOLICITATION

Commercial solicitation and solicitation of any non-university related or supported activities is prohibited. Requests related to university-related or supported activities are subject to the approval of the Executive Director of Residential Education (or designee). Door-to-door solicitation is prohibited at all times. Additionally, residents are prohibited from knowingly or willfully permitting solicitors from entering the residential communities to solicit. The resident agrees not to use any areas of the residential communities for commercial or non-residential purposes.

COMMUNITY LIVING

Residents agree to conduct themselves in a manner that is conducive for fellow residents to study, live, and sleep, including complying with directives related to COVID-19, which may include, but are not limited to, physical distancing and facial covering requirements. For more information, please refer to your [license agreement and housing addendums](#)¹². Practical jokes and pranks or other disruptions are prohibited in the residential communities. Residents are expected to report violations of the license agreement to staff members.

¹¹ housing.sdsu.edu/resources/hob

¹² housing.sdsu.edu/resources/license-agreement



DAMAGES AND VANDALISM

Residents and/or their guests who intentionally or unintentionally damage or vandalize any residential community property and/or property belonging to any member of the campus community will be required to make restitution for repairs to and/or replacement of damages and property. Additionally, student conduct and/or legal action may be pursued.

Residents are prohibited from attempting to repair, clean or address damages within their living spaces and/or common areas, as this may further damage the item or pose safety risks. Any damages, maintenance issues or concerns should be promptly reported to the Office of Housing Administration or appropriate maintenance personnel for proper assessment and resolution. Your safety and the preservation of university property are paramount, and reporting issues ensures timely and effective resolution by trained professionals.

DECORATING AND POSTING

- 1. Posters and decorations may be attached only to interior walls and only with materials that will not cause any permanent damage. Damages will be assessed for charges resulting from the improper attachment at a minimum fee of \$50.
- 2. Exterior wires, signs, aerals, video doorbells, or satellite dishes are not allowed.
- 3. Posting of any materials on the exterior surface of room doors is prohibited, with the exception of staff provided name identification, SDSU approved items, and supplied dry-erase message boards.
- 4. Posting items in, on, or across windows, window sills, ceilings, balconies, and patios is also prohibited, with the exception of SDSU-approved window coverings. This includes curtains, tapestries, flags, banners, post-it notes, signs, stickers, etc.
- 5. Holiday decorations inside rooms are permitted only if they are safe and do not present a fire hazard. Cut/live trees and foliage are prohibited in apartments, student rooms, and suite areas.

DISCRIMINATION AND HARASSMENT

For policies and procedures related to discrimination, harassment, and retaliation, please refer to the [CSU Nondiscrimination Policy](#)¹³.

DOORS AND DOOR LOCKS

Tampering with, disabling or modifying the operation of apartment, room, suite, or exterior building doors or door



locks is prohibited. Any resident and/or guest of a resident responsible for such violation will be subject to student conduct action. Any charge for costs attributed to repairs of doors or door locks will be the responsibility of the resident. Hanging heavy items on the backs of doors is prohibited. Items that compromise the integrity of the door and its hardware are also prohibited.

DRUGS

- 1. No drugs, narcotics, or controlled substances, including, but not limited to, medical marijuana, may be possessed, used, sold, or distributed on or off campus property.
- 2. No drug paraphernalia including, but not limited to, any type of bong, pipe, grinder, or similar device, may be possessed, used, sold, or distributed at the university or in the residential communities. The possession of drug paraphernalia, including empty cannabis containers, may be considered evidence of consumption of drugs, and is therefore prohibited within the residential communities.
- 3. No person may be in the presence of drugs, narcotics, controlled substances, or drug paraphernalia in the residential communities.
- 4. Prescription drugs may only be used as prescribed and by the person to whom they are prescribed to. The sharing or distribution of prescription drugs is against university policy and the law.
- 5. Use of drugs and the results of such use (such as disruptive or destructive behavior, vomiting, urinating, or defecating in locations other than restroom toilets, and/or, incidents or conditions necessitating extra care by staff, and other such acts) is prohibited.

DUTY TO FOLLOW DIRECTIVES AND FAILURE TO RESPOND

Each resident is expected to respond to and follow all written and verbal directives or requests of university and residence hall staff promptly. This includes answering the door and checking one’s voicemail and SDSU email on a regular basis. Failure to comply with directions of, or interference with, any university official or emergency response personnel while acting in the performance of official duties will result in student conduct action.

ELECTRICAL SAFETY

Extension cords are not permitted. All power strips and outlet extenders must have surge protection identified with a power switch or indicator light. UL-approved, grounded power strips with circuit breakers should be used for all electrical equipment, including computers and computer-related hardware. A maximum of one power strip may be used per outlet. No modifications to electrical wiring are permitted. No “splices,” “octopuses,” or modification devices of any kind may be used to add plugs/outlets in a resident’s room, suite, or apartment, or in common areas. Excessive electrical equipment is prohibited. Residents found to generate circuit overloads will be investigated. Repeat violations will result in student conduct action, and any charges for costs attributed to removal or repairs will be the responsibility of the resident. Halogen lamps of any type are prohibited in the residential communities.

ELEVATORS (IF APPLICABLE)

If the elevator malfunctions, press the alarm and stay inside until help arrives. Do not jump up and down, pry open, hit doors, or attempt to climb out.

¹³ calstate.policystat.com/policy/12891658/latest/

The resident will be charged the cost to retrieve items dropped down elevator shafts or repairs due to residents' or their guests' negligence or damage, including damages resulting from exceeding the posted elevator capacity or tampering with elevator equipment. Inappropriate use of elevator call or emergency buttons in non-emergency situations is prohibited.

FAKE IDS

The use, display, and/or production of fake or fraudulent forms of identification, including identification that belongs to another person, is prohibited. Such IDs will be turned over to University Police. Violations may result in both legal and student conduct action.

FIRE ALARMS AND FIRE SAFETY

Tampering with, disabling, deactivating, removing, covering, or improperly activating fire safety detection equipment, including fire extinguishers, fire alarms, sprinklers, emergency exit signs, HALO devices, and smoke/CO detectors, is prohibited. Any resident and/or guest of a resident responsible for such action is subject to student conduct consequences, eviction, and criminal and civil penalties. Door closers must not be removed, and doors with door closers shall not be propped open. The use of prohibited cooking or other devices that cause activation of the fire system will result in student conduct action and charges for costs attributed to the alarm to be paid by the resident. During a fire alarm or other emergency where evacuation is required, residents must immediately exit the building and proceed to the evacuation assembly point.

FOOD SERVICE

While in any campus dining facility, the resident agrees to bus their own dining table(s) and remove any trash left behind in order to promote a pleasant dining environment. Shoes and shirts are required to be worn at all times while in dining facilities. Residents may not allow others to use their meal plan.

FURNISHING FALSE INFORMATION

Residents must provide accurate and truthful information, including properly identifying themselves and guest(s), upon request by

university staff, including residence hall staff, police, and emergency response personnel. Misrepresenting oneself to be an authorized agent of the university or one of its auxiliaries is prohibited.

FURNITURE AND FURNISHINGS

- 1. University provided furniture and fixtures cannot be moved, removed, or tampered with in all areas.
- 2. University provided indoor furniture is not to be placed on balconies/patios. University provided furniture and fixtures cannot be altered or removed from resident rooms, suites, or apartments without prior approval from the Office of Housing Administration. Written requests must be made to oha@sdsu.edu.
- 3. Residents may not install any fixtures such as loft kits, pull-up bars, hammocks, exercise and/or dance poles, or TV mounts.
- 4. Residents must enter service requests to loft or bunk beds. Bed guard rails and ladders cannot be removed from lofted or bunked beds.
- 5. If university-provided furniture is damaged, the resident is responsible for the cost of replacement of the piece. Residents may not arrange for furniture to be fixed or replaced from entities other than the Office of Housing Administration.

GAMBLING

Gambling for money or money-equivalent stakes is prohibited in all residential communities, and on all university grounds.

GUESTS

Guest policies are subject to change at any time to conform to public health and/or university guidelines. The following policies will be in effect upon move-in and will stay in effect unless and until modified by the university.

- 1. A guest is any person who is permitted by a resident and approved by the Residential Education Office to occupy, visit and/or reside in, for a limited time, a housing facility. Generally, hosts should seek approval from roommates when hosting a guest in a shared living space.



- 2. Guests, including residents of other on-campus residential communities, must register a valid photo ID for entry at the front desk. Host residents must escort and be in the physical presence of their guests at all times. Host residents are responsible for ensuring their guests properly check out at the front desk when leaving the building. A host resident accepts responsibility for the behavior of their guests and must inform guests of university regulations. Residents should not bring guests that they do not know and trust into the community or check in guests for other residents.
- 3. Residents may host a maximum of two guests in their residential community at one time. Consistent with fire marshall requirements, residents are allowed no more than two guests in their room/apartment/suite.
- 4. Residents living in designated over-the-break housing may have only one guest at a time during break periods.
- 5. Overnight guest(s) privileges are extended to residents on a temporary and occasional basis after securing approval from all roommates and registering the guest(s) with the Residential Education staff. Overnight guests must be housed only in the host resident's room. An overnight guest is considered anyone whose visit lasts more than six hours, beginning or falling between 9 p.m. and 6 a.m. The same guest may not stay in a residential community for more than four (4) nights per calendar month (first-year students only) or eight (8) nights per calendar month (sophomore and above only), and may only stay two (2)

consecutive nights per calendar month. Student conduct action will be taken and a guest fee will be charged to the host resident for any guest whose stay exceeds this limit. The university reserves the right to deny access to any person. This policy is suspended during any period in which guests are prohibited from being in residential spaces.

LOCKOUT, KEY, SDSUCARD, AND ACCESS

A lost key, fob, or SDSUcard poses a security risk. Lost or stolen keys/SDSUcards must be reported at the residential community's front desk within 24 hours of the lost or stolen access item. In addition, residents should report their lost or stolen SDSUcard on the GET app, and visit sdsucard.sdsu.edu for further instructions. This will immediately deactivate your SDSUcard. Visit the SDSUcard Office to purchase a replacement card and speak to your front desk staff to receive a temporary access card if the card office is closed. Residents will be billed for lost or stolen keys, fobs, and/or access cards. Residents must exercise care in the usage of these items. These access items may not be given or loaned to any person other than the specifically assigned resident. All room switches must be authorized and processed by the Office of Housing Administration.

Staff will assist residents in room entry, and the resident will be charged a fee for lockouts, regardless of the reason for lockout. Staff may not be readily available to assist with room entry, and residents may be required to wait. Multiple incidents requiring assistance with room entry may result in student conduct action.

MICROMOBILITY DEVICES AND MOTORIZED VEHICLES

Micromobility devices may not be operated, charged, or stored inside resident rooms. Designated charging and storage stations are located throughout the residential communities. Request for access to secure storage areas may be sent to oha@sdsu.edu. Micromobility devices include but are not limited to, electric skateboards, electric bicycles, and electric scooters. Motorized vehicles used for documented disabilities are exempt from this policy. Other motorized devices such as motorcycles, mopeds, hoverboards, self-balancing scooter boards, segways, carts, and self-balancing single-wheel electric boards are strictly prohibited.

MISTREATMENT OF STAFF

Staff members living and working in the residential communities are here to build community and promote student success. Threats, harassment, abusive behavior, unwanted touching, and any other mistreatment of staff, including tampering with, vandalizing, or stealing property belonging to staff, are grounds for university student conduct action, eviction, and criminal/civil prosecution.

NETWORK ACCEPTABLE USE POLICY

Wireless connections are provided in all residential communities. Internet access is not guaranteed and may not be available to some residents under certain circumstances. University, Aztec Corner, and M@College policies describe what use is acceptable and appropriate for your residential network connection. By connecting to or using a network connection in your residential community, a resident agrees to abide by university, Aztec Corner, and M@College policies.

Resident shall review the university's [Acceptable Use Policy](#)¹⁴, which is incorporated into the license agreement. The Center for Student Rights and Responsibilities, the Division of Business and Financial Affairs, Academic Affairs, SDSU Human Resources, and/or law enforcement officials, as appropriate, will adjudicate violations of the Acceptable Use Policy. The SDSU Computing Security Officer may temporarily suspend network privileges of any university user while suspected violations are being investigated or

adjudicated, even if it affects network services of roommate(s) and/or suitemate(s).

Aztec Corner and M@College residents shall review the Aztec Corner and M@College policies. Their service providers will adjudicate violations of the acceptable use policy. Aztec Corner, M@College, and their corresponding providers may temporarily suspend network privileges of any university user while suspected violations are being investigated or adjudicated, even if it affects network services of roommate(s).

If a resident's network privileges are suspended, the resident must pay to be reconnected. A resident's network privileges will be permanently revoked after the third violation of this policy. Depending on the severity of the violation, a resident's network privileges may be revoked after one violation of this policy.

NOISE

1. Quiet hours are observed from 9 p.m. to 10 a.m., Sunday through Thursday, and from midnight to 10 a.m. on Friday and Saturday. During quiet hours, residents and guests must limit noise so it is not detectable outside of individual rooms. During quiet hours, noise levels are also limited in public areas, including hallways, recreation/study rooms, balconies, pools, and outdoor areas.
2. During final examination periods, all communities will observe quiet hours 24 hours per day, beginning at 9 p.m. two (2) days prior to the university's first scheduled final examination and ending at the close of the buildings and/or the end of the university's last scheduled final examination.
3. During times not designated as quiet hours, residents and their guests must limit noise so as to reasonably avoid disturbing other residents. Loud talking or group gatherings that disturb others are not permitted.
4. Amplified sound, playing of drums or other loud instruments, and noisy games, electronics, etc., are prohibited at all times in the residential communities.
5. The noise policy also applies to loud talking and group gatherings in the vicinity of the residential communities.

6. General custodial and maintenance activities are exempted from this noise policy. Specific projects performed by contractors may start at 7 a.m.

ONLINE SOCIAL NETWORKS

Residents will be held accountable for postings depicting or describing violations of residential community regulations and campus policies. Please see the Physical Abuse, Harassment and Intimidation Policy (page 27) and the Sexual Assault, Domestic Violence, and Stalking section (page 15) of this guide for more information.

PASSIVE INVOLVEMENT

Residents are responsible for the choices they make. In the presence of a policy violation, residents should attempt to stop the violation, contact residential staff and/or immediately remove themselves from the situation and the vicinity of the violation. If a resident chooses to remain at the scene of a policy violation, they will be included in the incident report and may be held accountable for policy violations.

PETS

Animals of any kind, except fish in a bowl with up to 2-gallon capacity, are not permitted in residential communities, except as otherwise required by law and authorized by the Executive Director of Housing Administration (or designee). Residents may not feed or shelter stray animals. Residents are obligated to inform residential community staff members about stray animals so appropriate action can be taken to protect and remove the animal.

Emotional Support Animals (ESAs) must be approved by the Office of Housing Administration prior to the animal entering the residential community, and owners must abide by the Guidelines for Maintaining an Approved Animal within the Residential Community. Any unauthorized pets or ESAs will lead to university disciplinary actions not limited to university suspension and revocation of their license agreement and eviction.

PHOTOGRAPHY/RECORDING/LISTENING DEVICES

Persons located within apartments, suites, bedrooms, bathrooms, and dressing areas may not be filmed, video or audio recorded, or photographed without their specific written consent. This behavior is a violation of residential policy, campus policy, and the law. In addition, video and listening devices cannot be used to listen/monitor/observe persons without their knowledge and written consent.



¹⁴ security.sdsu.edu/policies



PHYSICAL ABUSE, HARASSMENT, AND INTIMIDATION

Abusive physical and verbal behavior, harassment, intimidation, and threats of violence toward residents, guests, or staff are violations of policy and will not be tolerated. Such conduct may be grounds for student conduct action, including separation from the university, removal from the residential community, eviction, and civil/criminal prosecution. Examples of prohibited conduct include, but are not limited to, sexual misconduct, discrimination and/or harassment related to protected categories (e.g. race or ethnicity, disability, gender, gender identity, sexual orientation, religion, etc.), physical assault (including pushing), and verbal, written, or posted threats.

Examples include:

- 1. Placing a resident in fear of harm to that resident’s person or property, as determined by the reasonable person standard.
- 2. Causing a resident to experience a substantially detrimental effect on their physical or mental health, as determined by the reasonable person standard.
- 3. Causing a resident to experience substantial interference with their academic performance, as determined by the reasonable person standard.
- 4. Causing a resident to experience substantial interference with their ability to participate in or benefit from the services, activities, or privileges provided by the university, as determined by the reasonable person standard.

PUBLIC AREAS

Depending on the unique architecture of each residential community, public areas are generally defined as any residential space excluding residence hall bedrooms and the interiors of apartments and suites.

All public areas, including hallways and walkways, must be kept free of obstructions. Personal items may not be left in the hallways or walkways in residential communities as such items may impede emergency efforts or otherwise be a hazard. Residents must abide by posted use hours.

Engaging in sexual acts in public spaces within the community is strictly prohibited. This behavior is a violation of residential policy and campus policy and could result in disciplinary action.

Residents must adhere to posted use hours in public spaces such as basketball courts, volleyball courts, pools, and other recreational areas.



No one may sleep in public areas unless it is in conjunction with a university-sponsored event. Public areas may be closed at any time by the Residential Education Office, Office of Housing Administration, police/emergency responders, and other approved entities. During these closures, students are not permitted in these spaces.

PUBLIC HEALTH AND SAFETY

The university reserves the right to close residential communities for any reason, including if such a closure is required to protect the public health and/or safety of residents.

SAFETY AND SECURITY

- 1. Residents must present their SDSUcard and/or building identification every time they enter their residential community, and when asked by a university official, including residence hall staff. Keys and access cards are assigned to specific residents; lending these items or SDSUcards to another individual is prohibited. Possession of an SDSUcard or security sticker for a building the resident does not live in is against the policy.
- 2. Doors should be locked and closed when residents are not present or while asleep in the room. This includes sliding glass doors on patios and balconies.
- 3. Emergency equipment including, but not limited to, fire alarms, AEDs, heat detectors, pull stations, and smoke detectors may not be tampered with at any time.
- 4. Room signs, exit signs, university-provided signs, and directional signs may not be tampered with or removed.

- 5. Public doors may not be propped open unless utilizing state fire marshall-approved systems at approved times.
- 6. Residents are not permitted to climb over/under fences or prop gates open.
- 7. Residents and guests are to enter and exit residential communities only via designated building entrances and exits. Residents may not enter or exit a room, suite, or apartment through windows, except for emergency, safety, and/or security purposes.

SEXUAL ACTIVITY AND MISCONDUCT

For policies and procedures related to sexual misconduct, sexual violence, sexual exploitation, harassment, dating violence, domestic violence, stalking, and retaliation, please refer to the [CSU Nondiscrimination Policy](#)¹⁵.

Any sexual activity in public spaces is prohibited.

Any sexual activity in the presence of others, including roommates, without affirmative consent is in violation of the CSU Nondiscrimination Policy and is prohibited.

SKATEBOARDS AND SCOOTERS

The use of skateboards, scooters, roller skates, and rollerblades may only be used in designated skate lanes and campus roads with curbs. Use of these items is not permitted in the residential communities or neighboring campus walkways. Such users are subject to a citation by the University Police, as well as student conduct action. All items must be stored in student rooms and not left in common area spaces.

¹⁵ calstate.policystat.com/policy/12891658/latest

SLACKLINING AND HAMMOCKING

Slacklining and hammocking are prohibited in residential communities, including room patios and balconies.

SMOKING AND VAPING

SDSU is a smoke-free campus. Smoking of any kind, including hookahs and water pipes, is prohibited on campus property. Smoking is defined as inhaling, exhaling, burning, or carrying a lighted or vapor-producing tobacco product. Tobacco is defined as all tobacco-derived or containing products, including, but not limited to cigarettes (clove, bidis, kreteks), electronic cigarettes, cigars and cigarillos, hookah-smoked products, and oral tobacco (spit and spitless, smokeless, chew, snuff). Possession of tobacco-derived or containing products, e-cigarettes or other vaping devices is prohibited by law for those under the age of 21. The use of these devices in residential communities is prohibited regardless of age. The SDSU Smoking policy may be found at smokefree.sdsu.edu.

SWIMMING POOLS

When open, swimming in a residential community pool is limited to residents and their guest(s). When applicable, occupancy limits must be observed. No lifeguard is on duty at any time and swimming is at each person’s own risk. Pool-use hours are 10 a.m. to 7 p.m. each day, except during Residential Education, Residence Hall Association or Hall Council sponsored events that must cease by quiet hours. Portable swimming pools are prohibited in all residential communities and on university property.

M@College pool use hours are 10 a.m. to 10 p.m. each day.

THEFT

Theft of another person’s property, campus property, or community property is prohibited. Using or taking another person’s property without permission will be considered theft. Theft of community or traffic signs is prohibited. Relocating lounge or common area furniture without prior approval may be considered theft. Possession of an identification instrument belonging to another person may be considered theft.

THROWING OBJECTS

Sports equipment including, but not limited to balls, may not be used inside the residential communities and fire lanes. No object may be thrown or dropped from a window, balcony, breezeway, or opening.

UNAUTHORIZED ENTRY OR USE

Unauthorized entry into, presence in, use of, or misuse of personal or campus property is prohibited. This includes the use of emergency exit doors or gates when no emergency exists.

Unauthorized entry to, presence in, use of, or misuse of other residents’ rooms, suites, apartments, window sills, roofs, ledges, patios, and balconies is prohibited.

Residents and guests are to enter and exit residential communities only via designated building entrances and exits. Residents may not enter or exit a room, suite, or apartment through windows, except for emergency, safety, and/or security purposes.

Unauthorized use of property belonging to other students is prohibited and may be considered theft.

VIDEO CAMERAS

Video cameras may be located in the residential community elevators and other common areas (e.g., lobbies, lounges, laundry rooms, hallways, dining facilities, etc.) for the protection of residents and university property. Exterior cameras may monitor outside areas near the residential communities. Covering, breaking, damaging, or tampering with video cameras is a violation of policy and will result in student conduct action and/or charges for inspection and repair.

UTILITIES

In an effort to conserve energy, residents residing in apartment-style communities will incur charges if their electricity usage surpasses the monthly per-person limit specified in the housing fee schedule.

WEAPONS

Firearms, stun guns, ammunition, fireworks, explosives, highly flammable materials, weapons of any kind, projectile devices, guns, knives, tasers,

swords, hatchets, replica weapons, lasers, or, material, or instrument which poses a risk of damage or injury is strictly prohibited and a violation of university policy and the law. Any item brandished to threaten or cause harm to another individual could be considered a weapon. Definitions (in all cases include, but are not limited to, the following):

- » **Firearms:** Any gun, rifle, pistol, or handgun designed to fire bullets, BB pellets, or shots (including paintballs or darts), regardless of the propellant used. This includes Airsoft guns, ornamental rifles used for ROTC training and, “replica” firearms.
- » **Weapons:** Any instrument of combat possessed or carried for the purpose of inflicting or threatening bodily injury, including, but not limited to, blackjacks, slingshots, billy clubs, sandclubs, sandbags, metal knuckles, ninja stars, tasers, and replica weapons (including replica weapons used for classes or student activities).
- » **Knives:** Dirks, daggers, ice picks, knives having a fixed blade longer than 2-1/2 inches (California Penal Code 626.10), and replica knives. This does not apply to the lawful use of cutlery and other eating implements used in food preparation and consumption.

WINDOWS, BALCONIES, AND PATIOS

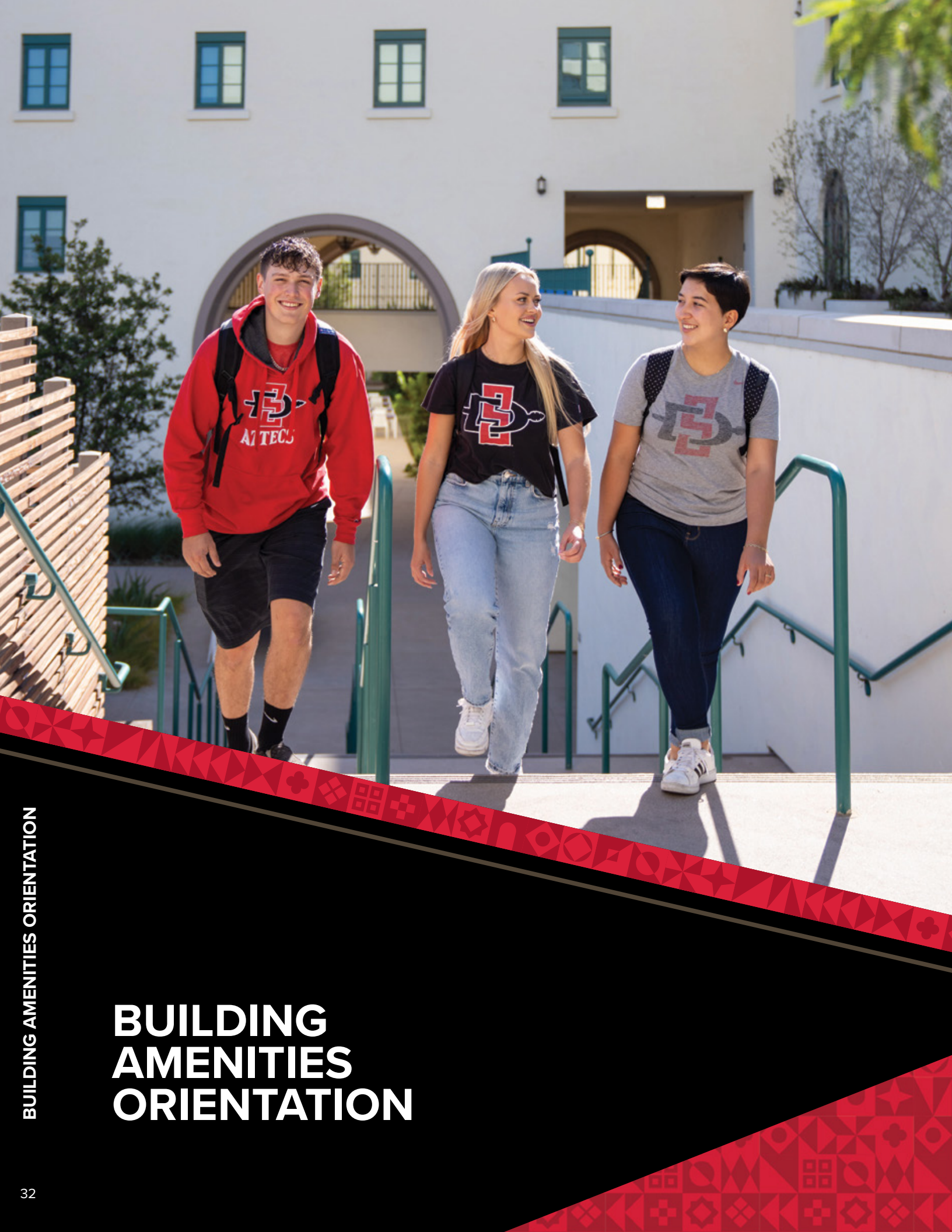
Window screens are not to be removed, loosened or altered. Residents will be billed for breaking the seal, including the tamper tag, on an operable screen and will be billed the cost to replace, reinstall or repair damages (when applicable) to any screen.

Residents may not enter or exit a room, suite or apartment through the windows, balconies, or patios, except for emergency, safety and/or security purposes.

No items, except patio furniture designed for outdoor use, may be placed on balconies and patios. Hammocks, hangings, partitions, or curtains of any type may not be used on balconies or patios. These areas shall not be used for storage of furniture, barbecues, bicycles, or other items including hanging laundry.

Unauthorized entry to window sills, roofs, ledges and other residents’ balconies is prohibited.





BUILDING AMENITIES ORIENTATION

BUNKED AND LOFTED BED SAFETY

Students who are assigned to triple or quad-occupancy rooms or are in rooms with beds that have been bunked or lofted may be utilizing bunked or lofted beds. Two guard rails and one ladder are included with each set of bunked or lofted beds and are inspected twice a year by our maintenance staff. To increase safety:

- » Students must only utilize the ladder provided to enter and exit the bunked or lofted bed. Jumping from the bunked or lofted bed to the floor or using the headboard, footboard, desks, chairs, or other furniture to get into and out of the bed can lead to serious injuries.
- » Bed guard rails cannot be tampered with, adjusted or removed from bunked or lofted beds. Students should not add items such as mattress pads to their beds, or they may compromise the safety of the bed.
- » Students who are impaired in any way should not attempt to climb into or out of the bunked or lofted bed.

KEYS

EXTERNAL CARD READER

Use your SDSUcard or fob to open the front door/gates of the building. Your SDSUcard will only grant you access to the building that you live in. If you lose or break your SDSUcard, report it lost to the [SDSUcard Office](#)¹⁶. This will immediately deactivate your SDSUcard. Visit the SDSUcard Office to purchase a replacement card and speak with your front desk to be issued a temporary access card if the card office is closed.

EXTERNAL KEYS

Aztec Corner

Use your key fob to open the front door/gates of the building. If you lose your key fob, enter a service request to request a new one. If your key fob breaks, put in a service request for a new one and bring the broken key fob to the front desk. If your key fob breaks, you will not be subject to the replacement fee.

M@College

Use your key fob to open doors throughout the community. Your key fob will only grant you access to your assigned apartment front door, as well as other general common areas assigned to your access level throughout the community. If you lose your key fob, report it lost to the management front office. This will deactivate your key fob. Speak with your management office to purchase a replacement key fob.

ROOM KEYS

Use your room key to open your room door. In some communities, your room key will open and lock both your apartment door and room door. Your bedroom key will open and lock your room. If you lose your key, enter a service request to request a new one. If your key breaks or bends, put in a service request for a new one and bring the broken key to the front desk. If your key breaks or bends, you will not be subject to the replacement fee. It is expected that you lock your door when you are leaving your space.

Tacuba, Tepeyac and Villa Alvarado

Use your SDSUcard and assigned PIN number to enter your suite/apartment. If you lose or break your card, report it to the [SDSUcard Office](#)¹⁶. Visit the SDSUcard Office to purchase a replacement card and speak to your front desk to be issued a temporary access card if the card office is closed.

PARKING HANG TAGS AND GATE TRANSPONDERS (IF APPLICABLE)

Parking hang tags must be visible on your vehicle at all times. If you have been issued a reserved parking space at Granada, Piedra del Sol, Sunset Plaza, The Tecs, University Towers, M@College, or Viva, you are not permitted to park in any space other than the one assigned to you. If your building has a garage, you will be issued a gate transponder, or remote control, to use upon entering and exiting the garage. Any vehicles without an approved hang tag are subject to being towed at the owner's expense.

¹⁶ [sdsucard.sdsu.edu](#)

WINDOW COVERINGS

BLINDS (IF APPLICABLE)

To open the blinds, use the wand and move the blinds into the open position. Then use the pull string to pull the blinds up. To lower the blinds, pull the pull string once more to release them. If you open the blinds in the closed position, you will damage them and be subject to replacement costs.

ROLLER SHADES (IF APPLICABLE)

To use the roller shades, use the chain to raise and lower. Do not pull on the shade itself.

WI-FI ACCESS

Connect to wireless internet with the Eduroam Wi-Fi network. When prompted, enter your SDSU id and password. For more information, visit the [Services & Amenities](#)¹⁷ webpage on the housing website.

Aztec Corner

Connect to wireless internet through the community Wi-Fi provided by Pavlov Media. When prompted, set up your account and login credentials. Use the password “8884pavlov” when selecting either the “Aztec Corner” or “5G Aztec Corner” network. To connect gaming consoles or printers, visit [PavlovGo.com](#) and login to your account to manually add your device. For assistance, contact Pavlov Media at (888) 472-8568 (888-4-PAVLOV) and select option three (3) for technical support.

M@College

Connect to wireless internet through the provided Whitesky Wi-Fi network. Routers will be provided in the apartments for you. Do not bring personal routers for additional access. If you are unable to connect, please contact the Whitesky support team by calling 800-611-9837, emailing support@myaccount.wscmdu.com, or by texting “support” to 66749. Technicians are available to assist 24/7.

TELEVISION SERVICE

Your room/suite/apartment will include TV streaming or cable television service. For Streeme

TV instructions visit [Services & Amenities](#)¹⁷ and select “Wi-Fi & TV Streaming.” To watch Streeme TV, students must be on campus and connected to the Eduroam Wi-Fi network.

HEATING AND COOLING

Heating and air conditioning in our buildings do not work as they might in your family home. Each building is designed to be in either “heating mode” or “cooling mode” depending on the outside temperature. When the outside temperature cools down, the building will be in heating mode and when it is hot outside the building will be in cooling mode. Setting your thermostat in your room to provide heat will only work if the building is in heating mode and the same applies to cooling when in cooling mode.

We recommend turning your thermostat off when you leave the room so that you do not return to your room being overheated. If you need to cool down your room when the building is in heat mode, please open your window and use a fan. For energy conservation, we recommend setting your thermostat temperature to 78 degrees Fahrenheit. Please keep in mind that per section 27 of the license agreement, air conditioning (cooling) is not guaranteed.

ELECTRICITY

LIGHTS

In an effort to conserve electricity, always turn off room or lounge lights when they are not in use.

EXTENSION CORDS VS. POWER STRIPS

Extension cords are not permitted. All power strips and outlet extenders must have surge protection identified with a power switch or an indicator light. UL-approved power strips with circuit breakers should be used for all electrical equipment including computer and computer-related hardware. A maximum of one power strip may be used per outlet, per room. No modifications to or changes in electrical wiring are permitted. No splices, octopuses, or modification devices of any kind may be used to add plugs in a resident’s room, suite or apartment.

APPLIANCE OPERATION

MICROWAVE FRIDGE COMBINATION DEVICES (IF APPLICABLE)

To use the microwave fridge combination device microwave, press “cook time,” input desired time by using the number pad and press start. Use the handle to open and close the microwave door. Use the available options on the keypad for cooking if available (ex: Use the popcorn button rather than inputting a specific time if cooking popcorn) to reduce burning. Only use microwave-safe dishes when using the microwave. The top door on the microwave fridge combination device is the freezer. The bottom door is the refrigerator. Set the temperature control on both the refrigerator and freezer at a medium temperature. Keep the unit plugged directly into the wall at all times. Be sure to keep the doors of the freezer and refrigerator closed when not in use to keep cold.

REFRIGERATOR (IF APPLICABLE)

To use the refrigerator, open the door by using the handle. The top door on the refrigerator unit is the freezer. The larger bottom door is the refrigerator. Set the temperature control on both the refrigerator and freezer at medium temperature. Keep the unit plugged into the wall at all times, including university break periods. Be sure to keep the doors of both the refrigerator and freezer closed when not in use and to clean the refrigerator on a regular basis.

WASHER/DRYER

Communal Washer:

To use, open the door and pour detergent into the washer followed by clothing articles. Close the door once all of the articles are in the washer. Walk to the card reader. It will then instruct you to pay by swiping your SDSU card. Input your washer number. Select the washing cycle you would like on the washer and press the “start” button. You can view which machines are available by clicking the “Laundry Alert” link in the [@SDSU_Housing](#)¹⁸ Instagram bio.

Granada, M@College and Viva Washer:

To use, open the lid and pour detergent into the washer followed by clothing articles. Close the lid once all of the articles are in the washer. Select the washing cycle you would like on the washer then press the “start” button.

Aztec Corner Laundry Room:

Laundry rooms are located on the second and third floors in Buildings A and B and also on the first and third floors in Building C. Download the CSCPay Mobile app or purchase a laundry card from the machine in the laundry rooms.



Washing Tips:

Look at the tags on your clothing before washing, as they will typically tell you how to wash the items. Separate white, dark and color clothing items. Make sure to empty your pockets before putting clothes into the washer. Do not fill the machine

HIGH-PRIORITY MAINTENANCE/CUSTODIAL ISSUE REPORTING

Occasionally there are situations when high-priority maintenance issues are reported to and appropriately logged as service requests by the desk assistants. See the following list for high-priority maintenance issues that should be called into the front desk as urgent to notify the residence hall coordinator on duty to be attended to quickly.

All Communities:

- » All flooding issues or excessive leaks
- » Broken door/door locks
- » Bedbug reports
- » Power outages
- » Broken windows
- » No hot water
- » Biohazard or human waste cleanup
- » Clog or backup in kitchen or bathroom sinks

¹⁷ housing.sdsu.edu/services-amenities

¹⁸ [instagram.com/SDSU_Housing](https://www.instagram.com/SDSU_Housing)



more than halfway full. If you use too much soap, your clothes may remain wet at the end of the cycle. Only 1/4 cup of detergent is needed.

Communal Dryer:

To use, open the door and put the wet clothes in the dryer. Place the drying sheet in the dryer with clothing. Be sure to empty the lint trap before starting the machine. Close the door and input your dryer information at the card reader and use your SDSUcard to pay. Select the drying cycle and press the “start” button.

Granada, M@College and Viva Dryer:

To use, open the door and put the wet clothes in the dryer. Place the drying sheet in the dryer with clothing. Be sure to empty the lint trap before starting the machine. Close the door and select the drying cycle and press the “start” button.



Drying Tip:

Air-dry delicate washables. Heat can shrink clothing.

OVEN (IF APPLICABLE)

To operate the oven, turn the designated knob to your desired temperature. All temperatures are in degrees Fahrenheit. Do not forget to turn the oven off, by turning the knob to the “off” position, when done. Caution: When on, the oven can be very hot. Do not leave the oven unattended.

STOVE (IF APPLICABLE)

To operate the stove, turn the designated knob to your desired heat. Be cautious while operating the stove, as the stove may become very hot when on. Do not forget to turn off the stove when done cooking by turning the knob into the “off” position. Leaving the stove unattended is a fire hazard.

MICROWAVE (IF APPLICABLE)

Use the handle to open and close the microwave door. To use the microwave, input the desired time by using the number pad and press “start.” Use the available options on the keypad for cooking if available (ex: Use the popcorn button rather than inputting a specific time if cooking popcorn) to reduce burning. Only use microwave-safe dishes when using the microwave. Do not overheat food.

DISHWASHER (IF APPLICABLE)

Rinse dishes prior to putting them in the dishwasher. Do not overload the dishwasher. Place dishwasher detergent into the specified area. Close and lock the dishwasher by turning the



lever. Turn the knob to the desired wash cycle and press start. Once the dishwasher is done, empty dishes. Caution: Inside of the dishwasher and dishes may be warm upon completion of the cycle.

GARBAGE DISPOSAL (IF APPLICABLE)

Although called a “garbage disposal,” the under-sink kitchen incinerators are not made to dispose of typical garbage. Instead, they are only to be used for biodegradable food items. To use the garbage disposal, turn on cold water before turning on garbage disposal by using the switch on the wall. Let the water run while the garbage disposal is in use. Only place biodegradable food into the garbage disposal. Gradually fill the disposal to reduce overfill. Wait until the grinding has completed before turning off the garbage disposal and water. It is important to not use hot water. Do not pour grease or fat in the garbage disposal. Do not place any hard, fibrous or starchy foods (i.e. fruit pits, celery, corn husks, potato peelings, etc.) down the garbage disposal.

POOLS/POOL FURNITURE (IF APPLICABLE)

All persons using the pool must do so at their own risk as there is no lifeguard on duty. SDSU is not responsible for accidents or injuries. You must shower before entering the pool. Children under the age of 14 should not use the pool without an adult. The use of the pool while under the influence of alcohol or drugs is prohibited. The pool furniture should stay where it is located so all residents can enjoy it. Pool gates should remain closed and secured at all times.

GAMING TABLES (IF APPLICABLE)

The front desk of your building loans out items to use for game tables. Do not sit on the game tables. Be careful with the rentals so as to not damage them.

LOUNGE TVS

Televisions are located in most communal lounges. Other digital displays are intended to be used for connection for academic support purposes (study groups, presentations) or for information sharing.

VACUUM CLEANERS

Vacuums are available to borrow from the front desk. Plug the vacuum cord into an electrical outlet on the wall. To release the handle, lightly step on the release lever on the left rear side of the vacuum. Lightly step on the power button to start the machine. Step on the power button once more to turn off the machine. Do not vacuum any metal or hard materials as they can break the machine.

AUTOMATIC DOOR HOLD (IF APPLICABLE)

The automatic door hold allows you to keep your door open in a way that complies with fire regulations. In an emergency, doors will automatically close to provide a barrier for fire and smoke.

South Campus Plaza

To release the door, gently push the red button. The red button should always be used when releasing the magnetic hold. Pulling the door will cause damage to the magnet, the door and/or the wall.



MEAL PLANS

FOR FIRST-YEAR STUDENTS:

Meal plans are required for first-year students living on campus. There are three meal plans to choose from; Flex 5, Flex 7 and Meals Plus. With the Flex 5 and Flex 7 plans, you must spend your daily allowance each day. There are no roll over funds available the next day. For the Meals Plus plan, all unused funds and meals roll over weekly until the last day of the academic year. Any unused funds or meals on the final day of the academic year are forfeited.

FOR SOPHOMORES AND UPPER-DIVISION:

Meal plans for sophomore and upper-division students are optional. These plans require an academic year commitment and cannot be canceled. Sophomores and upper-division students can choose from the traditional first-year student plans, or an optional Second Year Plan similar to Meals Plus with less declining dollars and fewer meals.

Visit eatatsdsu.com for more information.

TOP 10 WAYS TO MAXIMIZE YOUR MEAL PLAN	
10.	Follow @SDSUDining on Instagram ¹⁹ , Facebook ²⁰ and Twitter ²¹ for contests, special events and other fun stuff.
9.	Have special dietary needs? Contact the SDSU Dining office at sdsudining@sdsu.edu to set up an appointment with our executive chef to go over all that SDSU Dining has to offer you.
8.	The Garden Restaurant is an all-you-care-to-eat style restaurant. The meal value is \$17 and can be used to purchase lunch or dinner. No change is given or rolled over.
7.	Check your balance online at eatatsdsu.com . You can also check our budgeting chart to give you an estimate of where you should be each day.
6.	Our busiest two hours out of the day are 11 a.m. to 1 p.m. If you can avoid that time period you will avoid the lines. Keep in mind that the lines in the Aztec Market go very quickly.
5.	Did you lose or misplace your SDSUcard? Drop by the Dining Office (Education Bldg., Room 112), and we will give you a temporary card to use. Replacement cards can be purchased for \$25.
4.	Looking for somewhere new to try? There are more than 40 locations around campus to use your meal plan.
3.	Plan ahead and check restaurant and Aztec Market operating hours at eatatsdsu.com .
2.	Use your meal plan for a week and if you think another plan might be better for you, check the SDSU Dining website eatatsdsu.com for meal plan change dates.
1.	To use your meal plan, take your SDSUcard to any dining location where meal plans are accepted. Your SDSUcard will be swiped and used as a form of payment for your meal. Know the plan you signed up for and how it works. If you need it, reach out for help. We are here for you. Email the SDSU Dining Office at sdsudining@sdsu.edu .

¹⁹ [instagram.com/sdsudining](https://www.instagram.com/sdsudining)
²⁰ [facebook.com/sdsudining](https://www.facebook.com/sdsudining)

²¹ twitter.com/sdsudining

Please visit eatatsdsu.com for detailed information regarding meal plans.

MEAL PLAN CHANGE DATES

If you would like to change your meal plan, you must sign a new agreement with SDSU Dining. There is a \$10 processing fee to change your meal plan. Your meal plan may be changed only during the following designated dates.

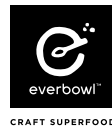
- » **September 9-13, 2024.**
Effective September 23, 2024
- » **November 4-8, 2024.**
Effective January 20, 2025
- » **February 3-7, 2025.**
Effective February 17, 2025

No balances from your old plan will carry over when making a meal plan change.

SICK TRAY

I'm sick and cannot go out to use my meal plan. What can I do?

If you can't make it to a "regular" meal due to illness, you may request a Sick Tray form from the front desk. The form, along with your SDSUcard, must be taken to The Garden Restaurant Aztec Market at Cuicacalli, Aztec Market at Chapultepec, or University Towers Kitchen (UTK). You must make arrangements for someone else to pick up your meal. SDSUcards are non-transferable and will be confiscated if attempted to be used by someone other than the cardholder without a Sick Tray form.



Visit eatatsdsu.com for updated information on restaurant availability.



LICENSE AGREEMENT INFORMATION

TERMS AND CONDITIONS

By completing and signing the Student Housing License Agreement, you agree to comply with and are expected to follow the [Terms and Conditions](#)²².

PAYMENTS

Your total housing and meal plan cost for the 2024-25 year is split into eight (8) installments for 9-month license agreements or ten (10) installments for 11.5-month license agreements. E-Bills are posted to [my.SDSU](#)²³ on the fifth of each month and are due on the 20th of each month. The first installment is due on August 20, 2024.

View the complete [payment schedule](#)²⁴. To view your university charges, log onto [my.SDSU](#)²³. It is your responsibility to check your account for outstanding payments.

Don't forget to activate your loans as soon as possible to ensure funds are available by the start of school.

ROOM SWITCH REQUESTS

Residents may request a room switch by submitting a completed [Room Switch Request](#)²⁵ form to the Office of Housing Administration. The form is available online beginning the third week of each semester.

If an accommodation is available based on your request, you will receive an email offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our waitlist. Email notifications will be sent to your @SDSU email address. There is a \$100 room switch fee that will be applied for any request that is accommodated.

CONTRACT RELEASE REQUESTS

The Student Housing License Agreement is a legally binding document. By signing the contract, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences. You may request a contract release at any time. Depending on your reason and documentation provided to support your request,

you will be charged either 30 days or end of contract rent beyond the day that you check out of your room. For more information about contract release, refer to the license agreement.

FRONT DESKS

The front desk manages the building security, guest check-in/out and equipment rentals.

MAIL

Mail and packages may not be sent directly to the on-campus residential communities (with the exception of M@College). All mail must be directed to UPS stores on campus.

Visit [housing.sdsu.edu/mail](#) for additional information regarding mail services.

M@COLLEGE

Each unit at M@College will have a traditional mailbox for letters and small packages. For larger parcels such as deliveries from UPS, FedEx, and Amazon, packages will be stored in parcel lockers for resident pickup. All residents will be emailed information on registering for the parcel locker system prior to their arrival. After registering, you will be notified by text and/or e-mail when a package arrives. Oversize packages that cannot be placed in your mailbox or a parcel locker can be picked up from the front office during office hours.

M@College cannot accept deliveries of perishable items such as Uber Eats, DoorDash, Instacart orders, or meal prep boxes that require refrigeration. Residents must accept these deliveries in person at the building entrance.

Lastly, please note that due to the unique nature of M@College, tracking for USPS deliveries will not be entirely accurate. Items marked "delivered" on the USPS website have only been delivered to the campus and still must be sorted and delivered to the building itself. USPS mail may not arrive to your actual mailbox until the subsequent business day.

²² [housing.sdsu.edu/resources/license-agreement](#)

²³ [my.sdsu.edu](#)

²⁴ [housing.sdsu.edu/rates](#)

²⁵ [housing.sdsu.edu/services-amenities/room-switch](#)



SERVICE REQUESTS

Request a repair by initiating a service request on the Housing Portal. Please explain what type of work is needed, where it is needed and what needs to be done (please be as detailed and specific as possible). To minimize contact with your personal belongings, please clear the space for maintenance, custodial and pest control staff to work.

Maintenance staff may enter rooms, suites and apartments to make emergency repairs as described in the Terms and Conditions of the license agreement. All staff are trained to always lock the door when they leave. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. Check the status of your service requests on the Housing Portal. Please contact your front desk to report any after-hours building emergencies or high-priority maintenance issues.

HEALTH AND SAFETY INSPECTIONS

Taking pride in living areas is a shared responsibility. Our custodial staff is responsible for maintaining the cleanliness and sanitation of common areas. Residents are responsible for maintaining the cleanliness of their own rooms, suites, and apartments, including en-suite bathrooms and kitchens, if applicable. Health and Safety Inspections will be conducted in rooms, suites and apartments. Fees for re-inspection and cleaning will be assessed if areas are not up to our cleanliness, health and hygiene standards. The custodial team members are on campus seven days a week to provide a clean and sanitary community. It is important for residents to do their part as well to maintain a healthy community. Residents should place all waste in designated recycling bins, trash chutes or outdoor dumpsters. Cleaning supplies are available to borrow at the front desk. Any required excessive cleaning caused by residents or their guests may be charged to individual residents.

STAR CENTERS

STAR Centers (Students Taking Academic Responsibility) are academic resource centers for on-campus residents. Professional and student staff in these centers help create a positive, academically-oriented environment to help students achieve academic success. Features include free tutoring, academic advising and monthly academic success programs. Visit [STAR Centers](https://housing.sdsu.edu/services-amenities/star-center)²⁶ for hours and additional information.

²⁶ housing.sdsu.edu/services-amenities/star-center





HOW TO GET INVOLVED

How do I get involved in the Residential Communities?

The Residence Hall Association (RHA) is the student governing body of all on-campus residents at SDSU. RHA not only serves as the representation of all residents on campus but also serves as a programming board for the residential communities. Every student living in the residential communities is a member of RHA, so we would love to invite you to participate in making a difference in your living experience at SDSU. Contact your RA/CA, follow RHA on Instagram [@SDSURHA](https://www.instagram.com/sdsurha)²⁷ or go to the [REO Opportunities](https://sites.google.com/sdsu.edu/reostudentopportunities/home)²⁸ page for more information.

ROOM SWITCHES

How do I request a room switch?

Residents may request a room switch by submitting a completed [Room Switch Request](#)²⁹ form to the Office of Housing Administration. The form is available online beginning the third week of the fall semester.

If an accommodation is available based on your request, you will receive an email offer on Monday and will have 24 hours to reply to the email. If we are unable to accommodate your request, you will be placed on our waitlist. An email notification will be sent to your @sdsu email address. There is a \$100 room switch fee that will be applied for any request that is accommodated.

What if I want to move into another building?

Similar to the Room Switch Request, residents on the SDSU license agreement who are interested in moving into another building must submit a [Room Switch Request](#)²⁹ form online.

If my roommate moves out, can I keep my room to myself?

No. If a space becomes available in a double, triple or quad room, the remaining resident(s) will be asked to either consolidate or accept a new roommate at any given time. Be a gracious

roommate. Failure to prepare your room for a new roommate or any effort to make a new roommate feel unwelcome is considered a violation of policy.

LOST ACCESS CARD

What if I lose my key or SDSUcard?

Let your front desk know immediately. A lost key, key fob or SDSUcard poses a security risk. Report a lost or stolen SDSUcard to the SDSUcard Office via the GET app, further information is available on sdsucard.sdsu.edu. This will immediately deactivate your SDSUcard. Speak with your front desk to receive a temporary access card. Replacement of lost or stolen keys, key fobs and SDSUcards will be ordered and you will be billed.

M@COLLEGE

If you lose your key fob, report it lost to the management front office. This will deactivate your key fob. Speak with your management office to purchase a replacement key fob.

RENTER'S INSURANCE

Do I need renter's insurance?

The university has no insurance to cover personal property damage. Therefore, the university highly recommends that you obtain insurance, such as a renter's policy. Our partner GradGuard offers college renters' insurance at gradguard.com. (Your parents' homeowner's insurance policy may cover theft or damage of property in your room. Check with your insurance agent.)

M@COLLEGE

All M@College residents are required to enroll in a renter's insurance policy with a minimum of \$100,000 personal liability insurance. M@College can recommend a policy with A.J. Gallagher, but residents may choose to purchase insurance through the vendor of their choosing. Proof of insurance enrollment is required prior to move-in.

²⁷ [instagram.com/sdsurha](https://www.instagram.com/sdsurha)
²⁸ sites.google.com/sdsu.edu/reostudentopportunities/home

²⁹ housing.sdsu.edu/services-amenities/room-switch

CANCELLATIONS

What if I need to cancel my contract for housing?

The Student Housing License Agreement is a legally binding document. By signing the contract, you have agreed to certain terms and conditions, which include expectations for occupancy and conduct. Breaking this contract has costly consequences. You may request a Contract Release at any time. Depending on your reason and documentation provided to support your request, you will be charged either a 30-day rent fee or end-of-contract fee beyond the day that you check out of your room. For more information about Contract Release, refer to the License Agreement or contact the Office of Housing Administration.

HEALTH SERVICES

Where should I go if I feel ill?

You should call Student Health Services at 619-594-4325. Evenings and weekends you can call the nurse advice line at 858-225-3105. Student Health Services on campus is staffed by full-time health professionals who are able to provide you with primary health care. Whenever possible, you should schedule an appointment in advance to see a health care provider. Scheduling an appointment can reduce your waiting time. You may also request to see a specific health care provider.

What types of services are offered at Counseling & Psychological Services?

Counseling & Psychological Services offers a wide range of services to support the well-being of students. Get a personalized consultation and recommendations by calling C&PS at 619-594-5220. Visit sdsu.edu/cps for activities and strategies for living well, such as increasing mindfulness and coping with stress. Visit Well-Being & Health Promotion at C&PS to relax in the massage chair or in one of the egg chairs (relaxation chambers).

Do I need health insurance?

SDSU does not provide health insurance to students. While not a requirement for undergraduate students, we strongly encourage students to have health insurance that will cover emergency care, access to specialists, and prescription medication costs. For students who do not have health care coverage, SDSU has support in place to assist students with obtaining and utilizing their health insurance plans, including the identification of local San Diego medical providers when necessary. You can find more information about this resource by visiting healthpromotion.sdsu.edu.

LOCKOUTS

What if I lock myself out?

Staff will assist you in entering your room. You will be charged a lockout fee, regardless of lockout reason. Staff may not be readily available and you may be required to wait. Repeated incidents can result in judicial action.

SERVICE REQUESTS

How can I get something repaired in my room?

Repairs will be made on a priority basis when a service request has been submitted. Request a repair by initiating a service request on the Housing Portal or at your front desk. Please be aware that in some cases, it may take several days for a service request to be completed if parts must be ordered. Check the status of your service requests on your Housing Portal.



QUIET HOURS VS. COURTESY HOURS

What’s the difference between “courtesy hours” and “quiet hours”?

Courtesy hours require that residents do not exceed reasonable noise limits to ensure that other residents are not disturbed. They are in effect at all times. During quiet hours, noise should not be detectable outside of individual rooms. Quiet hours are in effect from 9 p.m. to 10 a.m. Sunday through Thursday and midnight to 10 a.m. Friday and Saturday. Quiet hours extend to all public areas, pools and quads. Amplified sound is prohibited. Please be advised that normal work hours for maintenance and custodial services are 7 a.m. to 3:30 p.m. seven days a week. These services are exempt from courtesy and quiet hours. Courtesy hours and quiet hours are enforced outside of the building as well as inside. Loud talking or groups that disturb others are not permitted.

DINING/MEAL PLAN

Where do I eat?

Your meal plan enables you to take advantage of a special community way of life, which includes quality food choices and a friendly dining atmosphere. The primary residential dining facility is The Garden Restaurant at Cuicacalli Suites. With your meal plan, you can purchase food at numerous locations on campus, including the Aztec Markets. Refer to the Aztec Shops website at eatatsdsu.com for more information on each meal plan and the locations where you can use your meal plan.



CONTACTS

EMERGENCY: 9-1-1

ARC 619-594-7529	Student Financial Center sacd.sdsu.edu/sfc (See URL for Zoom link)	SDSU Diversity and Inclusion 619-594-3473
Associated Students 619-594-6487	Intercultural Relations 619-594-7054	Student Disability Services 619-594-6473
Athletics 619-594-3019	International Student Center 619-594-1982	Student Health Services 619-594-5281
Aztec Shops 619-594-6954	Library 619-594-6721	Student Life and Leadership 619-594-5221
Bookstore 619-594-7525	New Student and Parent Programs 619-594-1509	Testing Services 619-594-5216
Campus Info 619-594-5000	Military and Veterans Program 619-594-5813	Ticket Office Info Line 619-594-6947
Career Services 619-594-6851	Student Ombudsman 619-594-6578	University Bursar's Office 619-594-5253
Center for Educational Partnerships, Outreach and Success 619-594-3685	Parking Office 619-594-6671	University Information Center 619-594-6551
Center for Inclusive Excellence sacd.sdsu.edu/cie (See URL for Zoom link)	Cultural Centers Page sacd.sdsu.edu/cultural-centers	University Police 619-594-1991
Center for Student Rights and Responsibilities 619-594-3069	Red and Black Shuttle Bus 619-594-6659	Well-Being & Health Promotion 619-594-4133
Counseling Services 619-594-5220	Registrar's Office 619-594-6871	
Housing Administration and Residential Education ... 619-594-5200	RezCon Office 619-594-3473	
SDSU Dining 619-594-7640		

SDSU EMERGENCY RESOURCES

We know that students may experience concerns or crises, or may help a friend who is experiencing difficulty, during their time at SDSU. Your listening, caring and showing concern can make an important difference. If you need support or if you are concerned about another student, please refer to campus resources.

» The CARES (Campus Assistance, Response, Evaluation and Support) Team is a multidisciplinary group of professional staff members that come together to provide support and resources to students. The CARES Team reviews, assesses and responds to student issues that may present barriers to their personal and academic success, such as food and housing insecurity, emotional distress, health concerns, or other personal challenges. For support, visit sacd.sdsu.edu/cares-team

» For support with mental health concerns and coping resources, visit sdsu.edu/cps

» For support with concerns around alcohol or other drug use, call C&PS or visit sdsu.edu/cps

» For immediate food, housing, or financial crises, please submit a request to the Economic Crisis Response Team (ECRT) at sacd.sdsu.edu/ecrt. ECRT can help with a variety of basic needs resources for students.

» For psychiatric emergencies, students can call C&PS at 619-594-5220. There is an option to speak with an emergency counselor when the office is closed. The San Diego Access & Crisis Line is also available 24/7, call 1-888-724-7240



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In support of the overall mission of SDSU, the Division of Student Affairs and Campus Diversity, the Division of Business and Financial Affairs, the Residential Education Office, the Office of Housing Administration and Housing Facilities Services aspire to transform lives through dynamic and educationally engaging residential communities and environments.